

Coping with Aggression in the Workplace

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Company:

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Date:

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Please complete the above, in the blocks provided, as clearly as possible.

Completing the details in full will ensure that your certificate bears the correct spelling and date.

The date should be the day you finish & must be written in the DD/MM/YYYY format.

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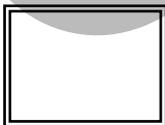


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N.B: We are aware that official practice is to use the terms “service users” or “people using this service” to describe those receiving care. We prefer the term “client” and use it throughout our training package.

Key:



worksheet



important

Learning outcomes.

- Understand how to implement security measures at work.
- Know basic procedures for keeping safe.
- Understand the importance of reporting and recording.
- Know how to control situations through non physical intervention.

Fundamental standards.

The fundamental standards are the standards by which CQC will inspect social care. The standards are based on the regulations from the Care Act 2014 and CQC have changed the focus for the purposes of inspection.

The fundamental standards are those standards that no care setting must fall below.

The standards are based on five areas as follows:

- | | |
|--------------------|---|
| Safe. | People are protected from abuse and avoidable harm. |
| Effective. | People's care, treatment and support show quality of life and promote good outcomes, and providers should show evidence to prove it. |
| Caring. | Care should be person centred involving dignity and respect, and compassion. |
| Responsive. | Following correct working procedures as agreed by your workplace and as set out in the client's care plan. |
| Well led. | Management leadership and governance should ensure all of the above happens. Staff training should be recognised and openness and fairness be apparent. |

These areas are known as key lines of enquiry or KLOES. Each KLOE has a set of criteria which CQC use to check whether the fundamental standards are being met.

Coping with Aggression in the Workplace

The fundamental standards are as follows:

Person centred care. Ensuring that those receiving the care are at the centre of all decisions.

Dignity and respect. Providing the client with dignity and respect in all aspects of their care.

Need for consent. Asking the client's permission before carrying out tasks that affect them.

Safe care and treatment. Following correct working procedures as agreed by your workplace and the client's care plan.

Safeguarding service users from abuse. Following agreed working and safeguarding procedures and being aware of signs and symptoms.

Meeting nutritional needs. Being aware of dietary needs, working with the care plan, ensuring clients have the right equipment and conditions to eat.

Cleanliness, safety and suitability of premises and equipment. Carrying out required checks of premises and equipment, implementing cleaning rotas and carrying out safety checks.

Receiving and acting on complaints. Having a complaints policy and procedure in place that is accessible to all and act in accordance with the policy when dealing with complaints.

Good governance. Ensuring that all aspects of the workplace is overseen and policies and procedures are implemented and monitored regularly.

Staffing. Fit and proper persons employed.
Fit and proper person requirement for Directors is followed.

Duty of candour. Relevant information must be volunteered to all persons who have or may have been harmed by the provision of services, whether or not the information has been requested and whether or not a complaint or a report about that provision has been made.

Our Redcrier manuals will provide your staff with training to support attainment of the fundamental standards.

Unit One

Violence in the workplace.

In the late 1990's the government's Health and Safety Executive commissioned the British Crime survey, a review which looked into the incidences of violence in the workplace.

The definition of workplace violence is "any incident in which a person is abused, threatened or assaulted in circumstances related to their work".

The initial figures showed 1.3 million incidents in 1999-2000. The HSE then pledged to introduce policies to reduce these figures by 10% by the end of 2003. A second BCS was commissioned and completed in 2003, showing incidents down to 849,000, a drop of around 35%.

Part of the reason for this drop were new practices and policies brought in for employers through the introduction of the National Occupational Standards in Managing Work-Related Violence but it was also brought about by greater staff awareness of the factors involved in workplace violence and effective skills being learned for the containment and de-escalation of violent incidents. This course examines both personal safety assessment and conflict management skills.

The law.

Employers have a legal duty under section 2 (1) of the Health & Safety at Work Act 1974 to ensure, as far as is reasonably practicable, the health, safety and welfare of their employees.

In addition to this employers are required to have in place reporting structures for violent incidents and both preventative and protective measures in place in the work environment under the Management of Health and Safety at Work Regulations 1992 as amended in 1999.

Employees are also bound by these pieces of legislation and must comply with practices put in place by employers in line with the limitation and prevention of violence in the workplace. This means that although obligations are placed on employers to ensure that their staff are trained and to have in place protective policies and structures to limit workplace violence they can only go so far in protecting staff, if staff don't adhere to the policies or do not exhibit the necessary skills in coping with aggressive individuals then the inroads made by the National Occupational Standards will be rendered ineffective.

