



# Challenging Behaviour Policy for SSA Star Care



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## **DEALING WITH CHALLENGING BEHAVIOUR, VIOLENCE AND AGGRESSION**

### **Purpose of this Document**

This document outlines the policy of SSA Star Care in relation to dealing with challenging behaviour, violence and aggression among service users.

### **Principles**

1. SSA Star Care seeks to demonstrate respect for the lifestyles and human rights of its service users.
2. We recognise, nevertheless that exceptional circumstances may arise when our workers might be called upon to place limitations on a service user's behaviour, either in their interest or for the protection of others.
3. We will attempt to anticipate these possibilities and to follow precise procedures designed to ensure that the limitation to a service user's lifestyle or human rights is kept to a minimum.
4. SSA Star Care will seek to ensure that any limitations placed on a service user's rights has been agreed within MCA and DoL guidelines and Policy and in liaison with the carer(s), social services and other relevant parties– it will not take action on its own.
5. In the event of an emergency and the challenging behaviour is too much for the care worker to handle. The senior in charge must be informed who may advise to withdraw care until the issue has been dealt with.
6. In cases where the decision is to withdraw care for the safety of our staff or others we will make every effort to ensure that the service user's safety is also taken into consideration.

### **Service User Care Plan**

In all instances where our workers are likely to encounter challenging behaviour, violence or aggression to an extent that limitations of a service user's lifestyle or human rights might be necessary, we will seek, when the Service User Care Plan is drawn up or revised, to discuss the facts with all concerned and record the decision and the proposed action in detail. We will seek to understand the reasons for the possible action and to initiate action which will tackle the problem more positively. See also our MCA and DoL policy.

### **Risk Assessment**

In the course of considering the service user support plan we will carry out and fully record a risk assessment in order to make a sober calculation of the possible danger which is faced and the balance of benefits and disadvantages of the proposed course of action.

### **Service User's Consent**

We will make every effort to involve a service user at risk of limitation to their lifestyle or human rights in the discussion about possible restraint and to obtain their agreement that such an intervention might be necessary.

For service users who are permanently unable to understand the situation or to give informed consent, we will seek agreement from someone close to them and knowledgeable about the situation that can genuinely represent their interests. See also our MCA and DoL Policy.

### **The Use of Restraint**

The circumstances in which we regard as justified an intervention by a worker of SSA Star Care, which would have the effect of limiting a service user's lifestyle or human rights are:

- (a) to prevent self-harm or self-neglect by the service user
- (b) to prevent abuse or harm to others.

The restraint used must be the least that is compatible with containing the risk and must last for as short a time as possible. Neither restraint nor the threat of restraint should ever be used as a form of punishment.

### **Reporting**

Any instance of the use of restraint should immediately be recorded. The worker involved should report what happened to their manager as soon as possible and the manager should review the position and initiate any possible action to avert a recurrence.

### **Inappropriate Use of Restraint by Others**

We regard the use of medication simply as a means of restraint as unethical. Because our workers operate in the homes of service users, on occasions they observe the services provided by other professionals and the care given by relatives and friends. If we learn of situations where we believe restraint is being used inappropriately by others, we will bring the matter to the attention of the appropriate authorities.