


Services covered by this policy:	General Short Breaks	The Hamlet at Home Adult Services
Post holder(s) responsible for this policy:	Registered Manager and Senior Manager	
Date approved:	04/03/2025	
Approved by:	Jayne Buckingham	
Signed:		
To be reviewed:	March 2027	

A. Policy statement

Our belief is that everyone at The Hamlet should be happy and safe, is unique and valued, can explore choice and opportunities, is encouraged to unlock their potential, can communicate in their own way and is part of the wider community.

This policy shows how The Hamlet deals with behaviors that challenge from Hamlet Users, either directed at themselves or others. It is linked to the policy [Keeping Staff Safe](#).

B. Purpose of this policy and why we have it

The Hamlet seeks to demonstrate respect for the lifestyles and human rights of Hamlet Users.

We recognise, nevertheless, that some Hamlet Users may display behaviours that challenge. Our staff may need intervene to prevent the Hamlet User from harming themselves, others or damaging property.

We will attempt to anticipate these possibilities and to follow Support Plans and procedures designed to ensure that the limitation to a Hamlet User's lifestyle or human rights is kept to a minimum.

C. Scope of this policy

- The Hamlet Users
- Parents/carers/home support staff of Hamlet Users
- The Hamlet staff
- The Hamlet Volunteers
- Educational or work placements e.g., Occupational Therapy or Nursing
- Visitors

D. Policy

Support Planning

In all instances where Hamlet staff members are likely to encounter behaviors that challenge, to an extent that limitations of a Hamlet User's lifestyle or human rights might be necessary. The Hamlet User will have a [positive behaviour support plan](#) written or revised. This will detail areas of challenge and record the decision and proposed actions. We will seek to understand the reasons for the behaviors and identify actions which will support any difficulties positively and proactively.

Risk Assessment

When considering the Hamlet User's [positive behaviour support plan](#), we will include risks and complete a [Planning for Restrictive Intervention: Audit of Need](#) of the possible dangers. This will be completed by the Communication and Behaviour Coordinator.

Consent

We will make every effort to involve the Hamlet User/or their representative in developing their individual Positive Behaviour Plan and agree any limitations, restrictions or adjustments within this.

For some Hamlet Users, restraint might be necessary, we will discuss and obtain agreement as part of the Positive Behaviour Plan

Where a Hamlet User lacks capacity, or a consent agreement cannot be obtained we will work within a multi-disciplinary team to develop an agreed Positive Behaviour Plan.

The Hamlet will always ensure that people's rights are protected wherever any restrictions are imposed. Our aim is to keep everyone safe, however this may result in the individual being deprived of their liberty.

The Use of Restraint and Restrictive Practices

The Hamlet accepts a definition of restraint as action intended to curb or restrict another person's freedom of action without their permission. It recognises that restraint and restrictions can take many forms including: physical restraint, forced care, physical intervention, chemical restraint, environmental restraint, electronic surveillance, preventing free movement and medical restraint.

The circumstances in which we regard as justified an intervention by Hamlet staff that would have the effect of limiting a Hamlet User's lifestyle or human rights are:

- to prevent self-harm or self-neglect by the Hamlet User
- to prevent abuse or harm to others
- where there could be significant damage to property

The Hamlet understands that restraint is illegal unless it can be demonstrated that for an individual, not being restrained would conflict with its duty of care and that

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the outcome for the individual would be harm to themselves, others or significant damage to property.

The Hamlet considers that physical restraint should be avoided wherever possible. Staff will use physical restraint only as a last resort or in exceptional circumstances.

Restraint and restrictions will be used only where:

- the form of restraint or restriction has been agreed as necessary following a risk assessment and has been clearly stated in their [positive behaviour support plan](#)
- the restraint is needed in an emergency to prevent serious physical harm to the Hamlet User, another Hamlet User, other people or property.
- those involved in the intervention have received the appropriate training and supervision.

Any restraint or restriction must be in the best interests of the person. It should be based upon the level of risk present, taking account of the person's size, gender, age and medical conditions. It should be used for the minimum amount of time and with the least amount of intervention. Neither restraint nor the threat of restraint should ever be used as a form of punishment.

E. Procedures and monitoring

Preventing behaviours that challenge,

1. A [core assessment](#) should be carried out by a Hamlet staff member with the Hamlet User and/their representative (see [Referrals and Initial Assessment of Needs policy](#))
2. A Hamlet staff member may arrange a visit to the Hamlet User's current setting e.g., home or school to meet and gather information where possible
3. If the Hamlet staff member has reason to believe a [positive behaviour support plan](#) would be useful for the Hamlet User a [roots and fruits analysis](#) tool should be carried out
4. Following the [roots and fruits analysis tool](#), the Communication and Behaviour Coordinator will coordinate and produce a [positive behaviour support plan](#). The focus of this plan should be to prevent behaviours that challenge, and to use Norfolk Steps de-escalation techniques
5. The Hamlet should share the [positive behaviour support plan](#) with the Hamlet User and/or their representative and seek initial agreement.
6. Where multi-agency teams are involved The Hamlet should share any Positive Behaviour Plans as part of 'Working together'
7. The Hamlet should review the [positive behaviour support plan](#) following changes in behaviour or annually

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Consistency

Hamlet staff supporting the Hamlet User should have completed and passed Norfolk Steps training. The level (Step On or Step Up) needed to support each Hamlet User should be stated in their [positive behaviour support plan](#).

Hamlet staff members should follow the [positive behaviour support plan](#) to provide consistency for the Hamlet User. This includes those who are not directly providing support but are in the vicinity.

In an emergency situation, staff can choose to act in a way that is not part of the [positive behaviour support plan](#), but they will be expected to be able to justify their actions afterwards. Actions should be reasonable, proportionate and necessary to manage the situation.

