

Behaviours that Challenge

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Version Control

Date	New Version #	Made by	Changes/updates	Review Date
07/08/2024	V1.2024	Rhiannon	New policy	07/08/2025
13/11/2025	V1.2025	Rhiannon	Updated to reflect current guidance	13/11/2026

Statement and purpose of policy

City Care Southwest Ltd is committed to providing person-centred care that respects the dignity, rights, and individuality of each client. We acknowledge that behaviours that challenge are often a form of communication and may be linked to unmet needs, environmental factors, or health conditions. Our approach is centred on understanding, preventing, and safely managing such behaviours through evidence-based practices.

This policy outlines the approach taken by City Care Southwest Ltd to support clients who display behaviours that challenge, ensuring care and interventions are in line with **NICE guidelines** and the **CQC regulations**. The policy aims to promote a safe and respectful environment that protects the dignity and rights of clients while ensuring the safety of all involved.

This policy will be reviewed annually or following any significant changes to NICE guidelines, CQC regulations, or organisational practices. Incident reports and care outcomes will be audited regularly to ensure continuous improvement and best practice.

Scope

This policy applies to all staff, carers, and volunteers within City Care Southwest Ltd covering all care services provided. It pertains to clients who may exhibit behaviours that challenge due to conditions such as learning disabilities, mental health conditions, dementia, or any other underlying causes and includes information and guidance from:

- **NICE Guidelines NG10:** Challenging behaviour and learning disabilities: prevention and interventions for people with learning disabilities whose behaviour challenges.
- **CQC Regulations:** In particular, Regulation 9 (Person-Centred Care), Regulation 12 (Safe Care and Treatment), and Regulation 13 (Safeguarding service users from abuse and improper treatment).

Objectives

Behaviours that Challenge are defined as behaviours that put the person displaying them or others at risk, and/or significantly impact the person’s or others’ quality of life. This may include aggression, self-injury, and other forms of disruptive or harmful actions.

This policy aims to:

- Reduce the likelihood of behaviours that challenge by recognising early warning signs and triggers.

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- Minimise the use of restrictive practices and ensure they are only applied as a last resort, in line with legal and ethical standards.
- Provide staff with appropriate training to respond safely, effectively, and compassionately to behaviours that challenge.
- Ensure clients are supported with a person-centred approach that promotes their well-being and mental health.

The guiding principles when considering the most appropriate actions to take where behaviours that challenge are observed, or identified as a risk are:

- Interventions should be tailored to the individual's needs, preferences, and personal history, with an emphasis on promoting independence and autonomy. Care plans should be developed in partnership with the client, their family (where appropriate), and multidisciplinary professionals.
- In line with the **Mental Capacity Act 2005** and CQC guidance, any interventions must be the **least restrictive option** and only used when absolutely necessary to prevent harm. De-escalation techniques and proactive strategies are to be employed in the first instance.
- **Positive Behavioural Support (PBS)** will be utilised as a key framework, focusing on proactive strategies to reduce challenging behaviours through understanding the context and causes, supporting the client's development and improving quality of life.
- Staff should identify **triggers and early warning signs of distress**. Preventative measures, such as changes to the environment, communication adjustments, or addressing unmet needs, should be prioritised.

Assessment and Care Planning

Each client will undergo a comprehensive assessment to understand the underlying causes of behaviours that challenge, considering physical, psychological, and environmental factors. A personalised care plan will be developed, incorporating strategies for minimising triggers, communication needs, and specific interventions.

Clients will be asked to detail what they think the best course of action is in the event they display behaviours that challenge, and what they would like staff to do in order to support them. With consent, the Registered Manager will obtain further information from all professionals involved.

Care plans will be reviewed regularly in line with our governance and quality policy, or sooner if required. Staff will be invited to Best Practice Meetings to discuss the effectiveness of planned prevention and control measures.

Wherever possible, the care environment will be adapted to reduce potential triggers and staff will use proactive communication and de-escalation techniques. Activities and engagement tailored to the client's preferences will be offered to promote a positive, stimulating environment.

Preventative Strategies and Environmental Considerations

City Care Southwest Ltd is committed to proactively reducing the likelihood of behaviours that challenge through **environmental and contextual adaptations**. Staff will assess and, where possible, adjust the care environment to minimise potential triggers, including factors such as noise, lighting, spatial layout, and access to preferred activities. Collaboration with multidisciplinary professionals, including occupational therapists and mental health

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specialists, will be sought where appropriate to ensure the environment supports positive engagement and well-being.

Managing Incidents

The safest and most appropriate way to support the client will be detailed in their care plan. This may include ensuring the client is safe and allowing time to self-regulate or asking a colleague to attend instead.

All incidents must be:

- Recorded in the client's care notes.
- Reported to the Registered Manager.
- Debriefed with staff after sufficient time has passed, reflecting on triggers and strategies.

Emotional and psychological support will be provided as needed through a GP, Community Mental Health Team, or Employee Assistance Programme.

Regular audits will monitor the effectiveness of interventions and adherence to this policy.

Restraint and Legal Considerations

City Care Southwest Ltd does **not provide restraint training as standard**. Staff will not use restraint unless:

- Specified in the client's care plan.
- Staff have received specialist training in **Prevention and Management of Violence and Aggression (PMVA)** for that client.

Restraint must always be a last resort, following a risk assessment and in accordance with the Mental Capacity Act 2005 and Human Rights Act 1998.

In emergency situations, where immediate action is required to prevent serious harm, staff must act within the limits of their training, following all recording, reporting, and escalation procedures. All incidents involving restraint must be clearly documented, reviewed, and incorporated into the client's care plan.

Safeguarding and Escalation

Staff must remain vigilant for any situation where behaviours that challenge may place the client, others, or themselves at risk. Any concerns relating to **abuse, neglect, or unsafe practices** must be reported immediately in line with the **City Care Southwest Ltd safeguarding policy**.

Incidents that escalate beyond staff capacity should be reported to the **Registered Manager** and, where necessary, to the relevant **safeguarding authorities** to ensure the safety and protection of all involved.
