


POSITIVE BEHAVIOURAL SUPPORT

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Positive Behavioural Support Policy

Introduction

People who are able to develop and maintain positive behaviour patterns are more likely to lead happy and fulfilling lives and maintain positive relationships to be active participants in the community.







What is Positive Behavioural Support? Over the last three decades, Positive Behavioural Support (PBS) has increasingly become the model of choice in supporting people whose behaviour poses challenges to services. While there are a number of existing descriptions of PBS available (Allen et al., 2005; Carr et al., 2002; Horner et al., 1990, 2000; LaVigna & Willis, 2005), a recent definition by Gore et al., (2013) sought to bring together the fundamental elements of PBS in a way that could usefully inform future service, policy and research developments in the UK.

This policy sets out instructions and guidance employed by our organisation to promote behaviour that enhances people's quality of life and that the person is at the centre of all aspects and decisions related to their behaviour management.

Understanding Behaviour that may challenge








Human behaviour is a complex and often fascinating subject. Some people display challenging behaviour as a response to certain triggers or events that occur and due to a person's Learning Difficulties causes them distress resulting in behaviour that challenges.

In attempting to modify behaviour, it is important to examine the motives for the behaviour and identify the need for which the behaviour is meeting. To achieve this there needs to be a thorough functional analysis so that avoidance strategies can be implemented to avoid future episodes. Effective strategies include:

-  Identifying the behaviour to be addressed
-  Appropriate interventions
-  Clear objectives for outcomes
-  Consistent application
-  Constant review and evaluation
-  Accurate records of events and actions employed

Creating the right environment

It is vital to create a positive environment where people feel safe and supported. People need to feel good about themselves through actions, words and attitudes and staff are trained to ensure this philosophy is adopted at all times. Staff should follow the following principles:








-  **Be positive:** negative behaviour is easily transmitted to others.
-  **Be consistent:** do not send mixed messages or contradict prior discussions or decisions
-  **Stay calm:** do not become part of the problem always maintain control and be rational
-  **Be aware:** what caused the problem? What worked in calming the situation and what didn't?
-  **Team work:** a cohesive team approach is essential
-  **Seek advice if needed:** if a situation occurs that falls outside of your experience or expertise then seek advice
-  **Always maintain professional boundaries:** do not get emotionally involved

 **Respect the persons feelings and maintain confidentiality at all times**

 **Recognise and reward success no matter how small**





Supportive and positive environments

The influence of the environment must not be underestimated in terms of its effect on a person's behaviour. Therefore, the environment needs to be calm but supportive but also functional in meeting people's needs. A positive environment will include:

-  A friendly and calm atmosphere
-  Happy and engaged staff
-  A caring attitude
-  Responsive to people needs
-  Well led by the management team
-  Clear expectations of behaviour
-  Open channels of communication







Rewards and Consequences

Rewards are important in the encouragement of good behaviour and success no matter how small should be celebrated to allow the person to recognise that positive behaviour results in positive feelings from others. However there needs to be an understanding of the consequences in order to register disapproval for poor or challenging behaviour. However, it is important that the person understands why consequences have been used by:

-  Clear communication of the reasons for the consequences
-  Clear explanation of future behaviour to avoid such events in the future
-  The effects on the surrounding environment
-  A clear understanding of minor and major incidents

Supporting Staff

The skill and experience of staff is an essential element of maintaining a positive environment. It requires a great deal of patience and dedication and so staff will be supported to carry out their role in this highly demanding and sometimes challenging environment. The home will ensure that staff:

-  Receive the very best training to carry out their role effectively
-  Are encouraged to develop their knowledge through a culture of life-long learning
-  Will have regular supervisions
-  Will receive emotional support when needed
-  Are protected from harm through robust safeguarding procedures
-  Will receive support and guidance following a stressful or serious incident

Restrictive physical interventions

Staff who are expected to employ restrictive physical techniques must receive specialist training. *Our specialist training covers the least intrusive methods up to more restrictive techniques. Any use of force must be reasonable and proportionate and last for the minimal amount of time possible.* All interventions must be carried out under the supervision of the RGN in charge who has undertaken the appropriate training.

In an emergency it may be necessary for staff to apply restrictive physical techniques who will not have received training. However, in these cases the use of force must only ever be employed if it is the only way to prevent injury or a criminal offence from occurring. Staff should normally only use physical restraint once they have received training. Specific techniques should be closely matched to the characteristics of each individual and there should be a record of permitted techniques to be employed and these must be followed at all times

It is a criminal offence to use physical force or to threaten to use force unless the circumstances give a lawful excuse or justification to use force.

