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Challenging Behaviour, Violence and Aggression Policy

Live  Care

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Author(s)	Registered manager
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Reviewed by	

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Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered manager	Registered Manager	RA	01.08.2017
Registered manager	Registered Manager	RA	06.12.2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	01.08.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered manager

Emergency Contact Details

Name	Email	Mobile
Registered manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 10: Dignity and respect	Clients must be treated with dignity and respect.
Regulation 12: Safe care and treatment	Care and treatment must be provided in a safe way for Clients including doing all that is reasonably practicable to mitigate any risks.

Key Lines of Enquiry

KLOE	How this applies to Violence and Aggression
Safe	By systematically risk assessing the potential for violence and aggression and taking steps to manage that risk we promote the safety of the service.
Effective	By ensuring staff are appropriately trained to not only respond to aggressive outbursts but also recognise signs of potential violence we promote the effectiveness of the service.

Related Documents

This policy should be read in conjunction with our:

- **Health and Safety Policy**
- **Lone Working Policy**
- **Risk Assessment Policy**
- **Safeguarding Vulnerable Adults Policy**
- **Restraint Policy**

Policy Statement

Policy Aims

- To secure the safety of each individual within Living Carers Ltd (Client or care worker).
- To highlight the potential dangers.
- To gain knowledge of individual behaviours.
- To support individuals with problems.
- For staff to be more confident in handling difficult situations.
- For staff to know and use the written procedure on each occasion with no exceptions.
- For staff to gain knowledge that will help prevent difficult situations.

This policy should be read in conjunction with the Safeguarding Vulnerable Adults policy

Within many life situations there is some potential for violent or aggressive outbursts from people. Each member of Living Carers Ltd staff will, through their induction, gain experience and knowledge of each individual person they are going to be involved in providing Live in care to, and have some ability in **recognising signs and symptoms of potential violence**. Through learning and understanding the procedures and adopting individual approaches, each person will receive support through difficult times. The procedure will help **secure the safety of each individual**

Key Question: What is the main cause of violent and aggressive behaviour?

Some individuals have a tendency towards anti-social, violent or aggressive behaviour. Some individuals exhibit aggression or violence due to the nature of their illness. Nevertheless, there are factors which influence the degrees of violence exhibited and factors which precede violent behaviour.

Examples:

- Violence can be the expression of a person's feelings – anger, fear, despair. Violence does not necessarily occur as an expression of mental illness.
- Aggressive behaviour may be their way of communicating with staff.
- People suffer from the effects of alcohol and drugs.
- Aimless violence – some people are of explosive temperament and can flare up for no apparent cause. Others who suffer from illness may commit sudden unpremeditated acts of aggression.
- Straight quarrels between individuals and staff, or quarrels over possessions, food, friend's or with anyone.

being provided live in care, as well as staff members and care workers of Living Carers Ltd.

Secondary Causes

The person becomes bored and boredom can erupt into violence and become contagious. Such conditions are a potential source of serious and long-term trouble. As far as possible and where resources permit, everyone should have a structured day which should include social and self-help training through PCP's. **Décor, colour, furniture, spacing and environment stimuli and individual space** are of great importance in stabilising a person's behaviour and help reduce the incidents of anti-social aggressive behaviour.

Responsibilities

All Staff

The responsibility lies with each member of staff that supports the person. One cannot accurately predict when or where violent episodes will happen.

Everyone associated with the person and those responsible for his or her assessment and rehabilitation should be fully conversant with the planned approach for each person in their care. This plan should be written by the team and the individual themselves if possible be used without exception if it is to work. This plan of approach must be written into the individual's Care Plan.

How to Handle a Violent Incident

When violence is likely to occur:

- The office should be informed, also the nominated person on-call. If out of hours.
- It is important that a full report is written using the Living Carers Ltd incident forms and signed and sent to the office. To clarify this, a report must be written in the daily notes following circumstances.

