



Gloucestershire
COUNTY COUNCIL

Behaviour that challenges

How our staff will help people



**Easy
Read**

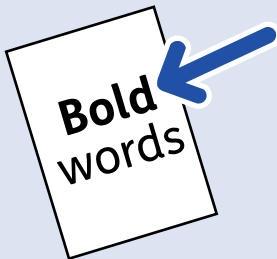
Easy Read



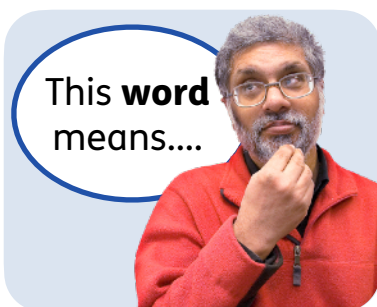
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



This information is from Gloucestershire County Council.



It explains how we will help people we care for, who behave in ways that adult social care staff find difficult.

We call this **behaviour that challenges**.

Adult social care



Adult social care is care and support for people to help them live well.



Our adult social care staff help adults who need care.



This includes people with learning disabilities, autism, older people and people with a brain injury.



They might get care in their homes, day centres or **short break homes**.



Short break homes are places where you get care from someone else for a short time to give your normal carer a break.

Behaviour that challenges



Sometimes, people who get help from adult social care services behave in ways that staff find hard to support.

This might include:



- Shouting, swearing and threatening people.



- Hitting, punching, kicking and biting.



- Hurting themselves.

People can behave like this for different reasons, like:



- Loud noises.



- Feeling bored, in pain or unwell.



- Be asked to do things that they do not want to do, or being spoken to in ways that they do not like.



We want to help people and their families understand why they behave like this.



This will help them to find ways to behave like this less, and stay safe and happy.

Positive Behavioural Support (PBS)



Positive Behavioural Support (PBS) is a way to support people who might show behaviours that challenge.



It says that we should not just work on stopping behaviours that challenge.



We should also think about how to stop the things that cause behaviours that challenge.



We will not try to change the way that people behave, unless they are going to hurt themselves or someone else.

Using Positive Behavioural Support helps people to:



- Feel happier.



- Get support that is right for them.



- Help to improve the services that give them care.



- Learn new skills and become interested in new things.

Assessments



Assessments are where we meet with you to understand what help you need.



Assessments help us to find out if you might behave in ways that care staff find hard to support.



After your assessment, we will write a plan, called a **behavioural support plan**.



This plan explains what we will do to help you.



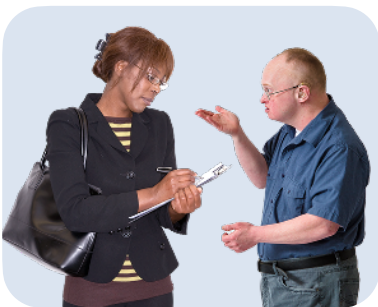
Staff will keep notes about behaviours that challenge and what might cause them. These notes will include:



- How often and how serious the behaviours that challenge are.



- What helps them to calm down.



We will listen to what the person enjoys, and help them to take part in activities.

If you cannot have an assessment



If you cannot take part in an assessment, we will still listen to you, your family and carers.



Together, we will decide on how to help you with your behaviour.

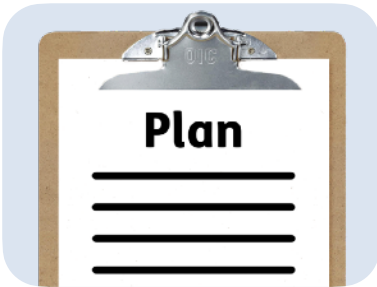


Functional Behaviour Assessments

Functional Behaviour Assessments are a type of assessment, that try to:



- Understand why someone behaves in a way that staff find difficult.



- Write plans for what to do when they behave this way.



- Help them to feel happier in their life.

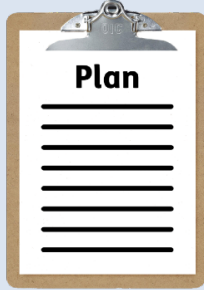


- Understand how to care for them in the best way.



- Check to see if the person's behaviour is changing over time.

