



# Behaviour that Presents Risks

## 1. Background

Occasionally, staff may need to respond to behaviour that presents risks and will need to ensure residents are treated with dignity and respect at all times and are protected from the risk of harm or abuse.

## 2. Objectives

Abbeyfield is committed to providing services that enhance the quality of life for older people and developing services that will meet the needs of future generations. This commitment is based on the Mission and Values of Abbeyfield the Dales (ATD). ATD will also comply with all relevant and current legislation.

If a resident displays behaviour that presents a risk to themselves or others, staff will respond sensitively and appropriately to the situation ensuring that the individual resident concerned, and others who may be affected, are properly supported and protected.

## 3. Scope

All established staff, agency staff and volunteers working in the care home; regional staff; staff based at head office.

## 4. Policy

### 4.1. Understanding Behaviour that Presents Risks

It is important that staff understand the value of meaningful activity, a stimulating environment and effective communication in preventing behaviour that presents a risk. Whilst for some people boredom may trigger behaviour that presents a risk, over stimulation and too much going on can also trigger such behaviour.

Behaviour that presents risks may include actual or threatened violence to self or others, and abusive or inappropriate behaviour or language that can cause harm or distress to others. This type of behaviour is sometimes referred to as challenging behaviour.

Staff should understand what factors may cause an individual to display such behaviours. The following list, which is not exhaustive, includes some of the factors that should be considered:

- Physical or mental ill health;
- Personal unhappiness or distress;
- Difficulty communicating; and/or
- Frustration and anger.

Certain triggers may result in behaviour that presents risks such as the time of day, particular situations or people, or specific incidents or events. Once identified, causes or triggers can be controlled or eliminated and meaningful strategies can be developed for reducing the incidence of the behaviour and for managing potentially difficult situations effectively and appropriately.

## 4.2. Roles & Responsibilities

### 4.2.1. Managers

The Manager is responsible for ensuring that:

- Residents are not placed at risk of harm or abuse;
- A risk assessment is carried out where there is reason to believe that a resident may display behaviour that presents a risk to themselves or others;
- Risk assessments identify likely causes and triggers of behaviour that presents a risk;
- Appropriate strategies are formulated, with the assistance of other health professionals as necessary, to manage behaviour that presents a risk in a manner which preserves dignity and self-respect;
- Where a resident is known to sometimes behave in a manner which presents a risk to themselves or others, their care plan should contain sufficient information to enable staff to reduce or eliminate probable causes or triggers of the behaviour and to respond appropriately;
- Restraint is never used except as a last resort, and where restraint is being considered as the only option, staff must refer to the home's policy on the "Appropriate use of Restraint";
- All staff receive sufficient instruction, training and information to enable them to deal with behaviour that presents a risk sensitively and appropriately;
- All incidents of behaviour that presents a risk are properly recorded and individual care plans are updated following every incident of such behaviour;
- CQC are informed of any incident which adversely affects the wellbeing or safety of any resident;
- Serious incidents resulting in abuse must be referred to external agencies e.g. the Police, the local Social Services Department, the local safeguarding team, as soon as possible;
- The individual care needs of each resident are properly monitored and reviewed to ensure that the care home is meeting their needs effectively;
- Residents who display behaviour that presents a risk to themselves or others have ready access to the services of all available health care professionals to ensure that their needs are being properly met;
- Staff have the opportunities to talk about how they prevent and manage behaviour that presents a risk with others so that learning is shared and the risk of further incidents is reduced;
- Where an individual resident repeatedly displays behaviour that presents a risk to themselves or others and which becomes unmanageable, the manager may seek to assist the resident to find more suitable alternative care and accommodation. The manager will only pursue this course of action once all available options have been exhausted; and
- Serious incidents are reported to the CEO of ATD and Head of Operations as soon as possible.

### 4.2.2. Staff

Members of staff are responsible for ensuring that:

- All incidents of behaviour that present a risk, however minor, are reported to a senior member of staff;
- All incidents of behaviour that present a risk are recorded in an accurate and objective manner in the resident's care planning records in accordance with the homes' recording procedures;

- Any concerns about actual or potential behaviour that presents a risk are reported to the senior member of staff on duty; and
- They participate in any training activities that may assist in understanding and managing behaviour that presents a risk.

## 5. Finance, Value for Money & Social Value

N/A

## 6. Supported Appendices

APPENDIX 1: Resident's ABC Behaviour Monitoring Chart

## 7. Linked Policies

Appropriate Use of Restraint (C005P)

Incidents and Significant Events (C014P)

Safeguarding Vulnerable Adults (LG031P)

## 8. Legislation/Regulation

**Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and Fundamental Standards**

Regulation 9: Person-Centred Care

Regulation 10: Dignity & Respect

Regulation 11: Need to Consent

Regulation 12: Safe Care & Treatment

Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment

Regulation 17: Good Governance

Regulation 18: Staffing

## 9. Review

Every 3 years, subject to any regulatory or legislative updates.

## 10. Procedure/Guidance

### 10.1. Managing a Behaviour that Presents a Risk

When dealing with behaviour that presents a risk, the safety of the resident concerned, and other residents, staff, volunteers or visitors who may be affected must be paramount. If safety is in doubt, immediate assistance should be summoned.

Where the potential for behaviour that presents a risk has been identified in a resident's care plan, staff should be familiar with the assessed needs of the resident and the agreed strategies for managing the behaviour.

When responding to behaviour that presents a risk, staff should:

- Always remain calm and show respect for the person concerned
- Never display aggressive behaviour regardless of how threatening a situation may seem
- Seek to understand the behaviour and the reason(s) for it
- Be aware of physical closeness - never invade personal space
- Keep posture, facial expression and gestures relaxed
- Be aware that eye contact and/or staring can be perceived as aggressive or threatening
- Listen to what is being said and not respond to anger or personal insults etc.
- Try to identify the core problem and ask open questions

- Sympathise with the resident's problem.
- Try to provide an opportunity for the resident to become calm
- Offer the resident an opportunity to talk with a member of staff at another time.
- If there is no change in the residents behaviour, leave the room/area and report the incident to a senior member of staff.

Repeated incidents of behaviour that presents a risk should be monitored to look for previously unidentified triggers. ABC charts are widely used for this purpose. An ABC chart is used to record the date and time of day of the behaviour and three following elements:

- **Antecedent** – what happened immediately before the behaviour
- **Behaviour** – what the actual behaviour looked like
- **Consequence** – what happened after or as a result of the behaviour including who was at risk.

Incidents of behaviour that present a risk should be recorded in accordance with the Incidents and Significant Events policy and procedure.



## APPENDIX 1: RESIDENT'S ABC BEHAVIOUR MONITORING CHART

Abbeyfield The Dales Ltd – Care Plan

### Behaviour Monitoring Chart (ABC)



Resident Name:  Apt/Suite/Rm No:

Date	Time	Describe what was going on at the time.	Antecedent What happened immediately before the behaviour?	Behaviour Describe the behaviour.	Consequence What happened after or as a result of the behaviour and who was at risk.	Signed

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