

(NAME OF HOME)

Procedures Manual

Title: **MANAGEMENT OF CHALLENGING BEHAVIOUR (KLOE)**

1.0 Scope

1.1 The system for the management of challenging behaviour.

2.0 Aims and Values

2.1 To ensure there is a system in place that enables staff to effectively manage challenging behaviour.

2.2 To ensure statutory obligations of the Health and Safety at Work Act 1974, Fundamental Standards and Key Lines of Enquiry are adhered to.

3.0 Contents

6.0 Awareness of challenging verbal behaviour.

7.0 Dealing with challenging verbal behaviour.

8.0 Awareness of challenging physical behaviour.

9.0 Dealing with challenging physical behaviour.

10.0 Where injury results from an incident.

11.0 Monitoring and review.

12.0 Recording incidents.

4.0 Referenced Documents

C4-001 Accident / Incident / Near Miss Report Form.

C4-079 Person Centred Care Plan.

C4-081 Service User's Daily Report Record.

C4-SSCB Senior Staff Communications Book.

SD-17 Termination of a Service User's Tenancy Procedure.

5.0 Responsibilities

5.1 Management and all care staff.

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This is the procedure to be followed

6.0 AWARENESS OF CHALLENGING VERBAL BEHAVIOR

- 6.1 Care staff should record any verbally challenging outbursts in the Service User's Daily Report Record, C4-081.
- 6.2 The manager should ensure that information and documentation regarding verbally challenging outbursts is entered into a Person Centred Care Plan, C4-079, and Service User's Daily Report Record, C4-081, in order that staff are aware of potential triggers of such behaviour.
- 6.3 The manager should ensure that guidance notes and information on how to manage challenging behaviour are made available to staff.
- 6.4 These guidance notes should advise staff on the safe practices adopted by the service, which reflect the level of risk identified, in order to minimise the risk of harm to others through an outburst of challenging verbal behaviour.
- 6.5 The staff training programme should include how to deal with challenging behaviour, and how to respond to challenging behaviour at an early stage to reduce the likelihood of it happening or recurring.

7.0 DEALING WITH CHALLENGING VERBAL BEHAVIOUR

- 7.1 Where a member of staff encounters an outburst of challenging verbal behaviour, they should:
 - Keep calm and retain self-control.
 - Try not to argue with the person and reassure the person that you do not wish to argue with them.
 - Try to find out what the cause of the outburst is by asking other staff or Service Users.
 - Decide whether there is the potential for the verbal outburst to become physical and whether or not to leave the Service User alone until the situation has calmed down.
 - Decide whether other Service Users need to be removed from the vicinity.
 - Keep the Service User under control until the situation has calmed down.
 - Inform the manager / senior member of staff on duty, as soon as possible.
- 7.2 Once the outburst has ended and the situation has returned to near normal, the manager should:
 - Ensure that any member of staff who has been affected by the incident receives appropriate support.
 - Arrange to discuss it with the staff involved and try and establish the reasons for the Service User's aggression and the best ways of managing it. The results of the discussion should be entered into the Person Centred Care Plan, C4-079.

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- Where possible, reassure the Service User that staff are aware of the causes which may have led to the outburst and that wherever possible they will be resolved.
- Reassure other Service Users who may have been affected by the outburst that the situation has now been resolved.
- Complete a report of the incident using the Accident / Incident / Near Miss Report Form, C4-001.
- Carry out a review of the Person Centred Care Plan, C4-079, to see what additional support may be given to prevent recurrence.

8.0 AWARENESS OF CHALLENGING PHYSICAL BEHAVIOUR

8.1 Any known triggers that may lead to challenging physical behaviour should be documented in the Person Centred Care Plan, C4-079.

8.2 Where it is known that a Service User has a past history of challenging physical behaviour, staff should be aware, from the Person Centred Care Plan, C4-079, of the likely triggers that can initiate an incident or assault.

9.0 DEALING WITH CHALLENGING PHYSICAL BEHAVIOUR

9.1 A member of staff who is confronted by challenging physical behaviour displayed by a Service User should:

- Try to assess whether other Service Users need to be moved from the vicinity.
- Try to keep calm.
- Try to assess whether there is the potential for the aggression to escalate into a violent situation which might cause serious injury.
- Where Service Users are deemed to be at risk when an assault occurs, remove dangerous objects from the reach of the Service User wherever possible.
- Not attempt to confront the Service User, but look, listen and observe.
- Assess whether the Service User should be left until they have calmed down.
- Keep the Service User under observation.
- Try to establish the cause of the outburst from the Service User, other Service Users and staff once the Service User has calmed down.
- Inform the manager / senior member of staff on duty as soon as possible.

