

Merton Mencap

**Managing Challenging Behaviour
Policy & Procedure**

June 2011



Merton Mencap
MANAGING CHALLENGING BEHAVIOUR
POLICY & PROCEDURE

This policy and procedure has been adopted by Merton Mencap through its Executive Committee which remains responsible for its review.

Original signed version is kept at the Merton Mencap office.

Signed: _____ Date: _____

Name: _____

Chair of Executive Committee

Signed: _____ Date: _____

Name: _____

Chief Executive

Record of adoption and review of this policy and procedure:-

Adopted: 16 September 2009
Reviewed: 28 June 2011

Merton Mencap

MANAGING CHALLENGING BEHAVIOUR POLICY & PROCEDURE

1. Definition

In this policy and procedure “challenging behaviour” refers to behaviour which may be physical, or verbally aggressive, may involve self injury or which results in or could result in harm to another person or property.

2. Policy

2.1 Merton Mencap is responsible for ensuring, so far as practicable, the health, safety and welfare at work of its employees and volunteers, and that others, who could be affected, are not exposed to unreasonable health or safety risks.

2.2 Any incidents involving challenging behaviour should be overseen by the person in charge of the activity, such as the team leader.

2.3 The management of challenging behaviour in relation to any service user is to be carried out only in the following circumstances:-

- in accordance with a risk assessment and/or care plan
- in an emergency or other unforeseen circumstances

2.4 The management of challenging behaviour will take into account the values and principles of Merton Mencap, in particular that people with a learning disability should have an equal right to choice, opportunity and respect, with the support that they need.

2.5 Merton Mencap reserves the right to decline to accept a service user on a project or activity or to exclude any service user from a project or activity where it is considered that concerns about challenging behaviour make it impractical for the service user to take part in or continue to take part in that project or activity.

3. Procedure

3.1 Any behavioural needs of any service user wishing to take part in a Merton Mencap project or activity and any risks associated with them, will be assessed in accordance with the relevant Merton Mencap policies and procedures. In this context, reference should be made in particular to the personal profile forms for each service user, risk assessments and any activity (supplementary) risk assessment.

3.2 Where any challenging behavioural needs are agreed to be managed by Merton Mencap, this should be detailed in their risk assessment or care plan, showing the relevant needs and the support to be provided to meet those needs, will be drawn up and agreed with

the service user and/or parent or responsible carer. Such plan may be reviewed from time to time as circumstances require.

3.3 If a person with a learning disability presents challenging behaviour during any project or activity in circumstances which are unforeseen, where possible, diffusion techniques, consistent with training received, should be used to avoid any further escalation.

3.4 No physical intervention should be used, except in the case of an emergency to avoid injury or serious damage to property. Physical intervention can only be legally justified if it involves only the *minimum* of force necessary to prevent injury and maintain safety and is *proportionate*, taking into account both the behaviour of the person involved and the nature of the harm they might cause. Any physical intervention used should be consistent with training received.

3.5 If during any project or activity, an incident of challenging behaviour occurs, a Challenging Behaviour Incident Report, in the form in Appendix 1, should be completed as soon as practicable and passed immediately to the Chief Executive of Merton Mencap.

3.6 Where an incident of challenging behaviour occurs, the risk of further occurrence will be assessed and appropriate measures taken.

3.7 Counselling and support following any incident of challenging behaviour will be offered as appropriate.

**APPENDIX 1
Merton Mencap**

**MANAGING CHALLENGING BEHAVIOUR
INCIDENT REPORT**

Your name:	Your position:
Child's/young person's/adult's Name:	Date of birth:
Date and time of any incident:	
Outline of events leading to the challenging behaviour:	
Details of strategies used for dealing with the challenging behaviour and the outcomes:	

Details of any injury to any person and of any treatment:

Details of any damage to property:

Informing the parent/carer:

Day, date and time of any parent/carer being informed: _____

Name of parent/carer informed: _____

By whom informed: _____

Details of parent/carer response:

Signed:

Dated:

This form must be passed immediately to the Chief Executive