Hamlet staff members should offer support to their colleagues if they think it might be needed to manage a situation.

If a staff member has reason to think the [positive behaviour support plan](#) needs to be changed, they should discuss this with the Communication and Behaviour Coordinator.

[Positive behaviour support plans](#) should state if there are specific requirements of staff members supporting the Hamlet User e.g. female, able to run.

Use of restrictive interventions and restraint to manage behaviour

This is defined as “planned or reactive acts that restrict an individual’s movement, liberty and/or freedom to act independently.” (Reducing the Need for Restraint and Restrictive Intervention 2019). It includes:

- Physical – physically holding a person or stopping them from leaving an area.
- Mechanical – Using equipment or furniture to restrict a person e.g., holding a door closed or holding a wheelchair
- Chemical – using medication to limit a person’s ability to act
- Technological – monitoring or limiting a person’s movement using technology e.g. a door alarm or CCTV
- Psychological – Depriving a person of choices they can reasonably make themselves

The Hamlet will only use restrictive interventions when properly planned for in the Hamlet User’s [positive behaviour support plan](#), or to keep somebody safe in an emergency situation.

Any restrictive interventions used should be **reasonable, proportionate, and necessary** to manage the situation.

Staff must not organise Hamlet Users’ environments in such ways as to restrict their freedom of movement against their wishes or without their consent, for

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example, by preventing them from getting out of bed, up and down stairs or preventing them from leaving their house.

Staff must make sure that mobility aids (or deprivation of), harnesses, straps, belts and cot sides are used solely for ensuring safety and not to control and restrain.

If seat belt restrictors, harnesses etc are used as a form of restraint for a Hamlet Users safety, this must be agreed by a multi-disciplinary team and the least restrictive option used.

The law gives protection to people from being abused or attacked and, if a member of staff is attacked, they may use “minimum reasonable force” to defend themselves. Staff should remember that if they restrain a violent person and injure them because of the amount of force they use, they could be charged for assault. Because of this risk, staff must always follow this policy and their training.

The Hamlet has a duty of care to inform the Police if an allegation of assault has been identified.

Staff who deliberately use any form of illegitimate restraint or use restraint inappropriately will face disciplinary proceedings and/or dismissal. If it is proved that they have committed an act of misconduct causing harm to a Hamlet User, they will be referred to the Disclosure and Barring Service for inclusion on its barred list, preventing them from working with vulnerable adults or children.

Recording

A [behaviour record form](#) should be completed as soon as possible following an incident of behaviours that challenge, or a near miss. A detailed body map should be included if there are any marks or injuries. The body map should include, size, position, colour, shape of the mark or injury.

If restrictive intervention has been used, the form will ask for further details.

If Hamlet staff have acted in a way that is not part of the [positive behaviour support plan](#), a [behaviour record form](#) should be completed, a debrief meeting held, and management informed.

The relevant management team will receive email alerts when [behaviour record forms](#) are submitted on Access Care Planning. The service manager will decide what action should be taken to reduce the risk of the situation occurring again.

The Hamlet Users representative and staff should be informed about incidents in which the Hamlet User is involved. The Hamlet may make specific arrangements with The Hamlet Users representative / staff about how this is done, and how often. These arrangements will be recorded in the Hamlet User’s [support plan](#).

Debriefing

[Positive behaviour support plans](#) should include how the Hamlet User needs to reflect, repair and restore after an occurrence of a situation where a behaviour that challenges has had an impact on themselves or others.

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Hamlet staff involved in occurrences of behaviours that challenge can request a debrief meeting with management and/or the Communication and Behaviour Coordinator.

Management can instigate a debrief meeting with staff members involved if they feel it is necessary.

A debrief meeting should always take place if restrictive interventions have been used to manage behaviour.

A [behaviour debrief meeting form](#) should be completed when a debrief meeting is held with staff.

A [behaviour debrief meeting with Hamlet User form](#) should be completed when a debrief meeting is held with a Hamlet User

Training

All new support staff receive training at induction on how to respond appropriately and professionally to behaviour that might challenge and threaten them.

The Hamlet uses the Norfolk Steps program's (Step On and Step Up) to train staff to respond to complex or challenging behaviour and follows positive behaviour principles

Step On provides foundation knowledge in understanding and responding to behaviour. Its principles include consistency, de-escalation, behaviour analysis and differentiated planning. This training includes:

- de-escalation techniques
- safe holds
- approved and acceptable breakaway techniques
- inappropriate or unacceptable techniques.

Step Up focuses on safe and effective use of restrictive physical intervention and the concept and use of "minimum force". Step Up is provided to some staff who have completed Step On training and have maintained certification.

All support staff should attend Step On training within the first 6 months of employment. Service managers will decide which staff members should attend Step Up training based on the needs of the service and the staff member's capabilities.

Quality Assurance

[Behaviour records](#) are reviewed monthly by the relevant service managers.

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The Quality Assurance and Compliance Manager should perform random checks on completed [behaviour records](#) to find out if they are completed correctly, appropriate actions set and completed.

The Quality Assurance and Compliance Manager may also ask staff members questions about managing behaviour and the support they receive.

The Hamlet staff are expected to report concerns to their line manager or take the issue to the relevant Senior Manager or CEO if this is not appropriate.

Hamlet Users and their representatives are advised to follow The Hamlet's [complaints procedure](#) if they have concerns.

F. Regulations (Health and Social Care Act) and other legal references

- Human Rights Act 1998
- Mental Capacity Act 2005
- Health and Social Care Act 2008 (Regulated Activities) 2014
- Equality Act 2010

This policy should be read in conjunction with any other relevant Hamlet policies and accompanying procedures.

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