

ASTHO2

Address the challenging behaviour of individuals in a supported housing context



Overview

Summary

This unit is about addressing incidents of challenging behaviour, and includes negotiating boundaries towards minimising such behaviour.

There are three elements

- 1 Negotiate goals for acceptable behaviour
- 2 Manage challenging behaviour
- 3 Contribute to maintaining a supportive environment

Target Group

This unit is applicable to those working with individuals with challenging behaviour.

ASTHO2

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Performance criteria

Negotiate goals for acceptable behaviour

- You must be able to:*
- P1 identify achievable goals and boundaries for behaviour appropriate to the individual's circumstances, and which are in line with legislative and organisational requirements
 - P2 identify risk factors which might jeopardise the individual's acceptable behaviour, and identify ways of addressing these
 - P3 discuss the identified goals and boundaries and clarify them with the individual, in a manner appropriate to their understanding and particular requirements
 - P4 discuss and clarify the identified goals, boundaries and associated roles with appropriate others
 - P5 ensure that areas of conflict and tension are acknowledged and explored in an open and honest manner, and ways identified by which these may be resolved
 - P6 identify factors which contribute to and enhance the individual's ability to manage their behaviour
 - P7 seek appropriate support where there are any difficulties in negotiating realistic goals and boundaries with the individual
 - P8 obtain the informed consent of individuals regarding the actions to be taken
 - P9 record agreements reached and share the implications for future work with the individual, and with all those who need to know, in keeping with organisational policy

Manage challenging behaviour

- You must be able to:*
- P10 identify when an individual's behaviour is outside the agreed goals and acceptable boundaries
 - P11 respond calmly and communicate in a manner which maximises the safety, rights and dignity of those involved, whilst dealing with the challenging behaviour
 - P12 identify and implement appropriate interventions, ensuring that the methods and level of interventions are in line with legislation, policy and procedures, and are consistent with the plan for working with the individual
 - P13 monitor closely the individual to ensure their physical safety, and mental well-being, and respond appropriately to changes in their behaviour
 - P14 ensure that the individual's needs, feelings and responses to the intervention are listened to and are considered
 - P15 ensure that the management of the challenging behaviour is recorded accurately, legibly and completely, and relevant information is shared

ASTHO2

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with those people who need to know and in keeping with your organisation's policy

Contribute to maintaining a supportive environment

You must be able to:

- P16 consider relevant factors, including historical, psychological and situational, and identify those which may have provoked or contributed to the challenging behaviour with the individual and others involved
- P17 encourage the individual to reflect upon their challenging behaviour and to determine its cause and the consequences
- P18 determine potential causes of the individual's challenging behaviour and take relevant steps towards minimising these
- P19 encourage the individual to explore and to develop methods to manage their own behaviour
- P20 ensure that relevant information is shared with relevant parties in agreeing strategies to enable the individual to manage their behaviour
- P21 seek opportunities by which the individual can make amends, where relevant
- P22 discuss any changes to agreed goals and boundaries of behaviour with the individual, in a manner appropriate to their understanding and circumstance
- P23 ensure that remaining conflicts and tensions between the individual and others are acknowledged openly, and ways in which these may be resolved are identified and progressed
- P24 seek relevant support, information and advice to help resolve difficulties
- P25 ensure that records of challenging behaviour are accurate, legible and complete and in keeping with organisational policy

ASTHO2

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Knowledge and understanding

You need to know and understand:

- K1 legislative requirements, national and local policies, procedures and guidance on the prevention and management of challenging behaviour of individuals
- K2 why the boundaries and constraints of your own role, responsibility and competence in managing challenging behaviour must be understood and clarified with all parties
- K3 your organisation's policies and procedures relating to the reporting of challenging behaviour and to whom the reports should be made
- K4 the legal framework which protects you and others from abuse and assault at work
- K5 the individual's right to take legal action against another and why it is important to consider the implications for others
- K6 what constitutes challenging behaviour as defined through legal policies and guidelines
- K7 how the age and stage of development of an individual can affect the way in which behaviour is viewed
- K8 the difference between challenging behaviour and assertiveness
- K9 the importance of taking into account the individual's previous experience which may impact upon their current behaviour
- K10 why the manner in which you respond to challenging behaviour needs to be sensitive to the age, gender, culture and religion, understanding and circumstances of a particular individual
- K11 factors which may contribute to the escalation or defusing of challenging behaviour
- K12 signs and indicators of potential risk to people during episodes of challenging behaviour
- K13 factors which determine appropriate goals and boundaries for individuals
- K14 the importance of reflecting on incidents of challenging behaviour and of recognising their impact on relationships
- K15 available forms of help and support for individuals and yourself, and how to access them
- K16 techniques for diverting potential challenging behaviours

ASTHO2

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Suite Resettlement of Offenders

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