

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

M2

Appendix 2

Responses to violence – staff guidance

1. Where physical contact has been made by the Aggressor
 - Try to keep calm and maintain control.
 - Remember your training!
 - Implement relevant management strategies.

2. Where no management strategy exists (the Emergency or Unplanned Use of Restrictive Physical Intervention) 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 use of violence has stopped or is part of a more sustained or ongoing episode. Does the ongoing behaviour require the use of restrictive physical intervention (break away or restraint)?
 - In certain circumstances the police may need to be called if the quality of violence appears to be escalating.
 - Can the immediate environment be made safer or less arousing? Remove onlookers or triggers if known – make others safe. Remove objects which may pose a threat to the Service User, to Staff managing the incident, or to others. Reduce immediate 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.
 - Implement an appropriate Restrictive Physical Intervention (Breakaway or Restraint).

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- Begin a controlled de-escalation process.
- 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.

Remember - Keep CALM -

3. Communication:

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

4. Assessment:

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

5. Listening and learning:

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

6. Making Safe:

Objects, space, hotspots, safety responses.

Remember – The use of Restrictive Physical Interventions must be ethically and legally defensible -

The use of force is likely to be legally defensible when it is required to prevent:

- self-harming
- injury to others
- damage to property
- an offence being committed

However the actions taken must:

- Be in the best interests of the service user
- Use the minimum force for the shortest time
- Prevent injury, pain and distress
- Maintain dignity
- Be Reasonable, Proportionate and Necessary

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