



## **Behaviour that Challenges Policy**

April 2022

1st Homecare Solutions Ltd.  
5a Ridgeway Court  
Grovebury Road  
Leighton Buzzard  
Bedfordshire  
LU7 4SF

Tel: 01525 376677

1st Homecare (Oxford) Ltd  
Ground Floor,  
8 Isis Business Centre  
Pony Road  
Oxford  
OX4 2RD

Tel: 01865 744174

1st Homecare Kings Langley  
Unit 15 Sunderland Estate  
Church Lane  
Kings Langley  
WD4 8JU

Tel: 01923 269877



## **1 STATEMENT OF OVERALL POLICY**

There may be times when a client becomes aggressive or violent towards other people or towards themselves. Alternatively, aggression may be directed towards the fabric of the building, furniture, or towards their own or other people's possessions.

When a person becomes violent, his or her own safety and the safety of 1st Homecare's care workers are the priority. Damaged property can always be repaired or replaced.

All incidents must be recorded. In the first instance, all instances of aggression or violence must be reported to the Office, or to the On call manager if the behaviour occurs outside normal working hours.

In the interests of the safety of the client and of 1st Homecare's care workers, where behaviour becomes challenging in the manner described above, 1st Homecare will review the situation in consultation with e.g, Social Services, appropriate family members or any representative, and decide whether to continue providing care or not.

## **2 RECOGNISING AGGRESSIVE AND VIOLENT BEHAVIOUR**

There can be many reasons for aggressive and violent behaviour by a client, most commonly frustrations related to their condition and/or the environment in which they find themselves.

The main triggers for aggressive or violent behaviour by a client can be:

- An expression of unmet need, for example pain, dehydration or boredom
- Feeling frightened or humiliated
- Feeling frustrated at being unable to understand others or make themselves understood
- The physical effects of dementia, which may have eroded their judgement and self-control, including loss of inhibitions and decreased awareness of appropriate behaviour
- Feelings of hostility, anger or mental or physical stress due to health or the surrounding environment
- Their perception of a carer's attitude towards them
- Hallucinations or delusions caused by physical conditions, illness or medication, and their response to them
- Hostility against the world in general, against certain individuals, or against whoever is present
- Repressed or unfulfilled sexual feelings.

This is of course not an exhaustive list, and carers should be alert to different causes of behavioural changes.



Behavioural changes may take place among other occasions at the beginning or the end of the day (for example on getting up or going to bed).

Before a violent or aggressive outbreak, it may be possible to spot the following changes in a client's manner:

- Increased restlessness and movement
- Considerable increase in hand and eye movement and
- Individual movements which are short and jerky in nature

### **3 AVOIDING THE ONSET OF CHALLENGING BEHAVIOUR**

During the period before an outbreak, it may be possible for a carer to offset any aggressive or violent incident by his or her actions. In dealing with any client, a carer should always consider her/his own behaviour and manner carefully and always establish a positive approach to the care of the client. Each client will have a different way of reacting in any situation, and through time a carer will learn to recognise the signs of change in a client's behaviour. The steps that a carer can take are:

- To recognise changes in behaviour and demeanour
- Appreciate levels of excitement of clients and the effect this may have on their behaviour or demeanour
- Start thinking early and do something positive about the situation, and
- Take action early in the situation – it is better to do so and be mistaken than to remain passive

When attempting to prevent or defuse an aggressive or violent situation, the carer should be clear and calm and positive in their actions and attitude to the client and should:

- Tell the client what they are doing, and exactly why they are doing it
- Avoid becoming involved in arguments with the client
- Understand that rude language is not meant personally, and
- Try to avoid damaging the client's self-esteem during this time

A carer will also be better able to control the situation by controlling their own voice and actions, retaining an objective and friendly interest in the client, and maintaining a good rapport with them.

### **4 DEALING WITH AN AGGRESSIVE OR VIOLENT SITUATION**

There may be times when despite best efforts, an incidence of aggressive or violent behaviour is unavoidable. If this occurs, the first action is to try to retreat from the situation. In doing so, a carer should not show that they are afraid and should not try to



dominate an aggressive client, as this may worsen the situation and result in greater danger of an assault. If necessary, the carer should seek assistance by calling the Office or the On call manager or in extreme circumstances by calling the emergency services on 999.

## **5 GENERAL**

This Policy replaces all previous versions. It may be amended at any time by the Company, and staff shall be notified of the amended version.

**CHANGE HISTORY**

<b>Issue</b>	<b>Date</b>	<b>Description of Change and Reason</b>
1	2012	First Issue
2	2013	Second Issue
3	February 2014	Third Issue - Minor changes
4	November 2014	Fourth Issue - Review date inserted and minor changes including formatting
5	July 2016	Fifth Issue – Change of address and review of Policy – change of name and inclusion of further reasons why people may act in a violent or aggressive behaviour taken from the Alzheimer's Society website
6	November 2016	Sixth Issue – Addition of logo and of 1 <sup>st</sup> Homecare (Oxford) address
7	December 2018	Seventh Issue – Change of Oxford address and insertion of provision about reviewing continued provision of care where appropriate, change of name and also minor changes to wording
8	January 2020	Eighth Issue – Inclusion of KL address
9	April 2022	Ninth Issue – minor amendments to wording and to grammar

**DOCUMENT CONTROL**

Name of document	Behaviour that Challenges Policy
Status	Approved
Issue	9
Issue date	April 2022
Maintainer	1HC
Owner	1HC
File name	1HC Behaviour that Challenges Policy
File location	1HC Policies/Care Policies
Review date	April 2024