

**Policy Statement**

TruComfort Homecare is committed to safeguarding the wellbeing, dignity and rights of all individuals in our care. We acknowledge that there may be situations where challenging behaviour, aggression, or violence could arise. This policy outlines our approach to managing such situations while respecting the individual rights of service users and maintaining the safety of others.

As this subject may be sensitive and of concern to service users, their families, and representatives, the policy is made accessible to anyone wishing to understand our position on these issues.

**Core Principles**

1. TruComfort Homecare respects each service user's autonomy, lifestyle, and human rights.
2. In rare but serious circumstances, our staff may need to intervene to prevent harm to the individual or others.
3. Any intervention will be carefully assessed, proportionate, and documented to ensure that restrictions are minimal and appropriate.

**Service User Plans & Risk Assessment**

When developing or updating a **Service User Plan**, any known risks related to challenging behaviour or potential for violence/aggression will be discussed openly with the individual and those involved in their care.

If limitations to a service user's behaviour or adjustments in support are considered, we will:

- Understand the context and cause of the behaviour,
- Consider alternative strategies,
- Clearly record the proposed actions in the care plan.

A formal **risk assessment** will be conducted, weighing the risks and benefits, and exploring how best to reduce harm without unnecessarily restricting the service user.

**Informed Consent**

TruComfort will always aim to involve the service user in discussions where restraint or behaviour-related interventions may be needed.

If a service user lacks capacity to provide informed consent, we will consult a trusted person (relative, advocate, or representative) who can act in the individual's best interests.

**Use of Restraint**

Restraint may only be considered:

- **To prevent self-harm or serious self-neglect,**
- **To protect others from harm or abuse.**

Restraint must:

- Be proportionate to the level of risk,
- Be the **least restrictive option** available,
- Be used **for the shortest possible duration**, and
- Never be used as a form of **punishment or coercion**.

### **Incident Reporting**

Any use of restraint must be:

- **Immediately documented** by the staff member involved,
- **Reported** to a line manager without delay,
- **Reviewed** by management to assess the event and prevent recurrence.

### **Concerns Regarding Others**

TruComfort staff often work in shared or home environments where other professionals, family members, or carers may also provide support. If inappropriate use of restraint or restrictive practices is observed, it is our duty to raise these concerns with the appropriate authority or safeguarding body.

### **Training**

All staff will receive mandatory training on:

- Managing challenging behaviour,
- Support for adults with learning disabilities and/or mental health issues, and complex needs,
- De-escalation techniques and communication strategies.

Where necessary, staff will also attend specialist training in managing behaviours that challenge to ensure a safe and supportive approach to care.