

QUICK GUIDE

The COMPONENTS of a STEPPED RESPONSE to challenging behaviour by a consumer/patient

Observe, assess, de-escalate, respond to patients needs. Do you need to withdraw or retreat? Do you need to evacuate the area?

Who do you need to assist with this situation?	Examples of what they can assist you to do	What else you need to know
<p>1</p> <p>Ask a more senior staff member</p>	<p>Communicate with the person and initiate de-escalation.</p> <p>Review the consumer for possible causes, triggers of challenging behaviour.</p> <p>Suggest actions to take.</p> <p>Review the care plan.</p>	<p>Within a team, it is useful to discuss how this will happen so that senior worker can facilitate learning and skill building among less experienced workers, and build confidence in handling difficult situations.</p>
<p>2</p> <p>Call a team huddle</p>	<p>Alert the team, include information in handover.</p> <p>Make a shared plan for a quick response if required.</p>	<p>Quick team meetings will enable a plan for a quick coordinated response if the situation intensifies.</p>
<p>3</p> <p>Request medical officer or senior clinician review of consumer</p>	<p>Medical review and / or multidisciplinary review.</p> <p>Review the care plan.</p> <p>Commence new treatment or management, or monitor.</p>	<p>Changes to behavior can be first signs of physical or mental health deterioration, an increase in anxiety and distress or inadequate management of symptoms.</p>
<p>4</p> <p>Call for security assist (non-urgent, planned)</p>	<p>Attend, and be on standby in case, eg for a tense family meeting.</p> <p>Attend to assist with routine release / removal of restraint for personal care.</p> <p>Assist with de-escalation, monitoring, and physical assistance if required.</p> <p>Asking the person to leave the premises, if a non-patient (and not requiring medical attention). Can also seize prohibited substances.</p>	<p>Security officers or guards who are authorised can also prohibit return of non-patients for up to 24 hours (refer to hospital by-laws).</p> <p>NB It is better to have rapid attendance if required, and this may prevent further escalation.</p>
<p>5</p> <p>Activate duress alarm (urgent) (Code Black)</p>	<p>Security attend urgently.</p>	<p>There are local arrangements for the use of duress alarms and the response when they are activated. eg: SA Ambulance Service (SAAS) code 51</p>
<p>6</p> <p>Call the Emergency Response Team (Code Black)</p>	<p>For emergencies, this team will respond and attend very quickly to restore safety and reduce the level of risk through:</p> <ul style="list-style-type: none"> > de-escalation, and suggest additional strategies for the home team to use > assess and provide additional treatment > review care plan and provide advice for future management > provide authorisation for use of restrictive practices, including legal orders. <p>They may in turn escalate to SA Police or other agencies as indicated.</p>	<p>An ideal team is 4 to 6 people.</p> <p>Workers need to be aware of how to work with the team when they arrive – what information handover they need from the home team, what everyone's roles are, and who is leading or coordinating.</p>
<p>7</p> <p>Call SA Police (Code Black)</p>	<p>In emergency - Attend and take action as appropriate to ensure safety, when other response unsuccessful and situation is high risk.</p> <p>After alleged criminal activity - SA Police may be required to attend to gather evidence.</p>	<p>Who takes responsibility for this at your site?</p> <p>Where and how to withdraw, and or to assist other people to evacuate the area. How to secure the area.</p> <p>How and when to secure or preserve any evidence.</p>

For more information

SA Health
Safety and Quality Unit,
Telephone: (08) 8226 6971
www.sahealth.sa.gov.au/challengingbehaviourstrategy

Public I1-A1



www.ausgoal.gov.au/creative-commons

© Department for Health and Ageing, Government of South Australia.
All rights reserved. FIS: 15019.21. August 2015.



**Government
of South Australia**

SA Health