

Date: 10/10/2012
Review Date: 10/10/2013

Policy on Challenging Behaviour

Purpose of Procedure

- To describe the issues encountered by myhomecare.ie staff when meeting the needs of clients with challenging behaviour in the home care/lone working situation.
- To ensure that the general risk assessment for the team provides control measures designed to protect all myhomecare.ie staff.
- To ensure that any challenging behaviour needs which clients may have are identified as part of their general care assessment for the service provided.
- To ensure where challenging behaviour is identified, an individual risk assessment is carried out which recognises that the client is being supported in the home/lone working situation.
- To ensure that the identified challenging behaviour needs of the client are met and the development of a proactive approach to the management of crises.
- To increase the competence and competence of myhomecare.ie staff when dealing with crises in the home/lone working situation.

Responsibilities

The homecare co-ordinator is responsible for carrying out a general risk assessment for the service and this must include consideration of community/lone working.

Where challenging behaviour has been identified, the homecare co-ordinator is responsible for identifying this to the homecare nursing manager/general manager.

It is the responsibility of myhomecare.ie to carry out an individual assessment of risk of the challenging behaviour needs of the service user prior to commencement of the service.

Challenging Behaviour in the homecare setting

Myhomecare.ie recognise that staff are required to work either alone or in small groups and in sometimes isolated circumstances. Although in some instances, lone working does not pose a threat, myhomecare.ie understands the potential for lone working staff to be more vulnerable when faced with challenging behaviour and in some cases may be a medium to high risk. Myhomecare.ie staff may also be vulnerable to accusations of misconduct. Any such accusations will be fully investigated in compliance with myhomecare.ie accident/incident policy.

Role of the general risk assessment in a home/lone working situation

Myhomecare.ie risk assessment included risk control measures in order to protect staff who are working in the home. The homecare co-ordinator is responsible for assessing hazards which have the potential to put staff at risk. This would include consideration of staffs medical fitness to work alone, the possibilities of emergencies such as fire, accident, illness and challenging behaviour.

Provision

When the assessment of risk of the challenging behaviour needs of the client has been carried out, agreed with the client and main carer if appropriate, the homecare co-ordinator will ensure safe provision within the service provided. Myhomecare.ie achieve this through the development of an individual plan of care detailing which methods are considered to be most effective in any given situation. The plan will then form part of the clients overall care plan and will enable myhomecare.ie staff to work proactively with the client towards encouraging new skills and improving self control.

Monitoring and Review

The challenging behaviour needs of the client will be kept under continual review by the homecare co-ordinator in consultation with the client, main carer and staff. Physical interventions where used will be reviewed fortnightly in order to ensure continued relevance. Changes to the assessment and provision will be made where necessary.

Post aggressive incident

Following an incident of aggression/violence, consideration will be given as to whether the incident was sufficiently serious to merit the involvement of the Gardai. Where it is considered likely that a criminal offence has occurred, the Gardai will in all circumstances be contacted immediately and their advice sought. Staff should refrain from disturbing any physical evidence and should wait until the Gardai arrive and assist them as necessary with their investigation.

Where the incident is not considered to be sufficiently serious as to warrant the involvement of the Gardai/ following the initial visit by the Gardai, the incident must be reported by the staff member to the homecare nursing manager.

The homecare nursing manager will carry out a de brief with all myhomecare.ie staff who were involved on the same day which the incident occurred. The debrief will take place in a quiet area which is free from interruption and will be conducted in a supportive and blame free environment. A detailed account of the incident will be provided by those who were involved. Attempts will be made to identify the factors, both environmental and interpersonal which may have contributed towards the incident. The response to the incident will be considered in detail and will identify those elements of the response considered not to be in need of improvement or those elements which require improvement.

Finally, staff are enabled to discuss any feelings which they may have as a result of the incident.

The homecare manager will accurately be recorded by the manager and filed in the clients file for future reference.

Training

All myhomecare.ie staff are required to undergo training on challenging behaviour as part of their induction. Training needs are monitored on a regular basis and staff must update their training as and when required. Myhomecare.ie also run a course on Non Violent Crisis Intervention ongoing where staff are required to attend.