

AGGRESSIVE AND ABUSIVE BEHAVIOUR

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

DOCUMENT CONTROL

DOCUMENT TITLE: AGGRESSIVE AND ABUSIVE BEHAVIOUR 2020-21
DOCUMENT NUMBER: SCGAAB_V1.0
AUTHOR: SHAK HABIB
CHANGE AUTHORITY: THE BOARD OF DIRECTORS

Mr Shak Habib

Signature: _____



Date: 29/01/2020

Designation: Director of Quality & Compliance

Review Date: 29/01/2021

CHANGE MECHANISM

Any person seeking to alter this document must consult the author before making any change.

SCG Change Authority must endorse any alterations to the approved version of this document before any wider dissemination of the altered document version.

The person making the alteration must indicate every change between the previous (approved) document version and the altered document version.

COPYRIGHT

The copyright in this work is vested in SCG, and the document is issued in confidence for the purpose for which it is supplied. It must not be reproduced in whole or in part or used for tendering or manufacturing purposes except under agreement or with the consent in writing of SCG and then only on condition that this notice is included in any such reproduction. No information as to the contents or subject matter of this document or any part thereof arising directly or indirectly there from shall be given orally or in writing or communicated in any manner whatsoever to any third party being an individual firm or company or any employee thereof without the prior consent in writing of SCG. Copyright© SCG, 2020. All Right Reserved

Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

AGGRESSIVE AND ABUSIVE BEHAVIOUR

It is Sunlight Care's aim to deal fairly, honestly, consistently and appropriately with all residents, relatives, visitors, health care professionals, and contractors who may reside in, work in, or visit Sunlight Care.

Employees should be able to work within an environment, which is free from the threat or use of harassment, verbal abuse and physical violence. Similarly, residents should be able to live in Sunlight Care, free from the threat or use of harassment, verbal abuse, and physical violence. Sunlight Care has a legal duty to ensure so far as is reasonably practical the health, safety, and welfare at work of its employees.

Zero tolerance

Employees will treat all individuals with courtesy and respect when carrying out their duties, and they expect in return to receive similar consideration from the residents and their relatives and friends. Whenever possible, employees will give the individual using threatening, abusive, or violent behaviour the opportunity to modify his or her behaviour.

Sunlight Care will ensure a consistent approach is adopted when dealing with abusive, violent, or aggressive individuals.

Sunlight Care recognises that violence and aggression by residents, particularly behaviour that is due to the resident's clinical condition, should be managed as appropriate. Safe working practices should be adhered to and all employees have a responsibility for ensuring the safety of residents. Sunlight Care's policy is to prevent and manage unintentional violence and aggression, to try and ensure that the residents and employees are in a safe environment. Sunlight Care will ensure the provision of training, guidance and support to all employees to ensure a consistent approach is adopted when incidents occur.

Reports of incidents

Sunlight Care will ensure that procedures are in place for employees to record all relevant information relating to incidents, to ensure that risk assessments take account of the risk of violence to employees, to ensure that appropriate systems are in place to protect the safety of residents and employees, and to ensure that accurate records are maintained of all incidents.

Risk assessments

A risk assessment will be carried out on any resident who is showing aggressive behaviour that is reasonably considered to be due to his or her underlying clinical condition.

Sunlight Care will ensure that provision is made to reduce the risk of injury, whether to the resident or employees, from aggressive behaviour following a risk assessment, and will determine what changes require to be made where necessary to the resident's care plan.