



Abuse Guidance Policy

Protection and Abuse

Aggression Towards Staff

Revised March 2013

Policy statement

The Wellbeing residential Group believes that staff should be safe at work and should not be exposed to undue or unreasonable risk. It believes that staff should be able to work in the home safely, free from the threat of injury or upset through acts of aggression and violence.

Attacks on staff at work are, fortunately, very rare and the Wellbeing Residential Group will do all it can to minimise this risk still further and ensure that staff working at the home areas safe as possible. However, the Wellbeing Residential Group recognises that such events do unfortunately occur and where even a small risk exists then the Wellbeing Residential Group understands that it has a duty to ensure that staff are properly trained and supported to deal with such incidents.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning the Wellbeing Residential Groups approach to aggression and violence towards staff.

Policy

This policy applies to all the Wellbeing Residential Group staff without exception.

At Wellbeing Residential:

- staff should work to minimise the risk of, and avoid the occurrence of, aggression and violence at all times
- violence against staff working for Wellbeing Residential will not be tolerated
- Wellbeing Residential should have in place systems to record incidents of violence against staff
- all violent incidents must be reported by staff to their managers at the time they occur or as soon as possible thereafter
- any service user or visitor who acts in a violent or abusive manner towards staff should be challenged regarding their unacceptable behaviour
- in the case of a service user who acts in a violent or abusive manner towards staff their plan of care should be reviewed and discussed with them and changes agreed
- visitors who act in a violent or abusive manner towards staff should be

advised that they will be asked to leave and that they could be prevented from visiting the home if their behaviour and attitude does not alter.

Responding to Violent Situations

Violent situations are, thankfully, very rare within the Wellbeing Residential Group. However, in the event of a violent or aggressive incident staff should adhere to the following procedure:

- the first priority of staff should be for their own safety and for the safety of other staff and service users
- staff should immediately try to summon help, preferably from a Wellbeing Residential manager or duty manager. help can be summoned by asking another member of staff to fetch assistance, by using a panic alarm if available, by making a telephone call to the Wellbeing Residential manager, or merely by calling for help
- staff should try to calm the situation wherever possible, talking to the potential aggressor calmly, trying to find out what is wrong and pointing out how their behaviour is affecting people - staff should try not to get angry and should never shout back
- where the level of threat continues to increase and staff feels that they are in imminent danger then they should try to escape and remove any residents from the situation immediately and get assistance
- where a member of staff is actually attacked then they are permitted to defend themselves but they must use only the "minimum reasonable force" to do this
- in the event of an actual physical assault, or if the incident involves an intruder, then the Police should be called immediately.
- Where the attacker in a violent situation is a resident and the situation requires some form of restraint then action should be taken in accordance with the Wellbeing Residential Group's Physical Intervention By Staff Policy.

Reporting and Support

- any violent or abusive incidents towards staff or volunteers, no matter how minor should be reported at once to the Wellbeing Residential Group manager who should make a record in the incident book
- staff involved should complete and submit an incident form
- appropriate support will be offered by the Wellbeing Residential Group manager to employees who are involved in violent or aggressive incidents
- violent or aggressive incidents, even if they just amount to being shouted at, can be very upsetting for a member of staff and, in extreme cases, can lead to them suffering psychological trauma or illness - staff should therefore be given the opportunity to discuss their experience
- in extreme cases the Wellbeing Residential Group understands that there may be a need for ongoing support and referral to occupational health services or professional counselling
- where absence from work arises from a violent or aggressive incident, any such absence will be treated as special leave rather than sickness absence.

Where the original incident did not involve the police then the Wellbeing Residential Group management must make a decision in each case about whether or not to report the incident to the authorities. The nature and severity of the incident should

be carefully considered along with any criminal intent and assessment of future threat. Wherever possible any decision about reporting the incident to the Police should be done with the approval and consent of the member of staff attacked but the Wellbeing Residential Group does reserve the right to report the matter without the victim's consent where it deems this to be the correct action to take.

The Wellbeing Residential Group manager should review all reports of aggression and violence or potential aggression and violence and look for any trends or patterns or lessons to be learned. This should be done with reference to the home's Security Policy and may require a review of security procedures and precautions.

Training

- The manager is responsible for organising and co-ordinating training.

All staff should be trained to recognise the early warning signs of potential aggression and in responding to panic alarms and pleas for assistance. Dealing with aggressive or potentially violent residents should be included in the induction training for all new staff. In-house training sessions should be conducted at least annually and all relevant staff should attend.

These sessions should include guidance on where panic buttons are installed and should cover the drill of how staff should act in an emergency situation. Wellbeing Residential Group staff training should include guidance in the use of physical interventions and restraint in the care of residents. The Wellbeing Residential Group managers should be trained in the management of violent or emergency situations and in appropriate post-incident follow-up.