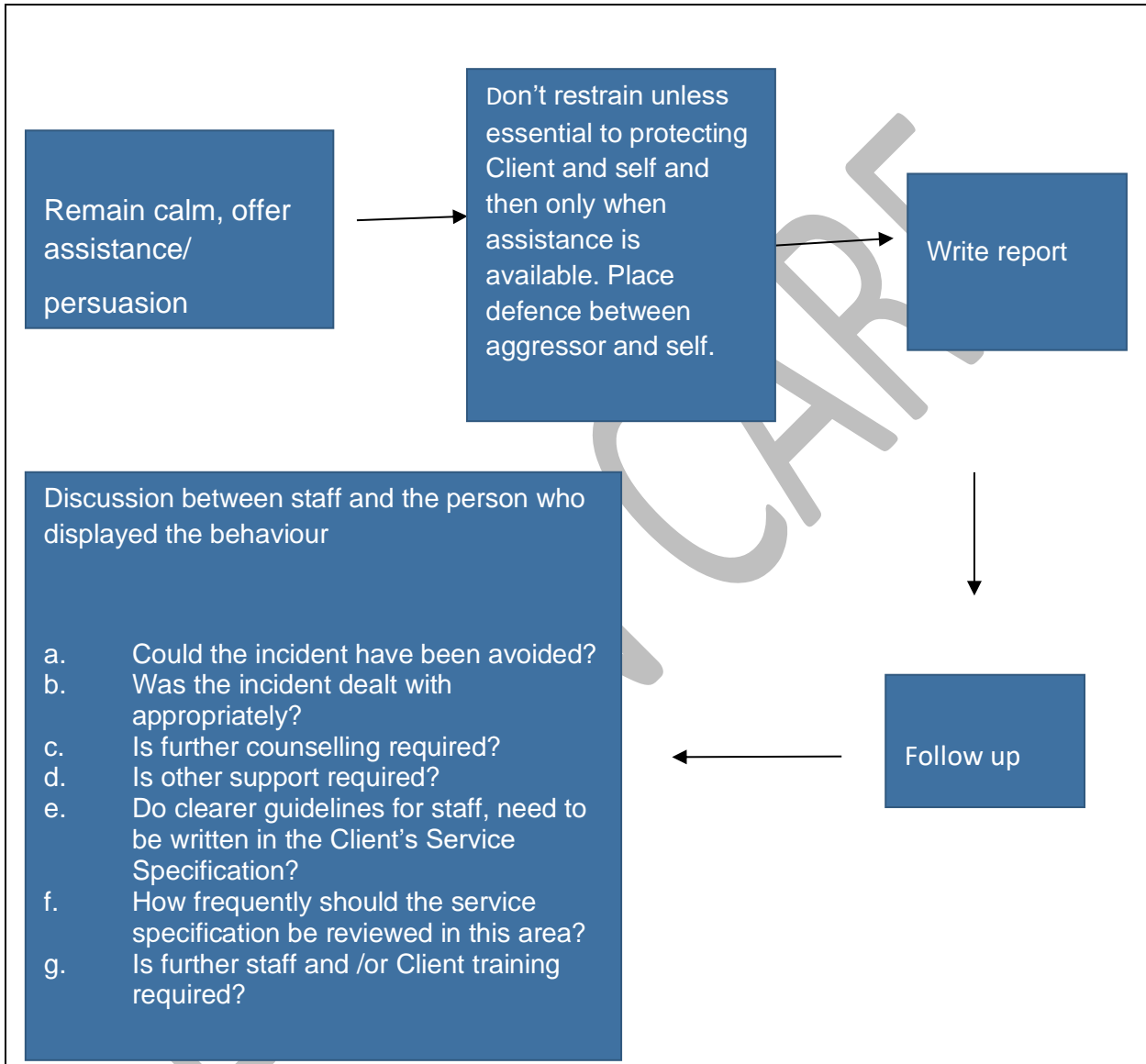
Date - People Present - Action Taken - People notified

- Any incident involving physical violence whether or not resulting in injury by the aggressive person to his/herself or other people, to members of staff or any other person or any other person or any allegation of such an incident. An accident form may need to be completed.
- Any incident where physical restraint by members of staff has been necessary.
- Any incident causing significant damage to Clients home or to the property of people in service or staff.
- In addition, all incidents must be recorded in the individuals' daily notes by the member of staff involved.
- The report must state objectively events leading up to the incident.

Follow up to a Violent Incident

- Any shocked or injured person should receive medical attention as soon as possible after the incident.
- As soon as possible after the incident the staff team should hold discussion in order to learn from the experience and determine the future management of such a situation.
- Careful consideration should be given as to whether it is appropriate to inform the relatives of the people involved in a violent incident.

Steps to Remember in Handling a Violent Incident



Procedure for Dealing with the Risk of Violence to Staff

These procedures are designed to allow Living Carers Ltd, as an employer, to comply with the Health and Safety at Work Act 1974, under which they have a duty to ensure, so far as is reasonably practicable, the health, safety and welfare at work of their employees. This duty extends to protecting those employees from the risk of violence to staff.

