

# 15.

## Positive Behaviour Support Policy

### Policy

Oakdown house Ltd Management and their employees will deliver a service based on the principles of positive behaviour support.

Services will be Person centred and create an environment where people feel safe, secure and valued.

The service philosophy is based on the promotion of desirable behaviours, with clear management plans that identify areas for improvement, reward progress and have explicit responses to behaviours that present risk.

### Purpose

It is the duty of every employee to discharge their duty of care towards the service users in an appropriate manner and within an appropriate values base. It is an expectation that staff will be individually accountable and responsible for their actions towards the service users by,

1. Be aware of their emotions
2. Managing their own emotions
3. Express emotions appropriately and effectively
4. Understand other people emotions
5. Manage emotional interactions with others effectively.
6. Debrief is an important tool to ensure staff understand and manage feelings and responses to behaviour.

The purpose of this document is to:

- Establish the value base and core principles of work within the company.
- Encourage a positive, caring and nurturing environment for people.
- To Support staff in helping people develop appropriate and socially valid behaviours.
- Promote consistency of response to challenging behaviour.
- Enable staff to discharge their duty of care
- Ensure the safety of the service users and staff working within the home.
- Offer appropriate advice and guidance within the service framework.
- Meeting legal and statutory requirements of policy and guidance.

### Definition of Positive Behaviour Support

- Understanding why someone does a behaviour
- Working in partnership
- Understanding what triggers a person
- Understanding a person's communication needs
- Building rapport and trust
- Having empathy for a person's behaviour
- Working in a person centred way
- Having strategies in place to help someone when they are stressed
- Reinforcement-positively praise safe/positive behaviour
- Understanding the environment

- Reward systems
- Behaviour coaching-teaching a person a new skill to get the same outcome

## **Legal Considerations**

Care Act 2014

Care and Support statutory guidance.

Positive and Proactive care – reducing the need for restrictive interventions

Bild – Framework for reducing restrictive practices.

Restraint Reduction Network Guidance.

## **Procedure**

Service Users will be offered opportunities to develop a sense of personal responsibility appropriate to their understanding.

Service users will, as much as possible, be involved in designing their behaviour support plans to support their sense of understanding, control and responsibility.

Staff will foster appropriate relationships, creating appropriate boundaries and valued relationships.

An appropriate relationship will:

Be based on mutual respect and positive interaction

Be supportive and active in creating opportunities

Take account of the service users personal history and be sensitive to their needs

Have clear and professional boundaries

Promote self-esteem through a variety of interactions and opportunities

Seek to understand the function of the person's less socially valid behaviour

Be truthful, consistent and nurturing.

Promote independence and engagement.

Empower people and work in partnership with them

## **Positive Behaviour Support**

All service users will have a care plan stating,

- The desirable behaviours to be encouraged,
- how they will be encouraged,
- who is responsible for the implementation of the plan
- when it will be reviewed
- The undesirable behaviours to be discouraged
- how they will be discouraged
- who is responsible for the implementation of the plan
- when it will be reviewed
- The hazardous behaviours that pose risks to the safety of the person, other service users, staff, visitors and members of the public, how they will be managed, who is responsible for the implementation of the plan and when it will be reviewed.

Consequences should be clear, reasonable and fair and are understood by all staff and service users.

Consequences are designed to have a positive effect on behaviours.

Consequences will be:

- Appropriate given the persons understanding and care plan
- Realistic, enforceable and proportionate to the behaviour
- Put in place within an appropriate time-frame
- Where possible, previously agreed in advance as part of the Behaviour Support Plan
- Applied consistently with appropriate interaction and communication
- Applied individually, only to people who understand and can learn or for safety reasons.

Appropriate consequences include,

- Increased support
- Decreased support
- Setting limits/boundaries
- Community activity stopped/changed due to safety
- Activity changed due to safety
- Change of environment/location

### **Safety Planning**

A generic safety plan will be completed on each service user before the person is admitted to the home.

The safety plan will state

- The assessed hazard
- The workplace precautions that reduce the assessed hazard
- The evidence on which the assessment is based
- When the assessment will be reviewed
- Who is responsible for the assessment

Risks can emerge from:

- The interaction between the person and his/her environment
- The impact of the person and his/her behaviour on others within the home

The Safety plan will inform the Behaviour Support Plan

The Registered Manager of the home will be responsible for ensuring that safety plans are completed,

That staff are trained and competent in managing behaviours.

Staff are trained in the use of NAPPI physical intervention techniques and only use the homes agreed techniques. Training is regularly refreshed.

### **Post Incident Management**

Following any significant incident it will be appropriate to follow a process of post incident review.

Post incident review will ensure that any potential or existing risk is reduced:

- It will ensure that all appropriate people are informed of the incident.
- It will ensure appropriate recording of the incident.

It will ensure that the risk assessment and Behaviour Support Plan are reviewed and amended as appropriate

It may be ongoing and reflective, informing future practice. The post-incident review will lead to learning and improved quality of life for the residents. The Management team will be responsible for ensuring that an appropriate de-brief is offered to staff.

### **Use of Physical Intervention Skills**

Physical interventions will only be used as a last resort by staff who have received appropriate training and as directed by the Behaviour Support Plan or in relation to an emergency situation that could not be foreseen

Registered Managers will be responsible for ensuring that all staff receives appropriate training and that this training is updated on an annual basis. Employees will not informally share techniques.

Once trained, staff will be responsible for maintaining the level of skills required, and ensuring the skills are updated as appropriate. When deciding to use physical interventions employees will ensure they are:

- Appropriate to the risk presented,
- Not used in a punitive manner or to cause pain or psychological harm
- Used in conjunction with appropriate communication
- Used for the minimum period of time
- Enabling the person to regain control of their mental state
- Legally defensible

### **Reporting and Recording**

All incidents in which a physical intervention has been used must be recorded. The Registered Manager must ensure that the safety plan and Behaviour Support Plan are reviewed and amended as appropriate.

All physical interventions must be reported to the local authority via email.

All staff and the service provider have a duty of Candour, to be open and honest about practices, all mistakes will be used as an opportunity to learn from.

### **Advocacy**

Consideration should be given to seek an advocate to assist the adult to understand the process of positive behaviour management.

### **Complaints**

All service users have the right to complain about their care, and to be taken seriously. If a complaint arises from the use of a physical intervention it should be recorded and reported using the complaints procedure.

### **Monitoring and Review**

The Positive behaviour support Policy will be monitored by the Residential Manager and reviewed every twelve months in line with the established policy process.