



Tigh a'Chomainn

CAMP HILL COMMUNITY

Understanding and responding
to
challenging behaviour

***If you are doing this course online
please complete the accompanying proforma and
return it to Tom as evidence of completion of the
course. Thank you***

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Defuse Me

If I were a bomb
ready to explode,
if I have become
dangerous to your life,
then you must take care of me.
You think you can get away from me,
but how?
I am here, right in your midst.
(You cannot remove me from your life.)
And I may explode
at any time.
I need your care.
I need your time.
I need you to defuse me.
You are responsible for me,
because you have made the vow (and I heard it)
to love and to care.

I know that to take care of me
you need much patience,
much coolness.
I realize that in you
there is also a bomb to be defused.
So why don't we help each other?

I need you to listen to me.
No one has listened to me.
No one understands my suffering,
including the ones who say they love me.
The pain inside me
is suffocating me.

It is the TNT
that makes up the bomb.
There is no one else
who will listen to me.
That is why I need you.
But you seem to be getting away from me.
You want to run for your safety,
the kind of safety
that does not exist.

I have not created my own bomb.
It is you.
It is society.
It is family.
It is school.
It is tradition.
So please don't blame me for it.
Come and help;
if not, I will explode.
This is not a threat.
It is only a plea for help.
I will also be of help
when it is your turn.

From 'Call Me By My True Names' by Thich Nhat Hanh

Tigh a'Chomainn values

Fearless: To support each person with the courage that they “can”.
To balance risk, not avoid it.

Dignified: To meet each person, take time to listen, humanize

Compassionate: Outward calm, inner peace, warmth, presence, reflection

Individual: To support self expression, foster confidence, recognize the right to privacy

Exploration: To take small steps, to use attainable increments, seek personal growth and learning

Secure: Through known routines, rhythms, social circles (family and friends), sufficient resources

Creative: Meaningful work that reflects each person’s sense of purpose

Sustainable: Ecology, the earth and plants are important to us

Challenging behaviour

Think of a time when you used challenging behaviour and think about why.

How might it have been for the other person?

Behaviours of concern

Behaviours of concern are a form of communication which reflect the needs of a resident and understanding these needs is the key to reducing these behaviours.

Building relationships with the individual and an understanding of individual approaches and de-escalation techniques are necessary where the behaviour of a resident challenges the wellbeing of others.

Behaviours that may hurt others: behaviours such as hitting, biting, kicking, or shouting

Self-injurious behaviours: actions that cause harm to oneself, such as scratching biting

Disruptive behaviours: behaviours that disrupt the functioning of individuals or their environment

Withdrawal behaviours: withdrawal from social interactions or isolating oneself from others

Possible triggers

Communication difficulties

Sensory overload

Change in routine

Unexpected visitor or event

Physical pain or discomfort

Unmet needs

Anxiety or Stress

Frustration and Anger

Depression

Past Trauma

What preceded the behaviour?

Early warning signs of potential triggers may include sudden behavioural changes, such as heightened irritability, alterations in appearance and hygiene, or unexplained absences, stress, desperation, and growing social isolation.

These triggers may arise from memories, experiences, or events that evoke strong emotional responses.

Common examples include feelings of rejection, betrayal, unfair treatment, and a lack of control.

The characteristics of being triggered may manifest as feelings of fear, panic, anxiety, or a sense of danger, accompanied by an increased heart rate, sweating, shortness of breath, and a strong urge to flee.

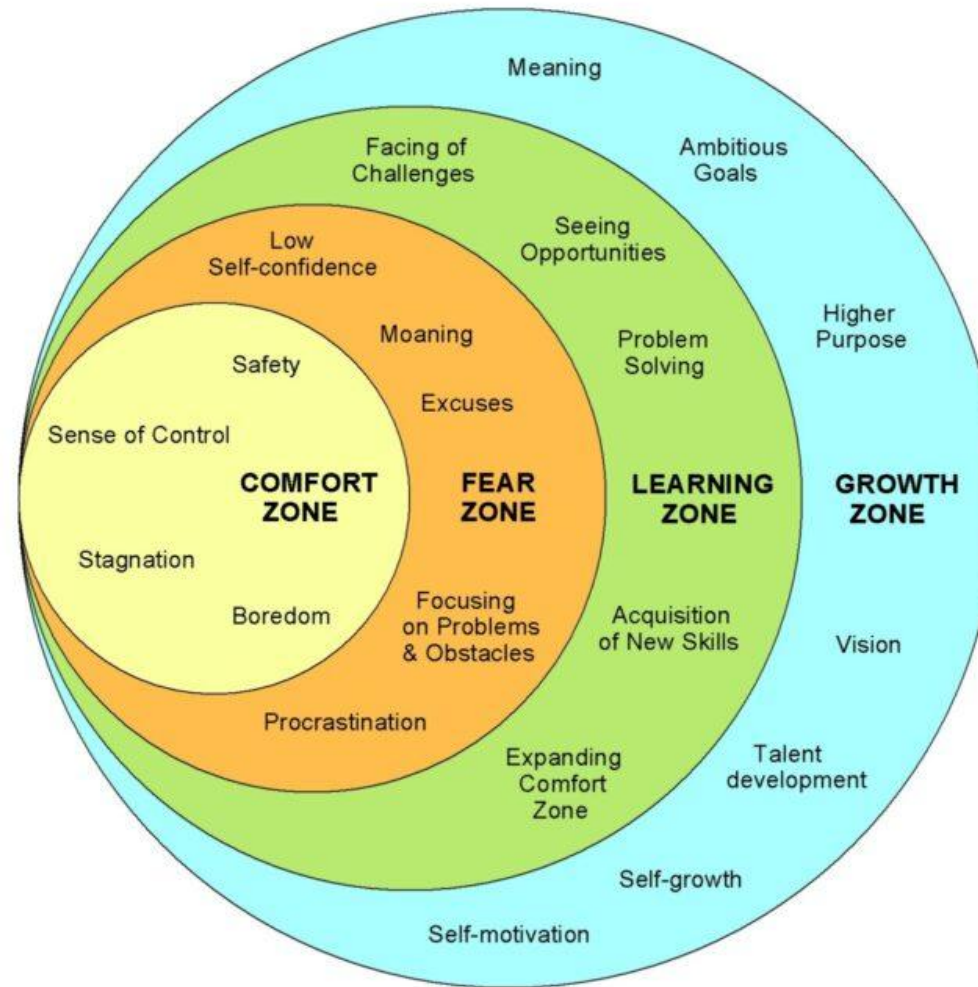
Recognising these signs makes identifying and managing triggers possible before they escalate into challenging behaviours.

