



ATLANTIC RACQUET CENTRE (ARC) ARC CHALLENGING BEHAVIOUR POLICY

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Introduction

Atlantic Racquet Centre believes that each customer is a unique individual with the potential to learn and achieve. We recognise that people with additional needs have often experienced the breakdown of prior exposure to social places, commonly face greater restrictions in the daily lives, and have less access to opportunities. Atlantic Racquet Centre focuses on increasing skills to enable access to opportunities and minimising, and ultimately eliminating, aversive and restrictive practices. The aim is to enhance the individual's quality of life, to increase inclusion and participation.

Purpose

The purpose of this policy is to define our position on challenging behaviour, to identify and promote positive approaches to practice and to give guidance to staff who support customers who display behaviours that may challenge.

Definition

Challenging behaviour refers to behaviour of such intensity, frequency or duration that the physical safety of the person or others is likely to be placed in serious jeopardy, or behaviour which is likely to seriously limit or delay access to and use of ordinary community facilities.

Policy

It is the policy to ensure that customers who behave in ways that are challenging receive the same standard and quality of service as anyone else who needs our facilities.

We recognise that challenging behaviour has a purpose and meets a particular need for the individual. These needs may be demonstrated through a variety of emotions and behaviours.

Therefore, it is important that staff can:

- Develop an understanding of these needs
- Anticipate the needs
- Soothe situations before they occur
- Provide the most appropriate responses to the emotions/behaviours displayed

We adopt a positive behaviour support approach that focuses on understanding the reasons behind challenging behaviour and developing strategies to prevent, reduce and manage it in a respectful and person-centred way.

We respect the rights and choices of customers who display challenging behaviour and ensure that they are involved in decision-making about their support and interventions as much as possible.

We ensure that customers who display challenging behaviour are given the opportunity to have their views and wishes recorded, in the form of an advance statement.

We create an environment in which customers feel safe and secure and where their dignity is preserved.

We ensure that staff have the appropriate training and support in their role in managing challenging behaviour.

We ensure that record keeping is timely and effective in recording incidents of challenging behaviour.

Procedure

Customers will be encouraged to identify as clearly as possible what interventions they would and would not wish to be used, and this will be recorded in their advance statement (Appendix 1)

Staff will read the advance statement of each customer who displays challenging behaviour and develop a plan that outlines the triggers, signs, strategies and outcomes for managing challenging behaviour. Staff will implement the plan consistently and review it regularly with the customer and other relevant parties.

Staff will report any incidents of challenging behaviour using the incident report form (Appendix 2).

Staff will debrief after any incidents of challenging behaviour and reflect on what went well, what could be improved and what can be learned from the situation.

Staff will seek feedback from customers who display challenging behaviour and their families/carers on how they feel about the support they receive and how it can be improved.

Planning Activities

The sessions should be planned and structured around each whole group but also take into consideration the needs of individual as

necessary. Should the Manager/Coach/Staff deem that any members of the group are likely to present any difficulties in relation to the tasks involved, the other participants or the environment, strategies to manage those risks are agreed in advance of the session among the staff and parents/carers as necessary. One such strategy may involve increasing the number of adults to safely manage and support the session.

e.g. Family/ parents /carers may be asked to sit in on the session where additional coaches are unavailable.

When customers are identified as having additional needs or behaviours that are likely to require additional supervision, specialist expertise or support, this is discussed with parents/carers.

Responding to Challenging Behaviour

When responding to challenging behaviour, staff will aim to respond proportionately to the actions as soon as is practicable. The unacceptable behaviour and sanction will be fully explained to the customer involving parents/carers as necessary. In dealing with challenging behaviours, staff may use one or a combination of the following strategies:

- Time out - from the activity, group or individual work.
- Reparation - the act or process of making amends.
- Restitution - the act of giving something back.
- Behavioural reinforcement - rewards for good behaviour, consequences for negative behaviour.
- De-escalation of the situation - talking through with the customer.
- Increased supervision by staff/volunteers.
- Use of individual contracts or agreements for their future or continued participation.
- Temporary or permanent exclusion.