9.2 Where appropriate, the manager should discuss the incident with the GP, CPN, social worker / care manager or organisational senior manager.

9.3 Following the incident the manager should carry out a debriefing with the staff concerned to see what lessons can be learnt to prevent recurrence. A risk assessment should be carried out along with a review of the Person Centred Care Plan, C4-079 to determine if there are any changes required.

9.4 Staff involved should complete an Accident / Incident / Near Miss Report Form, C4-001.

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- 9.5 Where a Service Users challenging behaviour persists the manager should make arrangements for a best interest meeting to discuss care and prevention options. The outcomes of the discussions should be recorded by the manager in the Person Centred Care Plan, C4-079.
- 9.6 The manager should ensure that staff involved in the incident are offered support and counselling if required.
- 9.7 The incident should also be reviewed as part of staff supervision.
- 9.8 The manager must ensure that control restraint and restrictive practices are used proportionately in relation to the risk of harm to the Service User, or another person and these are applied in line with current legislation and guidance.
- 9.10 Where a Service User lacks mental capacity to consent to the arrangements for care or treatment, deprivation of their liberty is implemented and managed in accordance with the Mental Capacity Act 2005, including the use of the Mental Capacity Act Deprivation of Liberty Safeguards where appropriate.

10.0 WHERE INJURY RESULTS FROM AN INCIDENT

- 10.1 Where a Service User or member of staff sustains an injury as a result of aggression from a Service User, the manager should ensure that details are recorded as in Section 12 of the procedure.
- 10.2 The manager should make arrangements for a review of the Person Centred Care Plan, C4-079, which includes all relevant parties. The results of the review should be fully documented in the Person Centred Care Plan, C4-079.
- 10.3 The manager should ensure that staff receive appropriate training to minimise the risk of future injury resulting from challenging behaviour by the Service User.
- 10.4 The manager should ensure that any member of staff who has been adversely affected by an act of aggression is offered the support necessary to overcome their experience.

11.0 MONITORING AND REVIEW

- 11.1 The manager should ensure that the management of challenging behaviour focuses upon how challenging behaviour can be prevented.
- 11.2 The manager should ensure that information gleaned through monitoring of aggression is reviewed to see how challenging behaviour can be better managed.
- 11.3 Where a member of staff is found to have significantly contributed to a situation which results in an outburst of aggression, the manager should ensure that action is taken to prevent any further occurrence.

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- 11.4 Where the challenging behaviour is considered to be due to an underlying behavioural or psychological problem, the manager should consult with relevant professionals as to the continuing appropriateness of the Service User's placement.
- 11.5 In some circumstances, and following extensive consultation, the manager may decide that the only reasonable solution is the termination of the tenancy agreement. The manager should follow the Termination of a Service User's Tenancy procedure, SD-17.

12.0 RECORDING INCIDENTS

- 12.1 The manager should ensure that all incidents of challenging behaviour are recorded in:
- The Person Centred Care Plan, C4-079.
 - The Service User's Daily Report Record, C4-081.
 - The Senior Staff Communications Book, C4-SSCB.
 - The Accident / Incident Near Miss Report Form, C4-001.
 - Other documents as may be appropriate.

NB Definitions

Challenging behaviour may be defined as: "Behaviour in which a person is abused, threatened or assaulted by another. The assault might be physical but can equally be verbal (spoken or gestured), written or emotional and results in the victim suffering distress or harm".

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Guidance for managers

What the Care Quality Commission requires

Key Lines of Enquiry 2018 **Safe Services S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?**

Prompt	Compliance Evidence
S2.7 How do staff seek to understand, prevent and manage behaviour that the service finds challenging? How are individuals supported when their behaviour challenges? How well does this align with best practice?	Sections Para 7.2, Section 11 and of this procedure addresses the prompt Refer to QP-39 Managing Behaviour

Managers will need to demonstrate to CQC that they are complying with the regulation and Fundamental Standard by following this procedure that provides the evidence.

Sample

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