

# Preventing and responding to challenging behaviour

## A guide to using the challenging behaviour – policy directive, guideline and toolkit

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| <p><b>Policy Directive</b><br/>Preventing and responding to challenging behaviour</p>  | <p>The policy directive sets out an overarching rationale for the prevention and response to challenging behaviour across SA Health and represents a shared vision for action. In particular it:</p> <ul style="list-style-type: none"> <li>&gt; outlines the expectation that health services will be committed to the implementation and support of actions primarily to prevent and then safely respond to challenging behaviour using patient-centred, evidence-based care and treatment as a key strategy</li> <li>&gt; recognises SA Health’s duty of care to all its workers in reducing exposure to challenging behaviour, including aggression and violence, and the responsibility to provide safe, lawful, high quality care and uphold the rights and dignity of patients and carers.</li> </ul>   |
| <p><b>Policy Guideline</b><br/>Challenging behaviour safety management (WHS)</p>   | <p>The policy guideline provides risk management guidance and strategies for health services to ensure that safe, healthy and productive services are maintained and a safe environment is provided for all SA Health workers, patients and other people.</p>  |
| <p><b>Tool 1</b><br/>Quick guide to policy and legal information relating to challenging behaviour</p>                           | <p>Tool 1 provides a summary of policy and legal information.</p> <p>A number of Acts, policies, regulations and codes of practice define and prescribe how health services manage the safe provision of health care services while also ensuring the health, safety and welfare of all those involved in the provision and receipt of care.</p> <ul style="list-style-type: none"> <li>&gt; Section 1 summarises information about the obligations of health care providers, carers and patients during service provision.</li> <li>&gt; Sections 2 – 6 are lists with brief descriptions of key parts of Acts and policies</li> <li>&gt; Section 7 and 8 summarise the consequences for patients, health workers and members of the public of challenging behaviour, violence and aggression, and inappropriate health worker response.</li> </ul>         |
| <p><b>Tool 2</b><br/>Organisation-wide Self-assessment Audit Tool for challenging behaviour committees</p>                       | <p>Tool 2 will assist with the identification of hazards and risk of the work environment including, but not limited to, governance and leadership, workplace design including elements of security, health and clinical settings, patient screening/assessing and monitoring, communication, consultation, and post incident recovery and learnings</p> <p>The tool must be used annually by the Health Service and/or local work areas to examine all of the risk factors in consultation with workers, health and safety representatives, safety and quality officers, volunteers, supervisors and managers, and clinical educators.</p> <p>Part 6b of the tool may be used to develop a Risk Treatment Plan, with unresolved challenging behaviour matters escalated to the Health Services Challenging Behaviour Prevention and Response Committee.</p> |
| <p><b>Tool 3</b><br/>Example terms of reference for a health service challenging behaviour prevention and response committee</p> | <p>Tool 3 provides an example of the terms of reference for a Health Service Challenging Behaviour Prevention and Response Committee. This includes an overview of the function of such a group, leadership and clinical governance of this important issue, reporting and escalation requirements, membership, and representation at executive level.</p>   |



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| <p><b>Tool 4</b><br/>Clinical guidelines and additional resources</p>                                 | <p>Tool 4 provides introductory information about the settings where challenging behaviour may be more common, and the psychological context and health conditions that may lead a person to exhibit behaviour that is challenging.</p> <p>This is followed by a listing of current evidence-based clinical guidelines and resources that describe best practice in the care and treatment of some of the conditions that are associated with challenging behaviour, and for some of the health care settings where challenging behaviour is more likely to occur.</p>  |
| <p><b>Tool 5</b><br/>Education and training framework</p>   | <p>Tool 5 contains a framework that health services can use to:</p> <ul style="list-style-type: none"> <li>&gt; meet their obligations to ensure that all workers receive sufficient training, instruction and supervision, including workers with specialist roles, for example Emergency response team members</li> <li>&gt; undertake a gap analysis of training needs, to determine which workers require training and education, and what skills, knowledge, attitudes and behaviours they require</li> <li>&gt; guide delivery of learning programs, including the frequency of refreshers or updates, to meet training needs</li> <li>&gt; guide development and evaluation of learning programs.</li> </ul>   |
| <p><b>Tool 6</b><br/>Guide to reporting and review of challenging behaviour incidents</p>             | <p>Tool 6 provides guidance to clinicians, managers, safety and quality staff and security officers around requirements for reporting and review of incidents of challenging behaviour.</p> <p>Safety Learning System (SLS) is the key SA Health information system for the reporting, management and analysis of patient incidents, worker incidents, security incidents and consumer feedback. One incident may require more than one report, for example for the aggressive patient, for an injured worker, and for the security attendance. Each report has a different purpose and management process. Additional reporting and notification by managers may be required, and this is described in part 2.</p> <p>Tool 6A – Safety Learning System (SLS) Topic Guide – Challenging behaviour by a patient</p> <p>Tool 6B – Safety Learning System (SLS) Topic Guide for reporting Restraint and Seclusion</p> <p>Tool 6C – Safety Learning System (SLS) Topic guide - Worker harm from challenging behaviour</p> |
| <p><b>Tool 7</b><br/>Evaluation and metrics</p>   | <p>Tool 7 provides an overview of the minimum standards for governance and provision of health care relating to the prevention and response to challenging behaviour.</p> <p>The Table outlines the standards, key actions and data requirements for appropriate monitoring and evaluation of challenging behaviour strategies.</p>   |
| <p><b>Tool 8</b><br/>Challenging Behaviour, Violence and Aggression-Post-incident Support Toolkit</p> | <p>Tool 8 provides information about care of staff affected either by an incident, or a series of incidents of challenging behaviour; and the range of supports that are available to both staff and managers. Appendix A is a Worker Support Fact Sheet and Appendix B is a Manager Support Fact Sheet.</p>  |
| <p><b>Tool 9</b><br/>Consequences of challenging behaviour</p>  | <p>Tool 9 describes in a table the consequences of challenging behaviour, depending on the person who is exhibiting the challenging behaviour – patients, non-patients eg visitors, and workers.</p>  |
| <p><b>Tool 10</b><br/>A Stepped Response to challenging behaviour by a patient</p>                    | <p>Tool 10 outlines a stepped response for staff to challenging behaviour, ranging from seeking assistance from a team member, through to making a call for emergency assistance. Examples of what assistance can be provided, and other information for staff is included.</p>   |

### Further information

Safety and Quality Unit, SA Health  
Telephone: 8226 6244  
[sahealth.sa.gov.au/challengingbehaviourstrategy](https://sahealth.sa.gov.au/challengingbehaviourstrategy)