Physical Intervention

Atlantic Racquet Centre staff will avoid the use of physical intervention unless it is absolutely necessary to prevent a customer injuring themselves, others, or causing serious damage to property and will result from a conscious decision-making process which has ruled out or explored every other option in order to manage the situation and ensure safety.

If a member of staff does physically intervene in a situation with a customer, they will aim to do so in the least restrictive way considering:

- Contact should be avoided with buttocks, genitals and breasts. Staff/volunteers should never behave in a way which could be interpreted as sexual.
- Any form of physical intervention should achieve an outcome that is in the best interests of the customer whose behaviour is of immediate concern.
- Staff/ volunteers should consider the circumstances, the risks associated with employing physical intervention compared with the risks of not employing physical intervention.
- The scale and nature of physical intervention must always be proportionate to the behaviour of the customer and the nature of harm/ damage they might cause.
- All forms of physical intervention should employ only a reasonable amount of force – i.e. the minimum force needed to avert injury to a person or serious damage to property - applied for the shortest period of time.
- Staff/volunteers should never employ physical interventions which are deemed to present an unreasonable risk to customer or staff/volunteers.
- Staff/volunteers shall never use physical intervention as a form of punishment.
- Physical intervention should NOT involve inflicting pain.

Where customers are identified as having additional needs or behaviours that are likely to require physical intervention this is discussed with family/ parents/carers.

Any physical intervention is recorded as soon as possible after the incident by the staff/volunteers involved using the **Incident Report Form** and passed to the Manager as soon as possible. As physical intervention can provoke strong feelings, a timely debrief for staff, the customer and family/parents/carers will take place following the incident, so everyone has the opportunity to talk about what happened in a calm and safe environment.

The debrief will conclude with an action plan agreed by all parties about the customers needs and continued safe participation in Atlantic Racquet Centre classes.

Legislation Framework

The Human Rights Act 1998.

Article 3 prohibits torture and inhuman or degrading treatment;

Article 5 acknowledges that everyone has the right to liberty and that it should only be restricted if there is specific legal justification; Article 14 outlaws discrimination of all types.

Mental Capacity Act 2005.

Designed to protect people who lack the ability to take decisions for themselves.


There are 5 key principles:

- A person is assumed to have capacity
- People must be helped to make decisions
- Unwise decisions do not necessarily mean lack of capacity
- Decisions must be taken in the person's best interest
- Decisions must entail the least possible restriction of freedom.

The Act defines restraint and gives criteria that need to be met for restraint to legally occur, they are:

- The person lacks capacity, and it will be in the person's best interest and
- It is reasonable to believe that it is necessary to restrain the person to prevent harm to them and
- Any restraint is a proportionate response to the likelihood of the person suffering harm and the seriousness of that harm.

This Policy is recommended for approval by:

Signed: 

ARC Chair: Anoushka Lynd

Date: 12/04/2024

Signed: 

Club Welfare Officer: Tish Shere

Date: 12/04/2024

APPENDIX 1 - CHALLENGING BEHAVIOUR – PARTICIPANT ADVANCE STATEMENT

This form is designed to help us understand the specific behaviour a participant might display and the ways in which our staff/volunteers should respond to that behaviour.

Participant Name:		Next of Kin:	
Date of Birth:		Date Completed:	

Green Stage (what does happy look like for the individual? How do staff help them to remain happy?)

Amber Stage (how can we say that the individual is becoming anxious/distressed, how should staff respond to this to get them back to their green stage?)

Red Stage (how does the individual present when they are experiencing increased anxiety and distress, what should staff do to support the individual at this time?)

Post Incident Stage (what support does the individual need after an incident – closure/ time alone etc?)



