

Behaviour Policy:

This policy describes our commitment to promoting positive behaviour and any measures that can be taken if behaviour is not positive. These measures should be seen as part of an overall strategy for behaviour and relationship management. All of our Service Users have additional needs with wide ranging support needs and vastly differing capabilities. There may well be individuals who display behaviours which challenge. This policy takes into account the relevant legislation under the Children Act 1989, the Health & Safety at work Act 1974 (and other associated Health & Safety legislation) and the Care Standards Act 2000

Staff need to remember that:

- most behaviours are a communication of an unmet need
- many of our Service Users initially do not have the ability to understand the cause and effect of challenging behaviour on others

Hence, our most effective models of intervention are those based on a social pedagogic approach where the emphasis is placed on the development of social, emotional and behavioural skills through partnership with the Service User. In this way, Service Users are given the tools to make better informed choices about behaviour. Where these behaviours present significant risks to either the Service User or others, then we can use other established protocols and procedures which draw on the help of parents/carers and other involved professionals to effect change. These vary based on the individual needs and presentation of each Service User, and are detailed in the Person Centred Risk Assessment written for that individual

This policy is designed principally as a tool of inclusion to assist everyone in the maintenance of a culture of consistent caring, enabling and understanding - to provide a clear process and clear responsibilities for all in the management of challenging behaviour. In this way, all involved with the service delivery can carry out their duties in a way which recognises the needs, rights and responsibilities for all.

We have a duty of care to enable anyone connected with Care Connect IoW CIC to live and work in an environment free from abuse, misuse and harm. To achieve this, there will be a systematic approach to the management of difficult and dangerous behaviours, to ensure, wherever possible, prevention and, where issues arise, that there are clear assessment processes and appropriate actions and learning occur

Management

We will complete a full Person-Centred Risk Assessment for any Service User who displays behaviour that challenges others. This is a living document that will continue to be added to during our time with the Service User, in order that we can build a full picture of:

- any triggers (environmental, social, emotional and physical)
- behaviours that have historically been displayed
- successful de-escalation methods

Any behaviour that is unusual for that Service User will be immediately fed back to parent/carers in the moment, in order that we can ascertain if this is a new communication technique for that young person, and what they might be communicating

Any instance of challenging behaviour is fed back to the Management team in order that we can review the Person Centred Risk Assessment to see if it is still appropriate and proportionate. These regular reviews may lead to a change in the support offered to the Service User (for example an increase from 1:1 to 2:1 support). This will be discussed with parents/carers throughout the process in order that we can ensure that we continue to deliver a service that remains wholly relevant and entirely bespoke

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