Behaviour Support Plan

A behaviour support plan is a document created to help understand and manage behaviour adults who have mental issues such as dementia and display behaviour that others find challenging. A Behaviour Support Plan provides staff with a step by step guide to making sure the person not only has a great quality of life but also enables staff to identify when they need to intervene to prevent an episode of challenging behaviour.

A good behaviour support plan is based on the results of a functional assessment and uses Positive Behaviour Support (PBS) approaches. The plan contains a range of strategies which not only focus on the challenging behaviour(s) but also include ways to ensure the person has access to things that are important to them. The strategies used are referred to as Proactive Strategies and Reactive Strategies.

- a) **Proactive strategies:** are intended to make sure the person has got what they need and want on a day to day basis and also includes ways to teach the person appropriate communication and life skills.
- b) **Reactive strategies:** are designed to keep the person and those around them safe from harm. They provide a way to react quickly in a situation where the person is distressed or anxious and more likely to display challenging behaviour.
- c) A good behaviour support plan has more Proactive strategies than Reactive ones. This helps to ensure that the focus of the plan is not just on the challenging behaviour but provides ways to support the person to have a good life, enabling the person to learn better and have more effective ways of getting what they need.

Who is it for? A behaviour support plan is for individuals who regularly display challenging behaviour

Stages of behaviour: A format which has been found to be particularly useful in helping staff to understand the different stages of behaviour is based on a 'Traffic light' system: Colour coding a behaviour support plan using this format can be a very useful way of clarifying the different stages of the behaviour. Using the traffic signal analogy, an individual's behaviour moves from 'typical behaviour' (green), to a level that indicates that **problems are about to occur (amber)** and the occurrence of the behaviour itself (red). After the behaviour (blue) care must be taken to ensure that the person returns to the green phase. This format enables carers to more easily identify when they could intervene to prevent behaviour escalating into an episode of challenging behaviour. **Green = calm, relaxed, Amber = anxious, distressed, Red = Incident / Challenging Behaviour and Blue = calming after the event or incident.**

Medication




In certain situations, the use of medication may be indicated as a method of managing extreme behaviour. Medication must only be administered upon medical advice and must only be used as a routine method of managing difficult behaviour where it is included within an individual's care plan and agreed by a qualified medical practitioner. The use of medication should comply with all prevailing regulations or national minimum standards and will be managed as part of the organisations medication management protocols. (in some circumstances controlling peoples' behaviour with medication is considered abusive)

Risk Assessment

The management of behaviour carries an element of risk. If strategies are not appropriately applied it can result in pain, physical injury and emotional distress to all concerned. Therefore, the Behaviour Support Plan will include a risk assessment which will identify the risk to both client and staff.

Reporting and Monitoring of Incidents

Reporting and monitoring of behaviour is of paramount importance for a number of reason:

-  Protection for client and staff
-  Keeping a record of the number of incidents
-  Identify trends and patterns to implement avoidance strategies

Documentation used:



Record of Serious Incidents: used when physical intervention has been applied



Incident Book: used when no physical intervention was needed



Accident Book: to be filled out where necessary

Post Incident Management

Following an incident both staff and clients will be given opportunities to talk about what happened in a calm and safe environment: this is called a debrief session. These sessions should only take place once all involved have regained their composure. Post incident reviews are about gathering the facts and must not be an opportunity to apportion blame or punish those involved. If the client is not capable of using verbal language then other forms of debriefing techniques should be provided. Specific ways and techniques of providing post crisis support should be detailed in the individual support plan.

Other forms of post incident support are:



Time out in another area



Discuss with manager and colleagues



Discuss with the trainer



Training refresher courses

Medical Assistance

If there is any reason to suspect a client or member of staff has experienced injury or severe stress following a serious incident they prompt medical attention must be sought. In the case of serious injuries such a traumatic head injury then immediate medical help must be sought.

Informing Family, Friends, Advocates and external stakeholders

In accordance with the organisations consenting protocols, details of incidents will be communicated to all stakeholders involved in the individuals care and support.

Complaints

Complaints will be dealt with by following the procedures in our complaints policy. In the case of an allegation against a member of staff this will be dealt with under our Multi-Agency Safeguarding Procedures

Related Policies

Adult Safeguarding

Accidents and Emergencies

Accident and Incident reporting

Challenging behaviour, Violence & aggression

Code of Conduct for workers

Deprivation of Liberties Safeguards

First Aid

Personal Safety

Professional Boundaries

Record Keeping

Restraint

Risk Assessment