CHALLENGING BEHAVIOUR – INCIDENT REPORT FORM

ARC Behavioural Incident Report Form

Person's Name:	Date of Incident:	Time of Incident:
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Location:	1.	2.	3.	4.	5.
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Duration: <input type="checkbox"/> Less Than 2 Minutes <input type="checkbox"/> 2 - 5 Minutes <input type="checkbox"/> 5-10 Minutes	<input type="checkbox"/> 10 - 20 Minutes <input type="checkbox"/> 20 - 30 Minutes <input type="checkbox"/> 30 Minutes - 1 Hour <input type="checkbox"/> 1 - 2 Hours	<input type="checkbox"/> 2 - 3 Hours <input type="checkbox"/> 3 - 4 Hours <input type="checkbox"/> More Than 4 Hours <input type="checkbox"/> Intermittent All Morning	<input type="checkbox"/> Intermittent All Afternoon <input type="checkbox"/> Intermittent All Evening <input type="checkbox"/> Intermittent All Day
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What Activity Was The Person Involved In Before? Scheduled Activity? <input type="checkbox"/> Yes <input type="checkbox"/> No	Incident Intensity: <input type="checkbox"/> Mild: Does not interrupt activity <input type="checkbox"/> Moderate: Interrupts activity, one staff member to manage. <input type="checkbox"/> Difficult: Two staff members to manage. <input type="checkbox"/> Severe: More than two members needed <input type="checkbox"/> Critical: Life threatening
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Who Was Involved? – Including but not limited to: reporter, witness, person/s affected, person/s injured, catalyst.

No.	Name	Role	No.	Name	Role
1			5		
2			6		
3			7		
4			8		

Narrative – Please provide a summary of the incident and any other relevant details. *Further narrative space provided at the back.*

Behaviour/s Which Harm

Behaviour	Attempted	Affected	Room/s	Behaviour	Attempted	Affected	Room /s
Hitting				Punching			
Biting				Pushing			

	Grabbing (clothes/body)					Scratching			
	Grabbing (around Neck)					Hair Pulling			
	Head Butting					Other – Specify Below			
	Kicking								
	Pinching / Nipping					None Identified			

Self-Injurious Behaviour/s Severity: 1 = No Harm 2 = Minor 3 = Moderate 4 = Severe
 Minor – External injuries such as such as reddening skin or swelling which is unlikely to visible after 24 hours
 Moderate – External Injuries such as minor lacerations which may require immediate first aid
 Severe – Breaking of bones, external tissue damage, damage to retina, major lacerations etc.

Behaviour	Attempted	Severity	Room /s	Behaviour	Attempted	Severity	Room /s
Banging knees				Head banging object			
Biting				Scratching			
Eating inedible objects				Fingers or objects in orifice			
Gouging / picking cuts				Hitting / slapping Body			
Forced regurgitation				Hitting / slapping face			
Cutting				Other – Specify below			
Poking eyes							
Puling hair				None Identified			

Socially Inappropriate Behaviour/s

Behaviour	Attempted	Affected	Room /s	Behaviour	Attempted	Affected	Room /s
Excessive pacing				Smearing Faeces			
Excessive crying				Smearing Spittle			
Repetitive action				Spitting			
Inappropriate defecation				Threatening to damage property			
Inappropriate urination				Threatening to injure or kill			
Swearing				Threatening to abscond			
Dropping to the floor				Incessant questioning or verbalising			
Interfering with others' activities				Verbal abuse – specify below			
Interfering with others' belongings							
Inappropriate touching				Written abuse – specify below			
Sexually forcing oneself onto others							
Shouting/screaming				Other – specify below			

	Masturbating in public							
	Stripping in public				None Identified			

Damage To Property

Behaviour	Attempted	Affected	Room /s	Behaviour	Attempted	Affected	Room /s
Damage to building or fixtures				Ripping / biting / damaging clothes			
Flooding				Other - specify below			
Hitting / banging / kicking objects							
Making location unusable				None Identified			

Dangerous occurrences

Behaviour	Attempted	Affected	Room /s	Behaviour	Attempted	Affected	Room /s
Abscndment				Unauthorised climbing			
Attempting to open gates / unlock doors				Other - specify below			
Leaving staff without permission							
Setting off fire alarm							
Throwing objects				None Identified			

Cue - Behaviours that may be a signal that an incident might occur?

