

Heritage Care at Home Ltd

Challenging Behaviour Policy

Policy reviewed and valid from: 01/01/20



Policy Statement

Heritage Care at Home Ltd is committed to working with some of the most vulnerable people in society, some of whom may exhibit behaviour that is challenging towards others and to deal with.

In working with people who express challenging behaviours, we will seek to understand the behaviour and its causes and work with the person in a structured way to help lessen the behaviour and its impact. The safety of the person and those around them will be of primary concern when managing incidents of challenging behaviour and Heritage Care at Home Ltd will take legal action where necessary. The withdrawal of a service would be a final option.

This policy applies to all staff; this includes managers, community care assistants and anyone else working on behalf of the organisation.

Challenging Behaviour

Challenging Behaviour is behaviour by a customer or third party that is causing nuisance, harassment or physical threat to other people i.e. any behaviour that is detrimental to the well-being of others whilst in contact with Heritage Care at Home Ltd services or behaviour that makes it difficult to provide the person with support or a service.

Heritage Care at Home Ltd works with people who may present with very complex issues and a number of challenging behaviours. It must be noted that each person is an individual with their own specific issues and needs and therefore no one solution may apply to all cases of challenging behaviour. Please see below for examples of the kinds of challenging behaviour that Heritage Care at Home Ltd staff may encounter when working with customers.

Behaviour	Example
Physical violence or aggression	Assault or attempted assault on other customers, staff or third parties.
Verbal abuse	Rude, insulting, racist, sexist or explicit language targeted at particular people
Property damage	Throwing furniture, smashing or breaking furniture, windows or facilities
Threatening behaviour	Physically intimidating behaviour (squaring up to, waving hands/fists), making verbal threats of harm
Harassment of others	Bullying others, racial, sexual or any other harassment based on a person gender, race or religion, harassing others to gain money or valuables, refusal to leave area/premises
Self harm and/or self neglect	Physically injuring self, deliberately provoking others into aggressive behaviour. Neglect of physical health, personal care or environment to the extent that well being is endangered.
Non-engagement	Refusing to speak to staff, avoiding interaction and declining support offered,
Dis-inhibited behaviour	Indecent exposure, sexually dis-inhibited behaviour.

Managing Challenging Behaviour

Heritage Care at Home Ltd will maintain the highest standards of work and safeguard customers, staff and the general public through:

- Providing effective support, supervision, training and debriefing to all staff.
- Providing staff with guidance on dealing with challenging behaviour and techniques for managing challenging situations.
- Sharing good practise through team meetings and good practise sessions
- Fostering a culture of team work, communication and consistency.
- Joint working with other agencies and statutory services in order to meet need and reduce risk. This may include dementia / mental health teams, Social Services etc.
- Employing a robust risk management system which includes individual Customer Risk Assessments and Situational Risk Assessments which are reviewed and updated regularly.
- Employing a robust Incident Reporting Framework which ensures that all incidents have specific follow up actions to reduce the likelihood of it occurring again.
- Recognising when police involvement is necessary and supporting staff or teams to give statements or press charges.
- Recognising that although withdrawal of service is a last resort, it is sometimes the most appropriate course of action.

Our approach to managing challenging behaviour should always be planned, focused on developing management strategies which allow customers to continue using the service they are receiving and involved in managing their own behaviour. In dealing with challenging behaviours, staff might consider the following interventions and strategies;

- De-escalation of the situation - talking through with the customer.
- Use of “cool off” periods from activity, group or individual support sessions.
- Increased support and collaboration with appropriate outside agencies.
- Early identification of potential challenging behaviour through care planning and risk assessment.
- Using case work management to identify and respond to the triggers of challenging behaviour, to inform the development of behavioural management strategies.
- Agreeing team and individual strategies to manage and mitigate challenging behaviours and the impact on the customer, staff and others.
- Use of individual ‘contracts’ or agreements.
- Seeking additional/specialist support through working in partnership with other agencies to ensure a customer’s needs are met appropriately.

The following should never be used as a means of managing challenging behaviour

- Physical force or the threat of such
- Physical restraint.
- Refusal to speak to or interact with the customer / Colleague.
- Being deprived of critical service or essential facilities i.e. kitchens or wash rooms.
- Verbal intimidation, ridicule or humiliation.

Managers and staff should identify situations where challenging behaviour can present greater risk to staff and customers (for example lone working) and develop situational risk assessments to reduce or manage these risks.

As a last resort, if a customer presents a high level of risk or danger to him or herself or others, he or she may have to be suspended or excluded from the service. A decision to exclude a customer should be supported by an incident report, up to date risk assessment and a plan which sets out how any future challenging behaviour should be managed and how the customer will receive essential support during the temporary or permanent exclusion. All exclusions should be signed off by a senior manager.

Behaviour that is a criminal offence will be reported to the police and Heritage Care at Home Ltd will pursue legal action such as pressing charges or injunctions where this is necessary in order to manage behaviour and ensure the safety of staff and other customers. Where appropriate, Heritage Care at Home Ltd will support customers who have been the victim of an offence committed by another customer to pursue legal action.

Staff Roles

Heritage Care at Home Ltd recognises that employees are sometimes faced with extremely difficult situations or behaviour.

Where staff are working within Heritage Care at Home Ltd policies and guidelines and acting in good faith, they will always be supported in their actions even if in hindsight different decisions and actions may have been more appropriate. However all staff should:

- Deal with all challenging behaviour in a professional manner.
- Treat customers and Colleagues with respect regardless of behaviour.
- Follow Heritage Care at Home Ltd Policy and Procedures and the GSCC Code of Conduct.
- Report all incidents of challenging behaviour within their line management structure.
- Take individual responsibility for contributing to a culture of team work, communication and consistency.
- To reflect on practice and be open and objective about their teams' and their own working practices.
- To report to their line manager, as soon as possible, incidents where they have taken actions, or witnessed other employees taking actions that are beyond what is normally recognised as "good practise".

It is important for all concerned where staff have not followed the guidelines, that this is followed up either through the normal line management supervision process or, where appropriate, through more formal investigation.

In all circumstances it is very important to be open about how we have responded to incidents of challenging behaviour. Informed discussion at team meetings and other forums ensure that good practice in teams will continue to develop.

Training and Support for Staff

Heritage Care at Home Ltd will:

- Provide training to staff on working with challenging behaviour and risk management as part of staff induction.
- Provide support to staff through regular supervision and annual appraisal process, training and casework management systems.
- Ensure the use of an incident reporting framework that requires any incidents to be followed up with actions to de-brief those involved and to reduce the risk of incidents reoccurring.
- Ensure that employees have access to a confidential counselling line and service.
- Offer support to employees involved in a police action after a serious incident. Where it is considered necessary by senior management, Heritage Care at Home Ltd will assist in supporting an employee with a private action if there is no police action after a serious incident.

Information and Confidentiality

Heritage Care at Home Ltd will share information with other agencies regarding customers where it is necessary to reduce risk, safeguard the well being of the individual or others or part of a criminal investigation or hearing.

Customers are informed at the referral / entry stage of Heritage Care at Home Ltd's Information and Confidentiality policies and must complete a consent form. Information should be shared in line with current legislation, which includes: Common Law; Human Rights Act 1998; Data protection Act 1998, Safeguarding Vulnerable Adults and the organisational Confidentiality policy.

Recording and Monitoring

Heritage Care at Home Ltd's incident reporting framework and careplan review and assessment frameworks ensure that all incidents and occurrences of challenging behaviour are recorded and followed up.

All staff are aware that all records are legal documents when relating to a criminal offence.