

Stress and Distress Policy

Policy:	Stress and Distress Policy
Purpose:	The following policy states Dalmuir Park Housing Association's position with regards to the management of stressful and distressing behaviours that challenge care services. It is concerned with all individuals we support who use our care services and the safeguarding of staff who provide care and support.
Review Date:	April 2022
Guidance:	<p>Scottish Social Service Council (SSSC)</p> <p>4.4. Make it clear to social service workers, people who use services and carers that violence, threats or abuse are not acceptable. Have clear policies and procedures for reducing the risk of violence and managing violent incidents.</p> <p>4.2 Follow risk assessment policies and procedures to assess whether the behaviour of people who use services presents a risk of harm to themselves or others.</p>
Regulatory Standards:	<p>Health and Social Care Standards My support, my life:</p> <p>2.25 I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions.</p> <p>3.3 I have agreed clear expectations with people about how we behave towards each other, and these are respected.</p> <p>3.23 If I go missing, people take urgent action, including looking for me and liaising with the police, other agencies and people who are important.</p> <p>4.11 I experience high quality care and support based on relevant evidence, guidance and best practise.</p>
Date reviewed by Policy Review Working Group (PRWG):	17 April 2019
Date approved by Management Committee (or PRWG if delegated):	
Amendments	

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1. INTRODUCTION

- 1.1 Dalmuir Park Housing Association (DPHA) is committed to ensuring that Care Services staff are aware of their responsibility for the management of stressful and distressing behaviours, and to assist in the delivery of appropriate personalised support arrangements for individuals whose behaviours are viewed as socially inappropriate.
- 1.2 DPHA recognises that the likelihood of experiencing violence and aggression at work is a genuine concern for some staff. The DPHA's Violence and Aggression, Health and Safety and Risk Assessment Policies provide an appropriate framework for support staff in these circumstances.
- 1.3 Through the implementation of this policy, DPHA aims to do everything it can to ensure the safeguarding of individuals, other individuals using our service and the staff.
- 1.4 DPHA will liaise and refer to West Dunbartonshire Health and Social Care Partnership (WDHSCP) duty social worker where required and is aware of the link between this policy and HSCP policy.

2. PRINCIPLES OF MANAGING STRESSFUL AND DISTRESSING BEHAVIOURS

- 2.1 Some individuals have risks associated with their individual character, history or method of communication (communication difficulties, past history, personality traits). In order to assess whether someone's behaviour poses a significant risk to themselves or others it is vital that a full history of the person being supported is identified and an assessment completed.

Person Centred Planning

- 2.2 All individuals we support must have an individual care/support plan centred on their chosen lifestyles reflecting choice, goals, wishes and desires.
- 2.3 Evaluation timescales must be included within each individual plan. If there are any known behaviours that present a significant risk to the person or to others, there should be specific plans worked out as part of the care/support plan for that person.
- 2.4 A Risk Assessment will help identify the ways in which the person can be supported and managed to minimise any difficulties identified.
- 2.5 These strategies should be recorded as part of the overall care plan for the individual and carefully review any significant changes that have or are about to happen in an individual's life.
- 2.6 Completion of this part of the support plan will be the responsibility of the Key Worker with the support of their Line Manager. Where it is appropriate to do so, specialist advice may be sought from the identified specialist training provide.

3. POST INCIDENT SUPPORT

- 3.1 After an incident where an individual has become stressed or distressed, a debriefing session must take place. This will be conducted by a Line Manager and would normally take place within 48 hours of the incident, although it may take place immediately afterwards.
- 3.2 The session can take the form of an informal chat, a supervision session or group debriefing sessions, possibly during a team meeting. These sessions will include discussion on how staff feel regarding the incident, a review of the incident and staff action during it, it could also be a forum for Line Management advice and support for individuals or staff team.
- 3.3 All staff will be responsible for following any policies and procedures relating to the management of stressful or distressed incidents that challenge services. Policies and procedures are in place to safeguard the individual and others are of the utmost importance and breaching such policies may be considered under DPHA disciplinary procedures.

4. INAPPROPRIATE INTERVENTIONS

- 4.1 The following actions are **not** to be included in the support planning process:
- Will not highlight or apply physical interventions
 - Will not include the use of any forms of punishment or threats
 - Will not use any type of restraining techniques
 - Will not include the use of any restraining materials as a means of restraint e.g. wheelchair seat belts
 - Will not involve the practices of locking an individual in a room/home or subject them to long periods of isolation.
- 4.2 However there may be a need to apply a sanction if an individual is stressed or distressed and their behaviour may put themselves or others at risk.

5. RECORDING

- 5.1 Record on **Appendix 1** details of the incident, ensure to note the following information:
- Date time
 - Location
 - Persons affected
 - Action required
 - Sign and date the record
 - Reports sent to the designated named person
- 5.2 The designated named persons for Housing Support Services is the Care Service Manager.

- 5.3 The designated named persons for Dalmuir Out of School Care Group are the Project Co-ordinator and the Care Service Manager.
- 5.4 The named persons should complete a notification to the Care Inspectorate.
- 5.5 Incidents, assessments, and discussions should be recorded clearly and accurately based on facts only.
- 5.6 Such reports should be kept securely under Data Protection Act 1998/ General Data Protection Regulation 2018.
- 5.7 There are procedures in place for young people and older people services for staff to refer to for more guidance.

6. STAFF TRAINING

- 6.1 All new staff members will be given a copy of this policy as part of their induction.
- 6.2 Existing staff will be provided with yearly training updates on the policy and procedures.

7. EQUALITY AND DIVERSITY

- 7.1 We are committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all. This is reflected in our Equality and Diversity Policy.

8.0 COMPLAINTS

- 8.1 We are committed to providing high levels of service and accept that there may be occasions where clients may not be satisfied with the service they have received. How to make a complaint and further guidance is included within the Complaints Handling Policy.

9.0 GDPR

- 9.1 All clients' personal data shall be stored in line data protection regulations. Information regarding how data will be used and the basis for processing data is provided in the Customer Fair Processing Notice.

Incident Report Form

Reporter Name:	Job title:
Care Service:	Location:
Date of incident/near miss:	Time of incident:
Copy of incident sent to:	Signature of reporter:
	Signature of person affected:
	Signature of line manager:
Date reported to Care Inspectorate:	
Name of person affected by the incident:	
Description of the incident:	
Any action required:	
Date action completed:	