<input type="checkbox"/> Tapping face	<input type="checkbox"/> Pacing	<input type="checkbox"/> Rocking	<input type="checkbox"/> Other (specify below)
<input type="checkbox"/> Humming	<input type="checkbox"/> Repetitive actions	<input type="checkbox"/> Rubbing legs or hand	
<input type="checkbox"/> Muttering under breath	<input type="checkbox"/> Repetitive questioning	<input type="checkbox"/> Sweating / Pale / Flushed	<input type="checkbox"/> No Cue Apparent

Triggers - What may have triggered the incident?

<input type="checkbox"/> Person supported misunderstood communication	<input type="checkbox"/> Sensory sensitivity (specify below)	<input type="checkbox"/> Other individual behaviour (specify below)
<input type="checkbox"/> Communication misunderstood by other		
<input type="checkbox"/> Trigger words used	<input type="checkbox"/> Presence of unfamiliar people	<input type="checkbox"/> Family issues (specify below)

<input type="checkbox"/> Confrontation with another	<input type="checkbox"/> Environmental change (specify below)	
<input type="checkbox"/> Person supported feeling ill/unwell		<input type="checkbox"/> External event/holiday/occasion
<input type="checkbox"/> Person supported in pain/discomfort	<input type="checkbox"/> Preferred staff unavailable	<input type="checkbox"/> Waiting
<input type="checkbox"/> Medication change	<input type="checkbox"/> Change of staff	<input type="checkbox"/> Transition
<input type="checkbox"/> Precedes/follows seizure	<input type="checkbox"/> Staff action (specify below)	<input type="checkbox"/> Change of schedule
<input type="checkbox"/> Menstruation/PMS		<input type="checkbox"/> Unstructured time
<input type="checkbox"/> Being woken from sleep	<input type="checkbox"/> Request made by staff	<input type="checkbox"/> Disruption of ritual / routine
<input type="checkbox"/> Hungry or thirsty	<input type="checkbox"/> Personal item mislaid	<input type="checkbox"/> Sexual arousal
<input type="checkbox"/> Tiredness	<input type="checkbox"/> Request denied (specify below)	<input type="checkbox"/> Other (specify below)
<input type="checkbox"/> Fear or phobia		
<input type="checkbox"/> Crowded environment	<input type="checkbox"/> Seeing a particular person	<input type="checkbox"/> No trigger apparent

Staff Actions – Avoidance / Release

Order	Staff Action / Intervention Taken	By Whom	Duration	Order	Staff Action / Intervention Taken	By Whom	Duration
	Filter				Grab release		
	Bite avoidance				Other Method (Specify Below)		
	Hair pull release						
	Clothes release				None Taken (tick)		

Staff Action – Restrictive Physical Intervention Prescribed Unplanned

What intervention/s was/were used (if none were taken please put N/A)	By Whom	Duration

Staff Action – Non-Physical Intervention

Order	Staff Action / Intervention Taken	By Whom	Duration	Order	Staff Action / Intervention Taken	By Whom	Duration
	Asked what the problem was				Increased supervision		
	Change of activity				Redirection / diversion		
	Change of location				Relaxation technique		
	Change of staff				Staff withdrawal		
	Distractor used				Temporary removal of personal item		
	Environment made safe				Touch support		

	Personal space given				Trigger reduction or removal		
	Verbal direction				Verbal reassurance		
	Non-verbal direction				Removal of object		
	Police contacted				Other (specify below)		
	Medication – (specify below)						
					None Taken (tick)		

Outcomes – What Happened After?

Accident Form Required, No' of forms attached:	Property Damage
No' of people supported injured: No' of staff members injured: No' of other people injured:	<input type="checkbox"/> Yes <input type="checkbox"/> No Please write what was damaged below.

Debriefing

By (Staff Member)	To	By (Staff Member)	To

Reporter's Signature	Print Name	Date & Time
Witness's Signature	Print Name	Date & Time

Managers Response / Action:

Managers Signature: _____ Date: _____

Only to be used if required

Narrative Continuation: _____ Date: _____ Reported By: _____
