

# Policies and Procedures



Policies and procedures are rules and guidelines that help us run Purple Patch Arts in the best way we can. They keep everyone safe and make sure everyone is treated fairly.



We want to make sure that everybody at Purple Patch Arts can access and understand our policies and procedures.



Please contact us if you have any questions, need help understanding this information, or would like to receive it in a format that suits your needs (large print, audio, Easy Read with pictures, or another language).



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## Behaviour That Challenges and Restraint Policy

### 1. Purpose

Purple Patch Arts support a small number of people who sometimes behave in ways which may significantly and adversely affect the quality of their lives. Occasionally people may behave aggressively or even violently. Such behaviours can be hard to understand. In addition to the impact such behaviours have on the individual concerned, difficulties may be created for other people, which in extreme situations could lead to physical risk or emotional distress.

Purple Patch Arts are committed to supporting people with behaviour that challenges, and this policy sets out the recommended guidance on how to support behaviour that challenges and details our guidance on restraint.

This policy applies to all staff and volunteers that have contact with participants and particularly those participants who demonstrate behaviour that challenges. Other staff working within Purple Patch Arts will all adhere to the principles of this policy.

To minimise the risk of injury or ill-health to employees, participants and others resulting from violence, aggression and behaviour that challenges, proactive, preventative and positive management strategies will be used.

This policy will address any issues and concerns related to behaviour that challenges with the intention that all people can fully participate in Purple Patch Arts activities.

### 2. Principles

The challenge to Purple Patch Arts is to enable people who demonstrate behaviour that challenges to lead fulfilling and socially inclusive lives despite their behaviours.

The policy emphasises the adoption of a positive and proactive approach to the prevention and management of behaviour that challenges and adverse events resulting from that behaviour that challenges by acknowledging that behaviour serves a purpose or function for the individual.

Purple Patch Arts will deliver safe, supportive and enjoyable services for participants by minimising the likelihood of behaviour that challenges by identifying areas of risk and by introducing appropriate and effective preventative strategies.

### 3. Responsibility

Purple Patch Arts' CEO has the overall responsibility for monitoring the effectiveness of this policy.

All staff have a responsibility to ensure that practice within workshops is consistent with the contents of this policy, and therefore that Purple Patch Arts meets its responsibilities to both people receiving support and to staff.

In particular, the CEO, Head of Development and Projects Coordinator have a responsibility to ensure that there is adequate and appropriate consideration, discussion, action and recording in the following areas:

- Analysis of incidents and, when relevant, ‘Serious Incident Reports’
- Support for staff, including ensuring this policy and guidance is understood, that support provided at service level is good and that people are helped to maintain positive values when working in difficult situations, including training about specific approaches/strategies adopted with individuals.
- That there is a culture of understanding behaviour that challenges and a commitment on the part of staff members to reduce the effects of those behaviours.

#### 4. Definitions

The term ‘behaviour that challenges’ is often used by those working in learning disability services as an umbrella term which covers a diverse range of behaviours that staff can find difficult to support. Therefore, it is important to establish what we mean by “behaviour that challenges”.

Purple Patch Arts use the following to define behaviour that challenges.

“...culturally abnormal behaviour of such intensity, frequency or duration, that the physical safety of the person or others is likely to be placed in jeopardy or behaviour that is likely to seriously limit or delay access to and use of ordinary community facilities” (Emerson, 1993).

As there is no legal definition of ‘behaviour that challenges’ or medical diagnosis to validate the use of this term, it should only be applied to a person or their behaviour with caution, normally as a result of multi-disciplinary agreement.

The term is also both a piece of jargon (and therefore only likely to be useful when used within a small professional circle for whom it has meaning) and a ‘label’. As with many labels there is a risk of creating unhelpful stereotypes, negative attitudes, interfering with relationships and causing exclusion.

Behaviours that could be described as ‘challenging’ could include:

- Physical aggression
- Verbal aggression
- Self-injury
- Property destruction
- Non-compliance
- Anti-social behaviour

## 5. Prevention

Wherever possible Purple Patch Arts will prevent behaviour that challenges by ensuring that the participants' needs are being met and that trigger situations are not created.

**Primary Prevention** is defined as those initial support, access needs, and positive behaviour support plan conversations held between the CEO/ Outreach Coordinator/ Projects Coordinator and the participant's support networks. Documenting and being aware of known prevention strategies, triggers, and functions/outcomes of behaviour is designed to reduce the probability of behaviour that challenges occurring in the first instance. Primary prevention interventions normally take place at times when there is no sign of the behaviour that challenges being exhibited.

**Secondary prevention** involves delivery staff recognising the early stages of a behavioural sequence that is likely to result in behaviour that challenges and employing a range of strategies to defuse and de-escalate the cycle. Secondary prevention is used when a participant begins to exhibit signs indicating that the behaviour that challenges may be about to take place. The main strategies to defuse and de-escalate the cycle are:

Time out- Providing the participant with a period of 'time out' from the activities in a calm environment and supporting them in a one-to-one capacity away from the main group.

