

# Section 1 – Resident Related Policies

## 1D Positive Behavioural Support Policy (PBS)

### **Policy**

- Oakdown House Ltd Management and their employees will deliver a service based on the principles of positive behaviour support.
- Services will be Person centred and create an environment where people feel safe, secure and valued.
- The service philosophy is based on the promotion of desirable behaviours, with clear management plans that identify areas for improvement, reward progress and have explicit responses to behaviours that present risk.

### **Purpose**

It is the duty of every employee to discharge their duty of care towards the residents in an appropriate manner and within an appropriate values base. It is an expectation that staff will be individually accountable and responsible for their actions towards the residents by,

1. Be aware of their emotions
2. Managing their own emotions
3. Express emotions appropriately and effectively
4. Understand other people emotions
5. Manage emotional interactions with others effectively.
6. Debrief is an important tool to ensure staff understand and manage feelings and responses to behaviour.

The purpose of this policy is to:

- Establish the value base and core principles of work within the company.
- Encourage a positive, caring and nurturing environment for people.
- To Support staff in helping people develop appropriate and socially valid behaviours.
- Promote consistency of response to challenging behaviour.
- Enable staff to discharge their duty of care
- Ensure the safety of the residents and staff working within the home.
- Offer appropriate advice and guidance within the service framework.

### **Definitions**

Some Challenging behaviour is a form of communication especially with people with Autism and/or severe Learning Difficulties. Staff are expected to promote and role model a calm, professional understanding and respond appropriately to what the resident is trying to express through their behaviour.

**Non-Restrictive Physical Intervention** – a range of NAPPI strategies can be used, in line with individual guidelines, when staff are trained to do so to de-escalate, defuse and divert in order to prevent violence and reduce the risk of injury to staff and residents.

### **Legal Considerations**

Care Act 2014

Care and Support statutory guidance.

Positive and Proactive Care – reducing the need for restrictive interventions

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BILD – Framework for reducing restrictive practices.

### **Procedure**

Residents will be offered opportunities to develop a sense of personal responsibility appropriate to their understanding. Residents will, as much as possible, be involved in designing their behaviour support plans to support their sense of understanding, control and responsibility. Staff will foster appropriate relationships, creating appropriate boundaries and valued relationships.

An appropriate relationship will:

- Be based on mutual respect and positive interaction
- Be supportive and active in creating opportunities
- Take account of the residents personal history and be sensitive to their needs
- Have clear and professional boundaries
- Promote self-esteem through a variety of interactions and opportunities
- Seek to understand the function of the person's less socially valid behaviour
- Be truthful, consistent and nurturing.

### **Positive Behaviour Support**

Residents will have a PBS plan stating:-

- the desirable behaviours to be encouraged,
- how they will be encouraged,
- who is responsible for the implementation of the plan
- when it will be reviewed
- the undesirable behaviours to be discouraged
- how they will be discouraged
- who is responsible for the implementation of the plan
- when it will be reviewed
- the hazardous behaviours that pose risks to the safety of the person, other residents, staff, visitors and members of the public, how they will be managed, who is responsible for the implementation of the plan and when it will be reviewed.

Residents will have a Positive Behaviour Support Plan. Input can be sought from staff, management, trainers and external professionals.

Positive behaviour support plan will cover:

#### **1. Preventative strategy**

In most incidents, behaviours that challenge can be prevented by giving careful consideration to the personal and environmental factors affecting the individual. Each individual we support will have a documented and robust assessment, a person centred support/care plan which is informed by a detailed risk assessment which will contain the following elements to form effective preventative and reactive strategies:

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- Identification of personal factors significant for the individual e.g. tiredness, pain, stressors, being asked to wait, family contact, etc.
- Environmental factors significant for the individual e.g. noise, crowds, temperature, over/under stimulation, etc.
- Identification of any other known cue behaviours and triggers
- Individual support plans for skill development and meaningful engagement
- Identification of any communication aids/support necessary for the person's voice to be heard
- Identification and support plans for mental and physical health and wellbeing
- Early warning signs that the individual is becoming anxious or distressed
- Early Intervention strategies for de-escalation (including any advance decisions where people have capacity to make and be involved in this must be detailed in the support/care plan.
- Consideration of changing the environment, including people in it (triggering factors).

### **2. REACTIVE STRATEGY**

Where behaviours escalate, despite preventative and de-escalation strategies that have been put in place, the support/care plan will detail the next steps that may need to be taken.

Any advance decision made by/with the individual detailing how they would like to be supported as they become more anxious/angry **must** be considered and, where appropriate and possible, implemented to support de-escalation.

The individual support/care plan will clearly identify:

- Signs or behaviours being displayed to indicate the behaviour is escalating and strategies to aid the person towards recovery
- Detailed intervention strategies, including appropriate staff interaction which may include involving different people in managing the situation i.e. removing staff where they may appear to be the target of the challenging behaviour, using key words and phrases and body language to encourage de-escalation where possible, etc.
- Consideration of changing the environment including people in it to minimise risk and assist in support of the individual and management of the behaviour

### **Consequences**

- Consequences should be clear, reasonable and fair and are understood by all staff and residents.
- Consequences are designed to have a positive effect on behaviours.

Appropriate consequences include:-

- Increased support

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- Decreased support
- Setting limits/boundaries
- Community activity stopped/changed due to safety
- Activity changed due to safety
- Change of environment/location

Consequences will be:

- Appropriate, given the persons understanding and care plan
- Realistic, enforceable and proportionate to the behaviour
- Put in place within an appropriate time-frame
- Where possible, previously agreed in advance as part of the Behaviour Support Plan
- Applied consistently with appropriate interaction and communication
- Applied individually

### **Post Incident Management**

Following any significant incident it will be appropriate to follow a process of post incident review.

Post incident review will ensure that any potential or existing risk is reduced:

- It will ensure that all appropriate people are informed of the incident.
- It will ensure appropriate recording of the incident.

It will ensure that the risk assessment and Behaviour Support Plan are reviewed and amended as appropriate

- It may be ongoing and reflective, informing future practice.

The Management team will be responsible for ensuring that an appropriate de-brief is offered to staff.

### **Use of Physical Intervention Skills**

Oakdown House does not currently use physical restraint. However, this forms part of Carricks Brook policy should this change in the future.

### **Reporting and Recording**

All incidents must be recorded, Behaviour Analysis Charts to be completed where applicable and PBS plans must be reviewed and amended as appropriate.

All staff and the service provider have a duty of Candour, to be open and honest about practices, all mistakes will be used as an opportunity to learn from.

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### **Advocacy**

Consideration should be given to seek an advocate to assist the adult to understand the process of positive behaviour management.

### **Complaints**

All residents have the right to complain about others, their care and the support they receive