

AGGRESSIVE AND VIOLENT BEHAVIOUR MANAGEMENT

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 VIOLENT BEHAVIOUR MANAGEMENT 2020-21
DOCUMENT NUMBER: SCGAVBM_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 VIOLENT BEHAVIOUR MANAGEMENT

Introduction

Violence is purposeful or reactive behaviour that produces damaging or hurtful effects, physically or emotionally, on people. Individual incidents of violence may range from threats or verbal abuse to serious bodily harm, sometimes resulting in permanently disabling injuries or even death. There is a need to recognise that constant verbal abuse may result in high levels of stress and lead to longer-term effects on health. Every situation is unique and requires specific action.

It is the staff's responsibility to attempt to de-escalate the situation as quickly as possible by means of appropriate behaviour and therapeutic techniques.

Reporting incidents

Full and accurate details of every incident must be documented in the care plan and the accident/incident forms should be completed if necessary, and if it is considered necessary an appropriate risk assessment should then be carried out.

The resident's doctor should be notified immediately, and his person-centred care plan reviewed where necessary.

Any act of violence towards an employee or resident should be reported to the Manager without delay and the appropriate incident form and risk assessment completed. This will enable the Manager to establish any pattern of violence from particular sources, areas or individuals. The Manager should offer as much support as reasonably possible to the employee/resident.

Training and support

Violent incidents will often cause great distress and possibly give rise to difficulties for employees in carrying out their duties in the future. For this reason, it is intended that positive support should be available to all employees involved in serious incidents. This process will begin on receipt of the report to the manager.

Education of staff to increase their understanding of mental illness and psychological needs of people in Sunlight Care setting will be implemented and encouraged by management.

Sunlight Care must recognise the need for training programmes to:

- Help employees recognise the situations and circumstances which are likely to give rise to aggression/violence.
- Give an understanding of the way in which their own behaviour can contribute to such situations, and
- Learn techniques for avoiding or dealing with aggression/violence.

Processes and techniques

As part of Sunlight Care's duty of care to its employees to ensure so far as is practical their health, safety, and welfare at work under the Health and Safety at Work etc. Act 1974, it is necessary to minimise the risks to which employees are subjected.

There are a number of steps that can be taken to try and de-escalate potentially violent situations.

1. Managing others in the environment

If possible, the behaviour of others should be used to your advantage. For example, asking another nurse or carer to take other residents away from the scene will prevent possible injury to them and may take away opportunities for the aggressor to gain any form of reinforcement or encouragement for his/her actions.

If this is not possible, it may be feasible to remove the aggressor from the other residents. For example, saying "It's too noisy in here, shall we go into the office and talk this over?" might be a good idea, but not if that means you would be isolating yourself from any possible assistance should you need it.

Removing other residents might be impossible but alerting other staff and thereby ensuring they remain in "helping distance" should things become violent, could be a useful strategy. This could serve several purposes, it might actually be the case that someone else could handle the situation better, but it could also mean that you have the opportunity to summon help, if necessary, and it may also give you a break to gather your thoughts and might give the other person the opportunity to calm him/herself sufficiently.

2. Distraction

The aggressor must be encouraged to use thought instead of emotion. The task of the care or nurse is to try to get to the issues by asking questions such as "when did this happen?" or "how can we solve this?" Try to avoid using the word "why" as this has been found to be provocative. Asking someone why he or she is angry about something is an irrelevant question. They know why they are angry and they either want something done about it, or alternatively something needs to be done about it.

3. Give clear instructions

When situations become emotionally highly charged, clear communication is vital. If you want someone to stop shouting, to put down a weapon, to stop pacing up and down, then you stand a better chance of them doing it if you tell him or her clearly and assertively. It might also be appropriate to issue some form of ultimatum such as "I'm not prepared to listen to you if you keep on waving your fists like that". Negotiation, not confrontation, must be the priority.

When a caller is abusive over the telephone, the employee must warn that person that if his/her language or behaviour continues to be abusive, and the person does not stop, the telephone call may be ended.

4. **Eye contact, body posture**

This is potentially the most powerful technique and must be consciously practiced. It is known that many aggressive people need a larger area of personal 'body space' around them at times when they become aggressive. It is also useful to move into a position at 45 degrees to the person instead of 'head on'. This will allow you to use normal eye contact and show the person you are interested in what he/she has to say.

It may be useful to adopt an open stance, even if your immediate instinct is to tense your muscles or fold your arms across your chest for example. Touching the person from time to time may be considered, by some people, to be an invasion of their 'body space'.

'Active listening' techniques will also reassure the person that he is being taken seriously, for example nodding or raising the eyebrows. The voice should be kept to a normal pitch and tone although, at times, it may be necessary to appear firm.

Above all, try to remain on the same 'level' as the other person. For example, if the person is invited by you to sit down and refuses, you should remain standing.

5. **Personalise yourself**

It could be a useful ploy, at certain times, to remind the potential aggressor exactly who you are. If, for example, the person has been accused of doing something wrong by somebody else, or a doctor has denied him/her something, you should remind the person the "this is me, John", "I haven't accused you of this", "I'm just as confused about this as you".

Using words such as "we" or "us" has also been found to be valuable and emphasises the helping role of the nurse or carer and may divert attention away from confrontation.

6. **Avoid provocative phrases**

It is extremely tempting, when seeing someone in a highly emotional state, to say "calm down" or "settle down". This is considered to be a potentially threatening statement. Instead you could use the question "what have you got to be angry about?"

As well as some of the guidelines given above, it is not helpful to 'talk down' to someone or dismiss their concerns.

7. **Mood matching**

This is an extremely important skill and possibly combines techniques mentioned earlier. Essentially, the aim is for the carer to try to match the level (or slightly less) of the aggressor and gradually reduce that level. It is not a question of matching the emotion, in other words don't meet anger with anger. By showing a certain level of emotion in yourself, this can convey the message of being concerned and interested enough in the person you want to help.