Bethany Care Ltd

Behavioural Management & Support
Policy & Procedure 2

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1. Object & Field of Application

1.1 Challenging behaviour has a significant impact on the family/carer relationship and can form a barrier to community participation.

1.2 Bethany Care has a responsibility to provide services to people with an intellectual disability who may display challenging behaviours.

1.3 This policy framework outlines the way in which Bethany Care provides behaviour support and intervention for clients in its care. It aims to manage challenging behaviours and to minimise its disruptive effect.

2. References

Department of Aging, Disability & Home Care website

3. Legislation

- Disability Services Regulation 2006 (Qld)
- Commonwealth Disability Services Act 1992
- Commonwealth Human Rights and Equal Opportunity Commission Act 1986

4. Policy Statement

4.1 Behaviour and support management refers to a clear set of rules defining conduct and behaviour that is explained to the client and understood by staff. Bethany staff members should teach clients what is good, what is not good, what is safe, what angers or hurts, what pleases and what positive ways can be used to release anger and frustration. The ultimate goal is to teach clients self discipline and an understanding of the consequences of their behaviour.

4.2 Bethany Care recognizes the needs for consistency as this minimizes confusion and ensures that clients are clear about what behaviour is expected from them and from each other. To do this Bethany Care aims to provide a warm, safe, happy and secure environment as the springboard from which learning can occur. To promote positive disciplinary procedures for clients, the staff will use positive techniques of guidance, redirection and reinforcement rather than promote comparison, competition or criticism. When behaviour management is positive it does not damage self-esteem, but allows client's to feel capable, competent and to experience pleasure from being around others. It takes into account the client's developmental understandings and abilities, recognizing that needs and behaviors change as clients grow and mature. Positive Behaviour management praises and acknowledges caring, co-operative and desirable behaviors.

4.3 All staff are encouraged to use positive language in their interactions with clients; for example, "walk inside" not "don't run inside". Language used does not label the client but labels the behaviour, for example, "the way you behaved was not kind" not "you are an unkind boy/girl". Positive language can teach, give simple explanations and/or offer alternatives so that a client can make judgments and choices and thus, in time, wise decisions. It is based on self-control not coercion. Some causes of inappropriate behaviour include; anger and frustration, boredom, desire for attention, imitation, tiredness, excitement, jealousy, social clumsiness, high activity levels and too much choice or lack of choice. The techniques we use for behaviour modification depend upon the personality of the individual client, their developmental level and the probable cause of the behaviour.

4.4 Bethany Care aims to provide its clients with an understanding of the limits of acceptable behaviour, the reasons for these limits, consistency in the management of our behaviour, and to provide good role models for acceptable behaviour. If clients exhibit socially unacceptable behaviour, the staff encourage alternative ways that allows all client's to feel safe and secure in their environment.

5   Policy Strategies

5.1   Positive approach – All support and intervention should be constructive and respectful of the person's individual needs and goals, health and wellbeing. The main objective of the positive approach to behaviour support and intervention is to assist people with a disability, and their family and other carers, to make positive behavioural choices. It is an approach that considers the whole person, looks at the person's environment and lifestyle, and at what kind of supports the person needs in order to achieve their desired outcomes. Above all, the positive approach respects the person's individual needs and goals, and allows for appropriate support for the achievement of these goals. In providing the 'positive approach' in service delivery, the balance between duty of care, dignity of risk and occupational health and safety issues must be carefully considered.

5.2   Safety and dignity – All support and intervention will:
1.   maintain the dignity of all clients and their family/carers; and
2.   employ the least restrictive approach;

5.3   Health and Wellbeing – All support and intervention will be provided in respect and consideration of the client's state of health and wellbeing.

5.4   Challenging behaviours are behaviours that are demonstrated by a person which are of such intensity, frequency or duration that the physical safety or emotional well being of the person or others is placed at risk. The behaviour limits the person's ability to participate in or have access to usual ordinary settings, activities, services, and experiences. The behaviour may also interfere with the acquisition of new skills and learning opportunities. The term 'Challenging' refers not only to the impact and effect of the behaviour, but also, to the challenge faced by individual family, guardian, staff members and other people in providing support in an ethical, appropriate and effective manner.

5.5   Prevention – early intervention to prevent a person's challenging behaviour becoming a barrier to their positive interactions with others or where it compromises their well-being and safety. Prevention is the key component of the positive approach. With appropriate support an individual can meet their needs and develop strategies to negotiate interactions throughout the day. In such an environment the likelihood of challenging behaviour is reduced. However, some clients will still display challenging behaviour from time to time. This behaviour can range from infrequent occurrences that are minor in nature to severe behaviours that pose a serious threat to self and/or others, and which necessitate the development of additional behavioural supports such as Reactive Strategies.

5.6   People with an intellectual disability who live largely independently in the community require support and intervention with a different focus from those living with greater support (such as with their families, other carers or in supported accommodation). This group of people will often require assistance accessing general supports and services and at times to negotiate the criminal justice system.

5.7   Partnerships – partnerships between Bethany Care and other service providers will be fostered to provide effective and responsive services for people with an intellectual disability and challenging behaviour.

5.8   Cultural and linguistic diversity – behaviour support and intervention services will be provided with consideration of the needs of individuals, their families and other carers from culturally and linguistically diverse backgrounds.

Once a client starts presenting challenging behaviours

Challenging Behaviour Flowchart

(1) Check Background Information – Have Personal Carers properly appraised the notes from the Individual Profile Part A document for behaviour management triggers and strategies.

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(2) Check Positive Behaviour Management Has Been Used – Have all staff ensured positive behaviour management techniques have been used at all times. This includes positive language and behaviours.

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(3) Identification of Challenging Behaviour– What is the ongoing challenging behaviour? It is important to be specific and as detailed as possible. Are there any observed triggers or circumstances, in which this behaviour routinely manifests? This information must be recorded in the client file

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(4) Identify Possible Interpretations – These should be matched to the behaviour identification, for example the behaviour "following staff around the house" may be interpreted as "initiating relationships" -the client wants to make more friends".

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(5) Record & Propose a Strategy to modify behaviour – Strategy details recorded to alter or reduce the challenging behaviours.