

# Stress and Distress Policy



Dalmuir Park Housing Association can provide this document on request, in different languages and formats, including Braille and audio formats.

<b><i>Purpose of the policy:</i></b>	The following policy states Dalmuir Park Housing Association’s position with regards to the management of stressful and distressing behaviour’s that challenges 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.
<b><i>Guidance used for developing the policy:</i></b>	Privacy Policy Complaints Policy Equality & HR Policy (WDHSCP) Policy.
	<p><b>Health and Social Care Standards My support, my life:</b></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 consulting 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> <p><b>Scottish Social Service Council (SSSC)</b></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>
<b><i>Policy is linked to the following DPHA policies:</i></b>	Stress Management Policy Violence and Aggression Policy Health and Safety Policy
<b><i>Date Policy last review:</i></b>	April 2021
<b><i>Date revised policy approved by the Board of Management (or PRWG if delegated):</i></b>	11 June 2024

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<i>Date policy is next due to be revised:</i>	June 2027
<i>Equality Impact Assessment carried out for policy?</i>	Yes
<i>Published on Website</i>	No

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## **1. INTRODUCTION**

- 1.1 Dalmuir Park Housing Association (DPHA) is committed to ensuring that employees 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 socially inappropriate.
- 1.2 DPHA recognises that the likelihood of experiencing violence and aggression at work is a genuine concern for employees. The DPHA's Violence and Aggression, Health and Safety, Risk Assessment and Stress Management Policies provide an appropriate framework for employees in these circumstances.
- 1.3 DPHA aims to do everything it can to ensure the safeguarding of individuals, other individuals using our service and employees.
- 1.4 DPHA will liaise and refer to West Dunbartonshire Health and Social Care Partnership (WDHSCP) policy.

## **2. PRINCIPLES OF MANAGING STRESSFUL AND DISTRESSING BEHAVIOURS**

- 2.1 Individuals can have risks associated with their individual character, history or method of communication, and personality traits. 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.
- 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 any significant changes that have or are about to happen in an individual's life taken into consideration.

- 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.

### **3. EMPLOYEE POST INCIDENT SUPPORT**

- 3.1 After an incident individuals can 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. These sessions will include discussion on how the individual feels regarding the incident, a review of the incident and individual's action during it.
- 3.3 All employees will be responsible for following any policies and procedures relating to the management of stressful or distressing incidents that challenge services (please refer to DPHA Stress Management Policy). Policies and procedures are in place to safeguard the individual and others 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 prolonged 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 Service are Housing Support Assistant and 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 must be recorded clearly and accurately based on facts only.

5.6 Such reports must be kept securely under Data Protection Act 1998/ General Data Protection Regulation 2018.

## **6. STAFF TRAINING**

6.1 A copy of this policy will be issued to employees as part of their induction.

6.2 Yearly training and updates on this policy will be provided to all employees.

## **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 Human Rights Policy.

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## **8. COMPLAINTS**

- 8.1 Although we are committed to providing a quality service, we accept that there may be occasions where you may not be satisfied with the service you have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our complaints procedure and how to make a complaint.

## **9. DATA PROTECTION**

- 9.1 We will treat personal data in line with our obligations under the current data protection regulations and our Privacy Data Protection Policy. Information regarding how data will be used and the basis for processing data is provided in our Customer Fair Processing Notice.

## **10. REVIEW**

- 10.1 This Policy will be reviewed by the Board every 3-years or earlier if required.