Behavioural support plans



Behavioural support plans help staff to know how to help people who have behaviour that challenges.



We work with you, your family and carers to write these plans.



We also work with the staff who will support you.



We assume that people can make choices for themselves.

When we write these plans, we think about:



- What you do that staff find difficult and how serious the behaviour is.



- How often you behave in these ways, and how long it lasts.



- What makes you behave like this.



- What staff can do to stop you from feeling like they need to behave like this.



- What staff can do to help you to stay calm if you are feeling angry or upset.

These plans support you to:



- Take part in your local community.



- Spend time with people that you care about.



- Make choices about your own life.



- Learn new skills and take part in activities.



- Be treated with respect.



We will keep checking the plan, to make sure that it is right for what the person needs.

We might change the plan if:



- It is not working.



- Something serious has gone wrong.



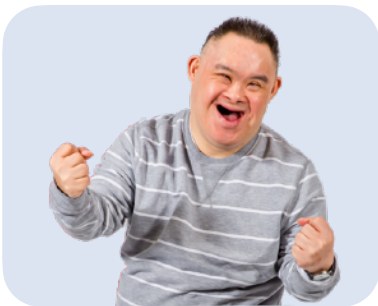
- Your life has changed.

Prevention



Prevention means stopping staff from doing things that might cause behaviours that challenge.

There are 2 types of prevention:



- **Primary prevention** - this means making sure you are happy so that you do not behave in a challenging way.



- **Secondary prevention** - this means helping you to feel calm if you are starting to get upset or angry.

Primary prevention

Primary prevention includes:

- Making changes to your life or routine to help you feel happier and more relaxed.
- Helping you to find ways of staying calm if you are feeling upset or angry.



It can take time for this to work.



We will make sure that the places where you get support are safe and help you feel relaxed.



We will let your family and carers know about what helps you to feel relaxed, so they can make changes at home too.

We can:



- Help you to have control over the places you go and spend time.



- Help you to spend time with people who are important to you.



- Make sure you spend time in places that have space to relax.



- Give you chances to take part in more activities in your own home.



- Help you to take part in things that you enjoy.



For some people, we might think that they are not being treated well by their family or friends.



We have rules on what to do if we think this.

Secondary prevention



We use secondary prevention if you are starting to feel angry or upset.



We will work with you to find out how you act when you are starting to feel angry or upset.

If our staff notice that you are starting to feel angry or upset, they will help you to calm down, like by:



- Giving you the chance to take part in a different activity in another place.



- Keeping the thing that is making you unhappy away from you.



- Helping you to use skills that you have learned to help you calm down.



- Giving you what you need.

If prevention does not work



There might be times when prevention does not work.



When this happens, you might behave in a way that hurts yourself or others.



If there is no other way of keeping people safe, staff will have a list of things they can do.

These are called **reactive strategies**.



Sometimes reactive strategies are the same as secondary prevention. Sometimes they might include **restrictive strategies**.

We explain more about what **restrictive strategies** are on the next page.

Restrictive strategies include:



- **Breakaway** - this is a move that lets staff move away from you.



- **Seclusion** - this means keeping you apart from others, even if you are in the same room.



- **Restraint** - this means holding you in a safe way until everyone is safe.



- **Removal** - this means moving you to a safer place.



- Giving you medicine - staff will only do this if they really have to.



Staff must only use reactive strategies if:

- They have already tried prevention.



- They have explained what they can do in your behavioural support plan.



- Other staff have checked that the plan is fair and safe.



If staff hold you, or keep you away from others, this is called **restricting** you.



Doing this too much can cause people to become unhappy, lonely and unwell.

If staff restrict someone, they must:



- Agree on ways to do it safely.



- Do it for as short a time as they can.



- Give the person as much freedom as possible.



- Make sure that they do not hurt the person.



- Write down what they have done.



Staff should only restrict people if they have been trained to do it.



Staff must get training on how to restrict people in ways that are safe and give the person as much freedom as possible.



If people have health issues, staff must not restrict them in ways that make them worse.



The staff will agree on reactive strategies with you when you work together to write a plan for your support.

Staff must not:



- Restrict people to punish them.



- Hurt people on purpose.



- Bend people's arms or legs in ways that hurt them.



- Hold people in places that could badly hurt them, like their neck.



