# Aggression

**Policy**

Employees of My Support and Care Services Ltd will not physically restrain or physically intervene with any individual unless there is a specific assessment of need for an individual and the staff member has received training & guidance specific to that individual.

**Procedures**

If any individual is acting in an aggressive manner and / or is behaving in a way that is likely to cause harm to themselves or others, employees of My Support and Care Services Ltd will:

* Not put themselves in danger
* Advise others to remove themselves from the area of the individual
* Only intervene by using verbal advice and prompts
* Avoid escalating the situation through provocation
* Access emergency services as necessary
* Have the right of self-defence (***self-defence* -** use of physical force sufficient to prevent one being harmed, but no more).
* Inform the service manager

Once the incident has been dealt with, the employee will complete an *‘Incident Report’* using the following guidance:

* Type of incident
* Who was involved
* Time and location of Incident
* Description of incident including actions taken

This report will be passed to the service manager who will investigate and assess whether the incident is worthy of reports to other interested parties. The manager will note their conclusions on the incident report.

Staff and Customers will be encouraged to consult their G.P if the incident has been traumatic for them in any way or they have sustained any injury.

If a member of staff is assaulted it is for them to decide if they wish to take legal action, however My Support and Care Services Ltd will reserve the right to take legal action on behalf of its Customers and employees.

Staff are offered training in how to deal with aggression.

All staff will refer and adhere to the *‘Lone Workers’* policy and risk assessment.