



Behaviour Management Policy

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| Approved by: | Rob Grays – Chief Executive Officer |

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Purpose

Prospero Group recognises the importance of positive and effective behaviour management strategies.

The purpose of this policy is to provide Temporary Workers with guidelines for managing behaviour where required as part of their role and placement through Prospero Group.

Scope

This policy applies to all Temporary Workers who are required to manage behaviour as part of their role and placement through Prospero Group.

Definitions

Adult at Risk – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

Child - any person under the age of 18.

Client – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.

Internal Employee – is defined to mean a full or part-time employee of Prospero Group.

Prospero Group – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.

Service User – is defined to mean **Child, Children** or **Adult at Risk**.

Temporary Worker – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.

Work-Finding Services – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero Group.

Roles and Responsibilities

When on assignment all Temporary Workers should follow the Client's Behaviour Management policy, unless one does not exist, whereupon they should follow this policy.

It is the responsibility of all Temporary Workers to:

- Provide a positive model of behaviour by treating others with courtesy, respect and consideration.
- Identify behaviour and determine the best course of action, dependant on the outcome.
- Where possible, review all available documentation for the Service User prior to starting shift, including but not limited to care plans, safety plans, and risk assessments.

Temporary Workers must:

- Be mindful of, and sensitive to:
 - Internal and external factors which may impact on a Service User's behaviour
 - Cultural or religious views
 - History of the Service User

Should the Temporary Worker identify that a workplace, Service User, or situation would be made safer with De-escalation or Physical Restraint, they should reach out to their Prospero Group Consultant.

Behaviour Management / Conflict Resolution

Where possible, to manage conflict in a positive and non-confrontational way, Temporary Workers should:

- Act and speak calmly.
- Avoid shouting at Service Users, other than as a warning in an emergency/safety situation.
- Be patient and understanding.
- Actively listen to understand their concerns and requests.
- Clarify the issue if needed.
- Try to implement de-escalation techniques.
- Choose a neutral space away from other colleagues, Service Users, patients and their families.
- Work together to tackle the problem and seek advice from a Manager, senior member of staff or Prospero Group if needed.

Physical Intervention

Temporary Workers must:

- Always seek to defuse situations and avoid the use of physical intervention wherever possible.
- Have used all possible non-physical actions, such as dialogue and diversion, to deal with challenging behaviour.
- Only use physical intervention as a last resort if there are reasonable grounds for believing that immediate action is necessary to prevent a Service User from:
 - Significantly injuring themselves or others
 - Preventing serious damage to property
- Where physical intervention is the last resort, only use the minimum force necessary for the shortest amount of time needed.
- Be aware that even well-intentioned, physical contact may be misconstrued by the Service User, an observer or by anyone to whom this action is described.
- Always be prepared to explain and justify any physical intervention.
- Never use physical intervention as a form of punishment.
- Never indulge in horseplay with a Service User.
- Follow the Client's policy when using any form of physical intervention.
- Notify both the Client and Prospero Group if any form of physical intervention or contact is used with a Service User.

Reporting and Record Keeping

Temporary Workers must:

- Ensure reports and records are clear, accurate, kept up to date – including details of any behaviour management / physical intervention used.
- Where any physical intervention is used, submit an incident report to their Prospero Group Consultant and the Social Worker and the Emergency Duty Team (EDT) (if applicable).
- Immediately report any changes or concerns about an individual's condition, health or welfare to your Prospero Consultant, the Social Worker and the Emergency Duty Team (EDT) (if applicable).
- Call 999 when there is, or is likely to be:
 - Danger to life
 - Use, or immediate threat of use, of violence
 - Serious injury to a person and/or
 - Serious damage to property

Training

Temporary Workers who are required to manage behaviour as part of their role and placement through Prospero Group will be provided with Conflict Resolution e-learning training through Prospero Group's third-party training provider.

The Client must inform Prospero Group if Temporary Workers are required to have De-escalation or Physical Restraint Training.

Physical restraint must only be used when the Temporary Worker has completed PMVA/TMVA training through Prospero Group's third-party provider.

Consequences

Failure to adhere to this policy may result in termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.

Data Protection

Prospero Group will treat all Temporary Workers' data confidentially and in accordance with the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding, Head of HR and Data Protection Officer.

Failure to adhere to this policy may result in suspension / termination of the Temporary Worker's Work-Finding Services and referral to the Disclosure and Barring Service / relevant professional body, if applicable.