

OA Reablement Service	OA Day Care	OA Residential Care	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓

M2

Managing service user violence and aggression

Appendix 1

RESPONSES TO AGGRESSION – STAFF GUIDANCE

- Where no physical contact has been made by the Aggressor:
 - Try to keep calm and maintain control.
 - Remember your training!
 - Implement relevant management strategies.

Where no management strategy exists Staff should adhere to the following good practice guidelines:

- Do you require assistance? If required call for a Colleague.
- Remember your training!
- Assess whether the aggression or threatening behaviour has stopped or is part of a more sustained episode. Could the behaviour escalate into physical violence requiring the use of Restrictive Physical Intervention (break away or restraint)?
- Can the immediate environment be made safer or less arousing? Remove onlookers – make others safe. Remove objects which may pose a threat to the Service User, to Staff managing the incident, or to others. Reduce noise levels by turning TVs, radios or similar down or off. Plan a safe exit route.
- Attempt to de-escalate the situation by using a non-confrontational approach (non-threatening body language and positive communication style). If appropriate, reinforce verbal communications by the use of Positive Touch – e.g. Hand holding or similar.
- Listen to the Service User and where possible attempt to redirect their attention.

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Amendment	1	2	3					17/12/09 P&P

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Appendix 1

- Decide whether it is safe and appropriate to leave the Service User alone to calm down. Keep the service user under discrete observation.
- Avoid discussion or analysis of the incident with the Service User until you are sure they have fully de-escalated.

Keep CALM -

Communication:

Stance, posture, gesture, facial expression, intonation, scripts

Awareness and Assessment:

Reading behaviour, anticipating what might happen next, knowledge of the person.

Listening and learning:

Give time and space, allow pauses for take up time, give them a way out.

Making Safe:

Objects, space, hotspots, safety responses.

N.B.

1. The use of language is complex and the words, phrases or patterns of speech adopted by each person will be differ dependant upon a range of factors including; background or upbringing, comprehension or specific condition or disability. For some people the use of commonly perceived "bad language" will be part of their normal pattern of speech.
2. As a result, the use of this type of language may not represent an episode of aggressive behaviour and therefore will most usually not require staff intervention. Where this is the case it should however be clearly documented within the PCCP.

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