



Case Study – Challenging Behaviour

Miss B lives in a community living project with three other ladies. Recently Miss B had, had a reduction in her medication as advised by her psychiatrist.

Miss B's behaviour started to change, Miss B become very erratic and was displaying unpredictable behaviour. The staff team where advised to monitor and document these changes in behaviour.

During these episodes of erratic behaviour Miss B had started to hit out at the staff (attempting to punch in the stomach). We immediately arranged for our specialist trainer to come and train the staff team in breakaway techniques.

On one occasion Miss B was walking past one of the other ladies and she unexpectedly punched her in the stomach. This incident was reported to POVA. A strategy meeting was arranged and a plan was implemented to prevent an incident like this occurring again. A behaviour protocol was implemented, with clear action to be taken when Miss B attempts to hit out.

ABC charts put in place and guidance given to staff team on how record the information correctly.

Staff member to be allocated on a rota (daily) to support Miss B on a one to one basis at all times.

Environmental issues where looked at and use of additional space in the house was used as a sensory or calming area. Miss B encouraged to make use of the garden. Soft balls etc put in place to distract and divert Miss B's attention.

A POVA review meeting was arranged one month later to discuss how the new protocol implemented was working, during this time Miss B had not hit out at the staff or the other ladies. It was decided that the new protocols where working for all concerned. This will be reviewed on a regular basis during team meeting on a monthly visit, and also management's weekly visit to the house.