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| Overview | The key purpose identified for those working in health, social or care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”.  For this unit you need to be able to calm potentially dangerous situations by minimising actions or words that may trigger violent behaviour and showing respect for people, their property and rights. It is about responding to a situation by trying to calm it down and, when appropriate, leaving a threatening situation safely. It is also about reviewing the incident for recording and monitoring purposes.  The elements of competence are:   1. Help to diffuse a potentially violent situation 2. Review your involvement with the incident   The term `unit' is used in this report to refer to each separate standard within the NOS suite.  This unit is imported from Prevention and Management of Work-Related Violence Unit WRV2 and the National Occupational Standards |

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| **Performance criteria**  You must be able to: | Help to diffuse a potentially violent situation   1. you maintain a calm, reassuring and professional attitude towards those presenting unacceptable behaviour 2. you maintain a safe distance and avoid physical contact if possible 3. you communicate with those presenting unacceptable behaviour in a way    1. shows respect for them, their property and their rights    2. is free from discrimination and oppressive behaviour   Review your involvement in the incident   1. you review the sequence of events leading up to the incident 2. you discuss with relevant people whether organisational procedures helped or hindered the incident 3. you complete records in accordance with organisational requirements about:    1. your actions at the time of the incident    2. the circumstances and severity of the incident    3. the measures taken to protect you and other people    4. action taken to try to calm the situation down 4. you assess the organisation's and your own risk assessment relevant to your activities and assess their adequacy for dealing with similar incidents 5. you make recommendations to the relevant people for reducing the risk of further similar incidents 6. you identify areas where you would benefit from training 7. you contribute to good practice by sharing relevant non confidential information with other people in similar job roles which could help reduce incidents of violence 8. you make use of available support and advice to help alleviate any incident-related health problems where appropriate |
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| Knowledge and understanding  You need to know and understand: | Values   1. the importance of showing respect for people, their property and rights and how to do so 2. how to avoid behaviour or language that may indicate you are being discriminatory or oppressive   Legislation and organisational policy and procedures   1. your legal duties for ensuring your well-being, safety and health in the workplace as explained by relevant legislation for health and safety at work 2. your job role, responsibilities and limitations 3. your organisation's procedures for dealing with violent behaviour   Theory and practice   1. your own capabilities and limitations in terms of protecting yourself in potentially violent situations 2. when it is appropriate and possible to maintain a safe distance and avoid physical contact 3. how to interpret simple body language and the importance of acknowledging other people's personal space 4. the importance of remaining alert to triggers of violent behaviour 5. the importance of planning how you will leave a situation if there is a physical risk including identifying where the nearest exit routes are 6. the main signs that a situation could escalate to violent behaviour and how to recognise these 7. when to leave the scene of the incident, seek help and safe techniques for leaving the situation 8. the types of action and behaviour you can use to calm situations 9. the importance of having the opportunity to talk to someone about the incident afterwards 10. the reports that have to be made and the records that have to be kept about a potential or actual incident of violence 11. methods of effective communication |

**Additional Information**

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| Glossary | This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would** **encourage you to read this section carefully before you begin working** **with the standards and to refer back to this section as required**.  **Relevant persons**  A person named in the organisation's procedures as having responsibility for dealing with reports and incidents of violence at work  **Risk**  The likelihood that the worker will be subjected to violence at work  **Service Users**  Examples are: Patients, clients, passengers, customers, detainees, the public, parents, carers  **Triggers of violent behaviour** Triggers of violence are factors that might prompt violence occurring. They can be categorised in four different types:   1. temporary personal factors – for example, the service-user (see below) being uncomfortable from a lack of food, warmth, light or presenting challenging behaviour whilst under the influence of drink or drugs, or 2. persistent personal factors such as having a difficulty or disability which prevents normal communication, movement or behaviour, or 3. temporary environmental factors such as a hot, noisy, crowded room, poor work dynamics in terms of furniture layout, etc, or 4. persistent environmental factors such as too much being expected of the service-user or that the quality of the service consistently does not meet the required standards of the user   **Violence**  Violence is manifested as incidents where persons are abused, threatened or assaulted in circumstances relating to their work, involving an explicit or implicit challenge to their safety, well- being or health**.** This definition is taken to include verbal abuse or threat, threatening behaviour, any assault (and any apprehension of unlawful violence), and serious or persistent harassment, for any reason, and extends from what may seem to be minor incidents to serious assault and murder, and threats against the worker and/or their family |
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| **Developed by** | Skills for Care & Development | |
| **Version number** | 1 | |
| Date approved | August 2009 | |
| Indicative review date | August 2011 | |
| Validity | Current | |
| Status | Tailored | |
| Originating organisation | Skills for Care & Development | |
| Original URN | 2009 | |
| Relevant occupations | Health, Public Services and Care; Health, Public Services and Care; Health and Social Care; Health and Social Care; Associate Professionals and Technical Occupations; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health and Social Services Officers; Health Associate Professionals; Health Associate Professionals; Personal Service Occupations; Personal Service Occupations; Healthcare and Related Personal Services; Healthcare and Related Personal Services | |
| Suite | Health and Social Care NOS 2009; Iechyd a Gofal Cymdeithasol 2009; Health and Social Care NOS 2009; Iechyd a Gofal Cymdeithasol 2009 | |
| Key words | violent behaviour, threatening, respect | |