Living Carers Ltd accepts that violent acts towards members of staff is unacceptable and that such acts can be a source of injury and distress and these procedures are aimed at reducing aggressive behaviour to employees by Clients, their relatives and neighbours.

Violence has been defined by the Health and Safety Executive as “any incident in which an employee is abused, threatened or assaulted by a member of the public (including a Client) in circumstances arising out of the course of his or her employment”. This will include any incident which:

- **Requires medical assistance (major injuries); fractured bones, internal injury, unconsciousness, cut requiring stitches, deep puncture wounds, hospital treatment or admission for observation.**
- **Requires only first aid (minor injuries); cuts, bruises, grazes and any other injury requiring treatment or only requiring ‘first aid’ type treatment, such as a dressing or a painkiller.**
- **Involves a threat with a weapon (no physical injuries) threatened with a weapon or other object causing you to be afraid or upset even though you were not physically harmed.**
- **Involves verbal abuse.**

Where there exists the possibility of violence towards members of staff, the employer is required by the regulations to assess the risk of violence towards those staff members and take appropriate action to remove or reduce the risk.

Employees also have a duty under the Act to co-operate with their employer in the fulfilment of his obligations under the Act.

Application of these Procedures

These procedures apply to all employees of Living Carers Ltd, including part-time and temporary staff.

Managers have a statutory responsibility to implement these procedures wherever there is a suspicion that violent incidents have occurred in the past and may occur again in the future, or where violent incidents are foreseeable as a result of other circumstances.

Assessment of Risk of Violence

Living Carers LTD care assessors will complete risk assessments, where there exists a possibility of violence towards staff, appoint a competent person to make an assessment of that risk. The initial assessor at the care planning meeting should assess the risk of violence included in the basic risk assessment.

Any risk assessment carried out should note:

- **The extent and nature of the risk.**
- **The factors which contribute to the risk.**
- **The causes.**
- **The changes required to eliminate or control the risk.**

A checklist is given below to assist in this assessment: -

Assessment Checklist

- Do staff in your service have contact with Clients (or others) during which violence may occur?
- Do you know whether a violent problem exists?
- If you are unsure, are you finding out more by taking soundings from Managers, other members of staff, social workers etc?
- If there is known to be a problem, do you have a proper system for dealing with it and recording assaults in sufficient detail?
- Do you regularly analyse the data as a basis for deciding what measures adopted as a result of this assessment?
- Has a suitable assessment been made of the risk and adequate prevention measures adopted as a result of this assessment?
- Is the problem and your general approach to dealing with it recorded and has this been communicated to all members of staff?
- Have previous methods proved effective and how is their effectiveness monitored?

Please Note: Answering these questions alone, does not constitute a risk assessment being carried out. Such an assessment must be completed in all cases where there is a risk or there is the possibility of a risk of violence to members of staff. This questionnaire will form the basis for carrying out the risk assessment.

Where a Care Assessor or carer believes that there is sufficient evidence to believe that violence towards members of staff is likely, (s)he is to notify his/her Line Manager and forward a copy of the risk assessment to the Head Office as soon as is practicable.

Prevention and Management

The course of action to be taken in the prevention of violent incidents will be determined by the outcome of the risk assessment, which will be based on local conditions, the experience of staff and the individuals liable to cause violent acts. As a result of the risk assessment, a management programme can be determined to prevent violent incidents occurring and where this is not possible, prevent injury to staff and others who may be affected.

The following factors are likely to play an important part in the management programme:

- The work environment.
- Information systems and the organisational procedures.
- Staffing levels.
- Training.
- Planning to cope with violence.
- Preparedness and communication.
- Recording of incidents.
- Reporting and staff support.
- Policy on restraint of Clients.
- Records and recording systems.

Working Environment

The general design and physical environment of buildings may significantly affect the likelihood of outburst of aggression and violence, especially since people may be under stress in unfamiliar surroundings or with unfamiliar people around them (i.e.: contractors, new members of staff or temporary staff members). While these factors cannot be considered in isolation, they must be seen within an integrated approach to specific local circumstances.