As well as health and safety law employers within the care sector also have to comply with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 as judged and enforced by the Care Quality Commission (CQC).

Regulation 15(1)(b): Secure.

This states that: “security arrangements must make sure that people are safe while receiving care, including: using the appropriate level of security needed in relation to the services being delivered.”

Regulation 13: Safeguarding service users from abuse and improper treatment.

This states that: “providers must have robust procedures and processes to prevent clients from being abused by staff or other people they may have contact with, including visitors. Where any form of abuse is suspected, occurs, is discovered, or reported by a third party, the provider must take appropriate action without delay. The action they must take includes investigation and / or referral to the appropriate body. The CQC can prosecute for a breach of this regulation if a failure to meet those parts results in avoidable harm to a client or if the client is exposed to significant risk of harm.

Risk assessment.

- Stage 1 - Find out if you have a problem – this may not be obvious, employers / managers should talk to staff about their experiences and feelings.
- Stage 2 - Decide what action to take, look at possible control measures such as training, security systems and changes to the environment.
- Stage 3 - Take action – implement the control measures and communicate changes to all staff.
- Stage 4 - Check what you have done – get feedback from staff and assess whether numbers of reported incidents fall.

Basic procedures for the workplace.

Every individual place of work has its own policies for this. You should be fully conversant with your workplace's practices and procedures but there are also some common sense practices that you should adopt for your own safety. Consider using the following basic procedures:-

- When going to interview or interact with a member of the public in another part of the building you should let another member of staff know where you are.
- You should always bear in mind your means of escape from a room. Noting where doors or other means of escape are.
- Ascertain, as far as is practicable, which doors or escape routes in your environment are kept locked.
- Note where items of furniture are positioned so that they do not impede your exit.
- Where people are unknown to you or are known to be aggressive, make sure that you position yourself so that they cannot block your exit.

- Carry out regular checks of any personal alarms you may carry.

Basic procedures for working off site.

- Make sure that your whereabouts are recorded at your place of work, either in a book, on a notice board or similar recording system.
- Alert a colleague about the address you are going to and what time you expect to be back.
- Take a mobile phone with you and ensure that somebody at your place of work has your number.
- If worried about the visit arrange for a colleague to call you at intervals to check that you are alright.
- Always phone in from an address once you are finished.
- If you are delayed call your workplace and let them know before your pre-arranged time of completion.
- Trust your instincts when entering someone else's property. If you are uncomfortable, stay by the door where practicable.
- If there is a risk or threat of violence take a colleague with you.
- Check your exit points and observe any attempts to block them.

If you are assaulted:

Record any incident with a medical professional. Do not shrug an incident off.
Enter the incident in the appropriate log.

Reporting procedures.

If an incident occurs you should make sure that the matter is reported, no matter how trivial it may be. As mentioned above certain incidents will need to be reported to the police and / or the Care Quality Commission.

What may seem fairly inconsequential to you may be part of a larger picture or pattern of behaviour that could be a crucial piece of information for other staff at a later date.

Methods of reporting threats or incidents vary from workplace to workplace but will most commonly be an incident book or incident reporting document. It may be the practice in your environment to record incidents on file. Whatever the policy, make sure that you adhere to it and alert whoever needs to know. Incidents involving clients should be recorded in their care plan and notes made about what triggered the behaviour.

Where the work environment necessitates shift work you should alert oncoming shift members about any developments during your watch, such as changing moods of individuals in your client group or any relevant crucial information.

You should also be aware that under the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)** employers and owners of premises have a legal duty to report violent incidents to the Health and Safety Executive.

The effects of stress.

The British Crime Survey has revealed that the effects of workplace violence on individuals can result in increased sick leave, deterioration of performance and loss of confidence. The statistics have also shown that the level of medical treatment and figures for time off work are marginally higher in cases where people have been threatened than for cases of actual physical assault.

The effects of stress brought on by threats and violence can also accumulate over a period of time. Where one incident may not be taken that seriously, regular, seemingly inconsequential incidents can build up to a point where employees can find it difficult to perform their tasks. This is another reason why it is important for staff to record every incident, no matter how trivial it may seem at the time.

Unit One Questions

1. Why is it important to log every incident that you encounter?

2. List four protective practices you should initiate when carrying out tasks in your workplace.
 - 1.
 - 2.
 - 3.
 - 4.

3. What is the legal definition of workplace violence?

4. What two pieces of legislation set out the requirements for staff safety in the workplace?
 - 1.
 - 2.

5. If you are assaulted what procedure should you follow?