

RECOMMENDATIONS FOR CHALLENGING BEHAVIOUR SERVICES

	Community Teams	Day Services	Residential Services
<p>Policies and procedures</p> <p>Safeguarding Policy</p> <p>MCA to be included in CB and restraint policies</p>	<p><u>CLDTs</u></p> <p>Pathway for dementia Joint policies needed for better integrated working</p> <p><u>Intensive Support</u></p> <p>Extended hours and on call policy needed</p> <p><u>Crisis Support</u></p> <p>Protocol for emergency admission that includes who to contact</p> <p>Incident reporting needs to be more comprehensive and linked to action (see recording and monitoring)</p> <p><u>CMHTs</u></p> <p>Pathways for people with LD for</p> <ul style="list-style-type: none"> - acute care - dementia care - access to primary mental health care, including psychological therapies 	<p>Clear guidelines and consistency across services for administration of medication</p>	<p>Clear guidelines and consistency across services for administration of medication</p>

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Recording and monitoring	<p>Better reporting of incidents, to include more detail of incident.</p> <p>Use of single reporting tool across all services</p> <p>Analysis of incidents to ensure follow up and actions - incident reporting loop needs to be complete</p> <p>System to share information with acute MH services, including reporting of serious incidents in community settings.</p> <p>Acute hospital protocol to link with out of hours service</p>	As for Community Teams	Independent providers do not always report accurately. Contracts should state what is required. This would promote better joint working.

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Staff training and induction			
<ul style="list-style-type: none"> • Positive Behavioural Support 	Dementia services should have some PBS training	Awareness in PBS Specific to person given by Intensive Support as appropriate	Awareness in PBS Specific to person given by Intensive Support as appropriate
<ul style="list-style-type: none"> • Physical intervention 	Conflict resolution	Level dependent on work area Specific to person if appropriate	Level dependent on work area Specific to person if appropriate
<ul style="list-style-type: none"> • Total Communication 	Awareness - as part of induction	Awareness - as part of induction	Awareness - as part of induction
<ul style="list-style-type: none"> • Intensive Interaction 		In-house training	Dependent on work area
<ul style="list-style-type: none"> • MCA and DOLS 	Across all services	→	
<ul style="list-style-type: none"> • Profound LD and Communication 		In-house training	Dependent on work area
<ul style="list-style-type: none"> • PCP 	Recommended for all LD services		
<ul style="list-style-type: none"> • Dementia 	Awareness	Awareness	Awareness – further training dependent on work area
<ul style="list-style-type: none"> • Autism 	Awareness recommended for all LD services	→	
<ul style="list-style-type: none"> • Adult Safeguarding 	Across all services	→	

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<p>Crisis Intervention</p> <p>Two emergency beds need to be available as an annexe to mainstream mental health inpatient service</p>	<p>CMHT links should be strengthened</p>		<p>Short term crisis placement may be needed to bring a situation under control and minimise risks to individual and/other service users.</p>
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<p>Short breaks</p> <p>CHC funding does not allow for respite for carers</p>	<p>Intensive support to work with people while they are in respite to enable carers to have a break</p>	<p>The Oaks is not environmentally suitable for this client group. Risk management and action plan has identified actions needed to minimise risk.</p>	<p>Beeches to offer short breaks for people whose behaviour challenges</p>