Care should be taken when setting up a working environment to ensure that it allows members of staff the ability to move around and not be placed in situations where they cannot escape in the event of an emergency. Fixtures and fittings should be chosen carefully so as to minimise their potential as weapons. The following points should be considered with regard to the design of work environments:

- Lighting
- Colour
- Furniture/fixtures which cannot be used as weapons
- Easy access/escape
- Ease of contact (audio and visual) with colleagues

Information and Organisational Procedures

Systems and organisational procedures within services must provide adequate information to staff regarding Clients who are prone to violent outbursts. These procedures must involve new members of staff and part-time, temporary workers.

These systems should also include detailed assessments on individual Clients, the results of which must be communicated to staff who are liable to come into contact with that person.

It is for the Manager of a service, in consultation with their Line Manager to determine when potentially sensitive information needs to be communicated to staff members, bearing in mind their statutory obligations under the Health and Safety at Work Act.

Lone and outreach workers may face different problems from those working within a service and these need to be taken into account when making the risk assessment. Where such workers are liable to be exposed to violent situations, measures should include the following:

- A detailed plan to staff whereabouts
- Periodic reporting to a base/supervisor/contact person

- The provision of information on staff/Client risk
- Adopting extra security procedures for visiting 'high risk' Clients.
- Additional training for members of staff.

Planning to Cope with Violence

A detailed plan for dealing with violent attacks when they occur is to be drawn up jointly between the Care Assessor and staff team of a service and the Registered Manager.. Once completed, the plan must also be kept on the individual file at the local Head office.

This plan should include the following:

- What action individual members are expected to take.
- The circumstances in which physical restraint is appropriate and should be employed and the ground rules for doing so.
- What 'back-up' advice is available to help members of staff in a difficult situation (this should include out of hours and holidays).
- Sufficiently comprehensive rules to deal with most eventualities but sufficiently easy to comprehend and recall quickly, bearing in mind that many violent situations happen very quickly.
- What the reporting and recording procedures are in the event of a violent incident.

Preparing for Incidents

It is essential that as far as possible measures are taken to prepare for violent situations. Where possible, planned measures and action to reduce the risk of a violent incident should be taken as soon as such a situation is suspected.

Since the best way of solving a situation is not to let it happen in the first place, any tell-tale signs of impending incidents should be reported to the Team Leader of the service and pre-made plans put in action.

Incident Reporting and Recording

All incidents involving violence to staff should be reported to Team Leaders immediately. The Living Carers Ltd Incident Form used for recording such incidents should be completed. All injuries, no matter how minor must be recorded in the Accident Book.

Training

Living Carers Ltd will advise where appropriate, training for personnel who, following a risk assessment, are believed to be at risk from workplace violence. This training will be:

- Specifically for their workplace.
- Designed to cover the risks of aggression identified in the risk assessment.
- Designed to cover the essentials of personal safety, including travelling out and about (if appropriate).

The objectives of this training will be:

- To raise awareness of the legal situation for both Managers and staff, the need for risk assessment, reporting systems, cross-referencing of problems, procedures, evaluation and validation.
- To establish and confirm procedures, Line Management responsibilities, guidelines, the need for physical changes and the particular workplace ethics.
- To provide training in tension control, body and verbal communication techniques, dealing with potential violent situations while out and about.
- To update knowledge and workplace procedures on a regular basis.

It is not the policy of Living Carers Ltd to offer employees “physical defence” training or to encourage them to undertake such training to combat violence in the workplace.

In any violent physical contact, someone will be hurt and if an employee responds with active aggression he/she may risk criminal and/or civil action for assault.

Key Question: Will I receive any support if I am a victim of violence at work?

Living Carers Ltd has a programme for the support of members of staff who may be victims of violence at work or who are worried about the possibility of being a victim of such violence. This programme includes:

- The legal advice that will be offered to members of staff suffering as a result of violence in the workplace.
- Medical assistance available to staff members.
- Counselling available to staff members.

The person nominated to offer support to staff who are worried about violence in the workplace and to deal with enquiries on this matter is the Registered Manager, Registered manager.

Key Points to Take Away

- The responsibility lies with each member of staff that supports the person. One cannot accurately predict when or where violent episodes will happen
- Violence has been defined by the Health and Safety Executive as “any incident in which an employee is abused, threatened or assaulted by a member of the public (including a Client) in circumstances arising out of the course of his or her employment”.
- Where a Care Assessor or carer believes that there is sufficient evidence to believe that violence towards members of staff is likely, (s)he is to notify his/her Line Manager and forward a copy of the risk assessment to the Head Office as soon as is practicable

Policy Review

This policy will be reviewed by the Registered Manager at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Registered Manager

06.12.2017

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