Verbal reminders- Wherever possible behaviour that challenges will be dealt with by delivery staff reminding the participant that their behaviour is inappropriate and asking them to change their behaviour. It is important to explain to participants why certain behaviours are inappropriate after de-escalation has taken place.

Other known strategies and de-escalation techniques, unique to individuals, will be noted in their Positive Behaviour Support plans.

If behaviour that challenges continue to be displayed, we will contact a participant's support worker, family, or carer to ask them to come and collect the participant from the service or to come and provide one-to-one support for the remainder of the session/s.

## 6. Physical Intervention

Any person who participates in Purple Patch Arts where their behaviours can only be safely managed by physical intervention will attend with a 1:1 support. As a rule, Purple Patch Arts staff are not expected to carry out any physical interventions, unless in an emergency (see 7).

The 1:1 support worker or agency they work for bears ultimate responsibility for the care planning, risk assessment and safe practice of Reactive and Physical Intervention and Restraint.

Reactive intervention is where primary and secondary prevention is ineffective, it is sometimes necessary to use reactive interventions, including restrictive physical interventions.

Physical Intervention refers to the practice of intervening in situations with participants who despite attempts to de-escalate the situation are posing a risk to themselves and others and the only safe option would be hands-on physical intervention by staff.

Physical restraint is considered as holding a participant to restrict their movement, or a staff member using their own body and position to 'guide' another individual. It also includes the withdrawal of power from power wheelchairs.

If restriction of movement or the need for physical restraint is an ongoing part of the individual care requirements of the participant, this will be detailed on their access needs form and/or Positive Behaviour Support plan.

When physical intervention is used in a session it will be recorded on a 'Serious Incident' report by workshop staff.

## 7. Physical Restraint in an Emergency

Situations may arise which cannot be reasonably predicted or planned and which appear to require physical intervention. It may occur that a participant has to be physically restrained in an emergency, where their care plan and risk assessments had not previously indicated the need for such restraint.

In such circumstances Purple Patch Arts expects delivery staff to make attempts to de-escalate the situation, and if possible to contact other agencies for support. i.e. police, support workers, carers.

If this is not possible and a participant is in danger of hurting themselves or others, Purple Patch Arts staff are able to undertake a one-off emergency restraint. Minimum force should be used and the dignity of the participant should be preserved. Staff should only undertake emergency restraint if they feel safely able to do so and use it at their own discretion.

If physical restraint in an emergency is needed delivery staff must give a full explanation to the individual and to the CEO as soon as possible as to why the restraint was needed and used. The occurrence must also be recorded on a 'Serious Incident Report'.

An 'emergency restraint' can only occur once with a participant. After one occasion it must be incorporated into their access needs assessment and Positive Behaviour Support plan as a known risk.

## 8. Police Intervention

All Purple Patch Arts staff are advised to contact the police, using the emergency 999 number, if they are involved in a behaviour that challenges or violent or aggressive situation that cannot be de-escalated or managed by the range of procedures and interventions available to staff.

Employees are free to exercise choice in relation to whether or not they should make a complaint to the police about any incidents unless guidelines within the participants' care plan make specific recommendation with regard to police involvement.

## 9. Training

Purple Patch Arts will provide an appropriate induction into this policy which all staff and volunteers will be expected to participate in. All relevant staff will receive 'Positive Behaviour Support' online training.

Relevant employees may also receive in-person training in 'Positive Behaviour Management' including de-escalation and emergency physical intervention methods.

## 10. Support and Supervision

Purple Patch Arts will ensure, through the induction and regular reviews, that all employees have the necessary knowledge, skills and physical capability to manage the potential level of violence and aggression in their role.

Following any incident the CEO will check on how the employee is feeling and take any appropriate action to support the member of staff to manage any stress and anxiety.

## 11. Risk Assessments

The assessment of risk is a key process in the identification of hazards and factors that lead to or contribute to behaviour that challenges. The risk assessment will assist in the identification of preventative measures to reduce the risk and impact of potential behaviour that challenges.

Access Needs forms and Positive Behaviour Support plans must be completed before a participant starts a programme and will be used to assess risks associated with behaviour that challenges.

Risk assessments should take into account:

- Noise, disruption, excess heat/cold
- Poor vision, observation, light
- Over-crowding, lack of privacy
- Systems that may increase frustration or anxiety
- Staffing levels/skill mix
- Participant mix
- Presence of weapons or objects that are potential weapons

Should misleading information or incomplete access needs forms or Positive Behaviour Support plans be given, the CEO must use their discretion to either remove the participant from the activity and refuse re-entry until the

appropriate information has been shared or seek clarification with participant's support network in order to assess whether or not Purple Patch Arts staff can adequately and safely support the participant.

## **12. Lone Working**

If the participant's care plan stipulates a risk assessment for behaviour that challenges, then no employee will be expected to work alone with the participant.

## **13. Record Keeping**

All incidents of behaviour that challenges, violence and aggression, physical or non-physical, and near misses to incidents will be reported to the CEO.

## **14. Monitoring and Guidance**

Purple Patch Arts are committed to ensuring that this policy is adhered to and reviewed on an annual basis.

The CEO is responsible for offering further guidance or clarification where necessary.

## **15. Review**

This policy will be reviewed annually.