

Working with Challenging Behaviour

A one day course

Managing challenging behaviour in a humane, lawful and person-centred way has become an increasingly important area of work. This course explores the nature of challenging behaviour and why it may arise within care or residential facilities.

The course draws on behavioural and person-centred models which will include the behaviour response cycle, de-escalation, identifying unmet needs and the assessment of mental capacity. It will provide techniques and strategies which may help to construct individualised and empowering care plans. Working with Challenging Behaviour is a course which may be of benefit from those working with people with a learning disability or dementia, providing opportunities to study specific issues relating to practice.

Who is it for? The course is designed for anyone who working with people who may present challenging behaviour. This would include qualified or unqualified care staff working in learning disability, mental health and dementia whether in the community or with care facilities.

Timetable (may be subject to amendment)

- Session 1** Challenging Behaviour – introduction & overview
Overview of the nature of challenging behaviour, definitions and its relation to unmet need
Legal Context and the promotion of person-centred care
Exercise – Identifying Unmet Need
- Session 2** Identification of key triggers to challenging behaviour
Exploration of the behavioural Response Cycle and the parameters of effective de-escalation
Communication and language – DVD
Exercise – Cycles and Patterns
- Session 3** Roles of staff and team dynamics
Examination of practice issues including Tom Kitwood’s work, team processes and ensuring a therapeutic environment
Assessment and Care Plans
Exercise – Developing Effective Care Plans
- Session 4** Exploration of common problems for practitioners, teams and services
Identification of possible changes to practice
Exercise – Next Steps

Learning Outcomes

On completion of this course, participants will be able to:

- Understand the nature of challenging behaviour and its relation to person-centred care and unmet need
- Recognise possible triggers and the role of communication
- Understand the cycle of behavioural response and the de-escalation model
- Understand the importance of consistent team processes and ensuring an conducive environment for safe and empowering practice
- Use specific interventions and strategies to help people manage their behaviours and/or emotions
- Identify possible changes in individual, team or service provision

Training Techniques

Taught, group exercises/case studies, Q&A, DVD