Policies & Procedures - Document
C17 Challenging Behaviour

Why Do We Need This Document?
Service Users know that if they behave in a way that challenges services, the Shared Lives Carer will act appropriately and in their best interests.

National Minimum Standard 5.3
In addition to meeting the requirements of the regulations the Shared Lives Agreement should specify:

- Any conditions breaches of which would render the service user at risk of being asked to leave.

- The rules and arrangements in respect of the service user physical and/or verbal aggression.

- Any limitations on choice and freedom (agreed with the service user) imposed by a specialist programme and establishes individualised procedures for service users likely to be aggressive or cause harm or self-harm.

National Minimum Standard 6.7
Limitations on facilities, choice or activities to prevent self-harm or self-neglect, or abuse or harm to others, are made only in the service users’ best interest, consistent with the registered provider’s and Shared Lives Carers duties and responsibilities under law.’

National Minimum Standard 26.2
The registered manager ensures that Shared Lives Carers understand and deal appropriately with physical and/or verbal aggression by service users.’

Who Does This Document Cover?
- Case Managers and Social Workers
- Families
- Shared Lives Carers
- Shared Lives Officers
- Service Users
- West Wales Shared Lives
What Does This Document Cover?

1. West Wales Shared Lives’ responsibility to ensure that services are tailored to the needs of the individual and are designed to avoid where possible factors that trigger behaviour that challenges services.

2. West Wales Shared Lives’ responsibility to ensure that comprehensive risk assessment and risk management strategies are in place and individualised procedures agreed to manage anticipated behaviour that respect the rights of the individual and are in line with the Department of Health’s guidance on restrictive physical intervention and with relevant legislation.

3. West Wales Shared Lives’ responsibility to ensure, through training and support, that the Shared Lives Carer has the skills and knowledge to work constructively and safely with the person placed with them.

4. The Shared Lives Carer’s responsibility to respect the rights of the individual, to follow agreed procedures and to work within West Wales Shared Lives guidelines and in line with the Department of Health’s guidance on restrictive physical intervention and with relevant legislation.

This document should also be read in conjunction with the following:

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<td>A2</td>
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Relevant Legislation and Statutory Guidance

- Care Standards Act 2000
- WAG Policy & Practice Guidance 2002
- Adult Placement Regulations 2004
- National Minimum Standards 2004

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