

January 11th 2021

POLICY STATEMENT

There is a specific obligation on agencies to have a policy on dealing with violence and aggression and to slightly wider issues such as the action which might be needed to limit a service user's chosen lifestyle or human rights in order to prevent self-harm, self-neglect, abuse or harm to others.

Policies must be available to service users, and as policies dealing with violence and aggression are extremely controversial issues many service users and their relative and representatives may indeed be interested and will wish to see the statement of the agency's stance of these matters. This document outlines the policy of Homecare D & D Ltd Limited in relation to dealing with challenging behaviour, violence and aggression among service users.

PRINCIPLES

1. Homecare D & D Ltd Limited seeks to demonstrate respect for the lifestyles and human rights of its service users.
2. We recognise, nevertheless that exceptional circumstances may arise when our workers might be called upon to place limitations on a service user's behaviour, either in their interest or for the protection of others.
3. We will attempt to anticipate these possibilities and to follow precise procedures designed to ensure that the limitation to a service user's lifestyle or human rights is kept to a minimum

SERVICE USER PLAN

In all instances where our workers are likely to encounter challenging behaviour, violence or aggression to an extent that they feel threatened, limitations of a service user's lifestyle or Human rights might be necessary, or changes to the support provided required. We will seek, when the Service User's Plan is drawn up or revised, to discuss the facts with all concerned and record the decision and the proposed action in detail. We will seek to understand the reasons for the possible action and to initiate action, which will tackle the problem more positively.

RISK ASSESSMENT

In the course of considering the Service User Plan we will carry out and fully record a risk assessment in order to make a sober calculation of the possible danger, which is faced, and the balance of benefits and disadvantages of the proposed course of action.

SERVICE USER'S CONSENT

We will make every effort to involve a service user at risk of limitation to their lifestyle or human rights in the discussion about possible restraint and to obtain their agreement that such an intervention might be necessary. For service users who are permanently unable to understand the situation or to give informed consent, we will seek agreement from someone close to them and knowledgeable about the situation that can genuinely represent their interests.

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THE USE OF RESTRAINT

The circumstances in which we regard as justified an intervention by a worker of Homecare D & D Ltd Limited which would have the effect of limiting a service user's lifestyle or human rights are;

- (a) to prevent self-harm or self-neglect by the service user
- (b) to prevent abuse or harm to others.

The restraint must be the least that is compatible with containing the risk and must last for as short time as possible. Neither restraint nor the threat of restraint should ever be used a form of punishment.

REPORTING

Any instance of the use of restraint should immediately be recorded. The worker involved should report what happened to their manager as soon as possible and the manager should review the position and initiate any possible action to avert a recurrence.

INAPPROPRIATE USE OF RESTRAINT BY OTHERS

We regard the use of medication simply as a means of restraint as unethical. Because our workers operate in the homes of service users, on occasions they observe the services provided by other professionals and the care given by relatives and friends. If we learn of situations where we believe others are using restraint inappropriately, we will bring the matter to the attention of the appropriate authorities.

TRAINING

All staff will receive awareness training on dealing with adults with learning difficulties and disabilities and Mental Health issues to equip them with the knowledge of how best to ensure that our service user's do cause harm to themselves or others.

Staff, where appropriate will be offered specialist courses on challenging behaviour.