

One Page Positive Behaviour Support guide

When I am in a good mood / appear calm:

- Engage me in social interaction, learn my likes and dislikes
- Encourage me to carry out/assist with my personal care
- Support me to do daily living tasks e.g. laundry, tidying up, preparing meals/snacks, cleaning
- Help me learn new skills
- Support me to try something new – and praise me for trying
- Use your sense of humour, laugh & joke with me
- Notice how I behave if I am waiting for something e.g. an outing, an electronic item to charge, to see the doctor. Share this with the team.
- Check if I prefer just words, words and signs, words and pictures etc.

When I am starting to feel anxious/annoyed:

- Use a calm, clear tone of voice. Use short, simple sentences and positive language.
- Invite me to come and talk somewhere quiet and private. Show empathy.
- Increase personal space
- Make sure all my basic needs have been met (e.g. food, drink, toileting, pain management)
- Meet any reasonable demands e.g. help me charge the iPad, contact my family, open a cupboard etc.
- Offer me an activity that I find calming (active or passive depending on my preference). Use distraction.
- Only use humour if you are confident about this strategy
- Notice how I am behaving, plus what strategies help me and record these details

When I am a risk to myself or others, or losing control of my behaviour:

- Use a calm, clear tone of voice. Use very short sentences or single words.
- Use an open posture and facial expression. Avoid large gestures or sudden movement.
- Increase personal space. Move others out of the area. Inform other staff.
- Remove hazards or triggers from the room
- Make sure I have an exit route.
- Make sure you also have an exit strategy
- Only one person should talk to me, other staff can monitor from a distance. Consider switching staff if I relate better to a certain person
- Consider prn, or physical intervention as a last resort (according to your local policy)

When I appear calm again:

- Respond calmly to anything I say. Accept any apology I offer
- Offer me a cold drink, or some time to rest
- Keep monitoring my arousal level
- Help me move on by focussing on a new activity
- Avoid asking me why I behaved that way
- Avoid discussing details of the incident
- Administer first aid as needed
- Record the event on your incident reporting system, complete ABC charts etc.
- Consider debriefing – for people using the service and for staff