- Stop people from being able to breathe.

After they have restricted someone, staff must:



- Check if the person is hurt.



- Calm the person and help them to join in with activities.



- Calm anyone else who was involved.



- Write down what happened



- Tell other staff what happened.



If staff do not do this in the right way, please tell us.

If an incident happens



If someone behaves in a way that staff find difficult, this is called an **incident**.



Incidents can happen, even if everyone does the right thing.



If an incident happens, we will use your plan to keep everyone safe and calm.



If staff need to use restrictive strategies, they will explain this to you and help you to feel calm.

The member of staff will:



- Talk to their manager about what happened.



- Write a report about what happened.



- Tell other staff who need to know what happened.

The member of staff's manager will:



- Look into what happened.



- Talk to you, your family or carers about what happened.



- Make sure that you get the support you need.



- Tell the council if you or other people were not safe.



- Change your behavioural support plan, if they need to.

If an incident happens at home



If an incident happens at home, everyone must still follow your behavioural support plan.



If the plan is not working, you can ask for a change by contacting us by phone at: 01452 426868



If it is an emergency, you can call: 01452 614194



If you are worried that someone is being treated badly, you can email us:

socialcare.enq@gloucestershire.gov.uk

After an incident



Behaviours that challenge can be upsetting, for you and for staff.



After an incident, you should get enough time to get calm.



We will make sure that you:

- Can talk about how you feel about the incident.



- Get any extra support you need.

Staff will:



- Check that you are feeling ok.



- Get you extra support if they think you are feeling upset about what happened.

Support for staff



Incidents can make staff feel upset too.



Managers will talk to staff about what happened, and give them any extra support that they need.

Training



We will give all staff training on Positive Behaviour Support.

The people who give this training are called trainers. They will:



- Make sure that staff get training that is right for their jobs.



- Explain why Positive Behaviour Support is important.



- Give staff skills to use prevention and reactive strategies.



If they need to use restrictive strategies, all staff should be trained to do this.



Staff will get support from people who know a lot about Positive Behavioural Support.



These people might sometimes:

- Give staff extra training.

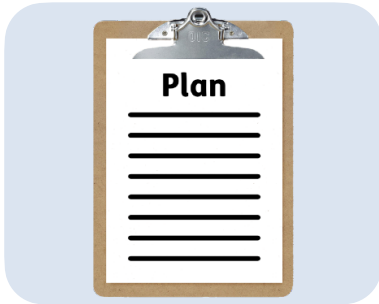


- Help to check people's behavioural support plans.



We can also train families so that they can help people at home.

Checking our work



Each month, a member of staff will look at information about:

- Behavioural support plans.



- Incidents that have happened.

Managers will check this information and:



- Check if their staff need to change their work.

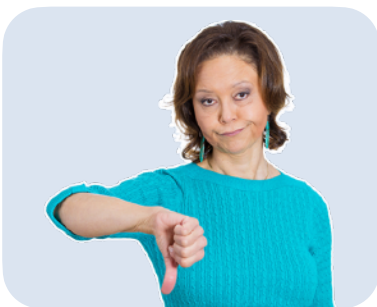


- Make sure that staff have the right training to do their jobs.

Complaints



If you are not happy, try speaking to the member of staff who cares for you, or their manager.



If they do not help, you can complain to us.



You can find out how to do this on our website:

www.gloucestershire.gov.uk/council-and-democracy/complaints-and-feedback/complaints-about-adult-social-care/



We ask our staff to speak up if they think something is not right.

Find out more



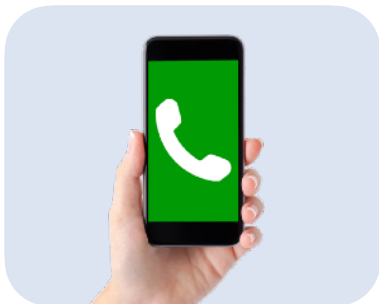
You can look at our website here:

<https://www.gloucestershire.gov.uk/health-and-social-care/adults-and-older-people/>



You can contact us by:

- Post:
Adult Social Care Business
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Gloucestershire County Council
Block 5, 3rd Floor East
Shire Hall
Westgate Street
Gloucester GL1 2TH



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