Moving from our comfort zone into our fear zone

We are calmest when we are in our 'comfort' zone everything is as expected, no pressure.

Any request to move out of will trigger a response of some kind as we move into our 'fear' zone.

This fear and increased stress may be communicated by behaviours that are challenging.



Managing Violence

The Health and Social Care standards definition of restrictive practice is “any restriction to independent movement or freedom of choice, such as a physical barrier

Co-workers in Tigh a'Chomainn Camphill will only use restraint when;

1. All involved with a resident have an agreed intervention plan as the least intrusive option to keep the person and others safe from harm. There also needs to be agreement as to what co-worker training is necessary and when this intervention is to be reviewed. Any agreed use of restraint will be formally recorded in Risk Assessments and One Plans

2. There is an expressed right given to a named individual to limit someone's freedom stated in a court order and, in order to provide the support which we have contracted to provide, we must comply with its terms.

3. In an emergency, when there is a clear and direct danger to a resident or others, the co-workers will use reasonable force to restrain a person if no other intervention will keep the person safe. Any use of restraint in an emergency will be recorded as an incident and will be reported to the Care Inspectorate and to the relevant agencies under Protecting Vulnerable Adults as well as the parent or guardian

What to do if you are attacked

Try to be as calm as possible,

Move away as slowly as possible,

Talk calmly to the other person,

Call for help by 'shouting' SNAP (SNAP is the key word to alert others that you need help immediately)

Use a protective stance; stand side on, weight on your front foot, using your arms to protect your face and body, while trying to remove yourself from the situation as quickly as possible

Don't make it into a confrontation

Ask for help by shouting 'SNAP'

When a 'third' person comes to help, say "yes" to the offer and then remove yourself

Seek for support to debrief about what happened and share how the event has affected you.

Challenging behaviour: Shouting

Shouting can be a manifestation of frustration, confusion or a need for attention. It might also indicate discomfort or pain.

How to address shouting

Remain calm and speak softly, maintaining a reassuring tone. Try to identify the cause of the shouting, addressing any underlying needs or concerns. Provide comfort and reassurance, and ensure the individual feels heard and understood.

Challenging behaviour: Swearing

Swearing might occur due to agitation, irritation or an inability to express feelings or needs verbally.

How to address swearing

Avoid reacting negatively or taking the swearing personally. Stay composed and acknowledge the emotions behind the swearing. Encourage alternative forms of communication and provide support to help the individual express themselves more effectively.

Challenging behaviour: Physically violent behaviour to you or themselves

Physical violence can arise from frustration, fear or a feeling of loss of control. It may also stem from a medical condition or past trauma.

How to manage physically violent behaviour:

Prioritise safety for both the individual and yourself. Remain calm and try to de-escalate the situation by creating space and avoiding confrontational behaviour. Seek help from colleagues by calling SNAP or professionals if necessary. Implement strategies for managing aggression, such as redirection or distraction techniques.

Challenging behaviour: Refusing food or drink

Refusal to eat or drink can indicate loss of appetite, dietary preferences or underlying health issues.

How to address refusal to eat or drink

Assess the individual's overall health and consult with healthcare professionals if necessary. Offer a variety of food and drink options, taking into account preferences and cultural considerations. Create a relaxed and pleasant dining environment to encourage eating. Monitor intake and ensure hydration levels are maintained.

Challenging behaviour: Aggression

Aggression may manifest as verbal or physical hostility and can be triggered by various factors, including pain, fear, frustration or confusion.

How to address aggression

Prioritise safety and implement de-escalation techniques to diffuse tense situations. Remain calm and avoid escalating the aggression with confrontational behaviour. Establish clear boundaries and consequences while also showing empathy and understanding. Identify triggers and develop strategies to minimise their impact.

Challenging behaviour: Becoming a danger to themselves

Self-endangerment can include behaviours such as wandering, self-harm or neglecting personal safety.

How to support someone becoming a danger to themselves

Conduct a thorough assessment of the individual's environment to identify potential hazards. Implement safety measures, such as removing harmful objects or installing alarms. Provide supervision and support to prevent accidents or injuries. Address any underlying issues contributing to self-endangerment, such as anxiety or cognitive decline, through appropriate interventions and support services.

Preventive Strategies for 'Behaviour that Challenges'

Create a therapeutic environment

Use Positive Behaviour Support -

Person-centred Approach -

Understand the One Plans