



T R A I N I N G
S Y S T E M S

STUDIO III TRAINING SYSTEMS

Managing Challenging Behaviour

For staff working with older adults

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Introduction

We are all going to get old one day, it is an unavoidable process. With age many people will develop behavioural difficulties alongside their physiological difficulties. Furthermore cognitive decline and its associated confusion can be a terrifying experience. We endorse the approaches of the late Professor Tom Kitwood who argued that services should attempt to understand an older adult from their unique and individual perspective.

An essential aim of our approach is to encourage staff to support the person and manage their behaviour in a dignified way. Although it may sound like a 'cliché' most of us will become customers of elderly care services one day. If we ask the question 'how would I like to be treated' the answer will usually involve good behaviour management approaches.

This document is intended to give an idea of the background to our 'Managing Challenging Behaviour' course for carers of Older Adults. Included are notes on the course content and the philosophy which underpins it.

The ideals of Studio 3 are to promote the management of challenging behaviour in a gentle and dignified way, by providing a better

understanding and insight into challenging behaviour and by the use of low arousal approaches and gentle physical skills.

Studio 3 trainers have been running courses in the management of challenging behaviour for many years and our courses are based on applied academic research carried out in residential homes, day centres, respite care and institutional settings. We aim to give carers the skills they need to manage challenging behaviour so that the environment for the clients improves and the carers begin to develop more positive relationships with their clients. We also find that, after the courses, carers feel more confident in the work place and enjoy their jobs more, hopefully with less stress.

Course Outline

As with all Studio 3 training the three day course for staff who care for Older Adults is research based. This course was based on the findings of a dedicated research project, undertaken by Studio 3, in which a Profile Information Document (PIC) was compiled. This document comprised a set of questions and answers and staff responses to them. The most common types of physical assaults (slapping, punching and grabbing) and verbal abuse experienced by staff, were compared to research literature. The team also examined service policies, incident data and other relevant records of staff turnover and injuries.

In developing this course particular attention was given to the amount of physical skills that would be required. **It is always Studio3's philosophy to keep the use of physical skills to an absolute minimum.** The physical skills that are taught on this course are based on movement and are variations of procedures originally developed by Studio 3 for other courses. They have been specially designed to meet the needs of Older Adults as all other physical intervention techniques were deemed to be inappropriate.

In order to reduce the number of incidents which escalate to a level where physical skills are needed (when there is a serious threat of

injury to either staff member or service user) great emphasis has been placed on the use of 'Low Arousal approaches', Validation Therapy and defusion and distraction techniques.

During the piloting stage of developing this course, pre- and post-course measures of staff confidence and tolerance of challenging behaviours were taken and pre- and post-training incident reports were compared. Improved trends in all areas were recorded.

Course Objectives

- To give carers the skills to manage challenging behaviours whilst at the same time maintaining positive relationships with service users and preserving clients' dignity.
- To increase staff confidence in managing challenging behaviours.
- To demonstrate to staff the principles and benefits of working within a non-aversive framework.
- To provide staff with a greater insight into the common causes of challenging behaviour.
- To provide staff with defusion and distraction skills with the aim of reducing the need for physical intervention.
- To make staff aware of the importance of working within the law and the importance of the correct use of policies.
- To emphasise the importance of de-briefing after incidents.
- To provide staff with physical skills which are safe and acceptable to both staff and service users alike.



Three day course in the management of challenging behaviour for staff who work with Older Adults

Course Timetable

Day One

09.30 – 10.00	Introduction to the course
10.00 – 10.45	Legal issues (including the implications of the European Convention of Human Rights) and the role of policies
10.45 – 11.00	Tea/Coffee
11.00 – 11.30	Behavioural Tolerances
11.30 – 12.30	Causes of Challenging behaviour <ul style="list-style-type: none">- EMI: The psychiatric perspective- Dementia and Delirium and Movement and Memory Differences- Recognising cue behaviours- Recognising and avoiding triggers
12.30 – 13.30	Lunch
13.30 – 14.30	Coping with Challenging Behaviour - Debriefing
14.30 – 15.00	Introduction to 'Low-arousal' approaches

15.00 – 15.15

Tea/Coffee

15.15 – 16.30

The 'Low-arousal' approach in practice
Including examples, video sequences and role
play



Three day course in the management of challenging behaviour for staff who work with Older Adults

Course Timetable

Day Two

09.30 – 10.45	Group participation exercises
10.45 – 11.00	Tea/Coffee
11.00 – 12.30	The principles of non-aversive physical skills
12.30 – 13.30	Lunch
13.30 – 14.30	Physical avoidance skills
14.30 – 15.15	Non-physical and physical low-arousal skills in practice
15.15 – 15.30	Tea/Coffee
15.30 – 16.00	Role play
16.00 – 16.30	Consolidation



Three day course in the management of challenging behaviour for staff who work with Older Adults

Course Timetable

Day Three

09.30 - 11.00	Recap of day two
11.00 - 11.15	Tea/Coffee
11.30 - 12.30	Physical restraint: An introduction to defusion through movement
12.30 - 13.30	Lunch
13.30 - 14.30	Physical restraint: The 'walk-around' technique
14.30 - 15.45	Role play
15.45 - 16.00	Tea/Coffee
16.00 - 16.30	Consolidation

STUDIO III TRAINING SYSTEMS

Equal Opportunities Statement

Studio 3 Training Systems draws to the attention of all its customers and employees, legislation which affects the rights of every person to equal opportunities at work including: The Equal Pay Act, The Sex Discrimination Act (1975), The Race Relations Act (1976) and the Disability Act (1995).

It is also recognised that useful guidance is contained in:

- The Equal Opportunities Commission Code of Practice for the elimination of discrimination on the grounds of sex or marital status and the promotion of equality of opportunity in employment.

- The Commission for Racial Equality's Code of Practice for the elimination of racial discrimination and the promotion of equality of opportunity in employment

- The Department of Employment and Education Code of Practice issued under the Disability Discrimination Act.

Studio 3 is committed to the active pursuit of equal opportunities in all its dealings with services, service users and employees.

So far as is reasonably practicable and within the law, no one shall receive less favourable treatment on the grounds of sex, marital status, sexual orientation, age, family circumstance, disability, colour, race, nationality or ethnic or national origins, religious or political beliefs or be disadvantaged by conditions or requirements that cannot be shown to be justifiable.

Issues regarding Gender, Ethnicity, Religion, Disability, Sexuality and Sexual Orientation which may be reflected in training

Studio 3 Training Systems recognise that due to the nature of their work, staff may often be exposed to abuse related to gender, ethnicity, religion, disability, sexuality or sexual orientation. Although your employer is legally obliged under the Race Relations Act (1976) S.71 to protect employees from this kind of abuse, in practice it is very difficult to prevent. Racially abusive behaviour is an offence under the Race Relations Act and possibly the Public Order Act (1986) as well. However, it is very difficult to secure a conviction against a service user if you were racially abused.

Issues such as gender, ethnicity, religion, disability, sexuality or sexual orientation are highly emotive and are often discussed on courses. Studio 3 is committed to the open debate of these issues and course participants need to be aware that trainers may use language and behaviour of an offensive nature when such issues are being discussed on courses and during role plays. Studio 3 will only adopt this approach when it is intrinsically linked to the course aims and objectives. Course participants are advised to speak to the trainers if they believe that the use of language and behaviour is not applicable to the course setting.

For Further Information

Please contact Graeme Brady at our Head Office on 01225 334111 or e-mail: info@studio3.org or visit our web site: studio3.org