# Physical Restraint / Intervention

##### Policy

As a Company we provide care to some Customers who may at times ‘challenge” the service or to those who have a history of “challenging behaviour” In the event of any aggressive or violent outburst, staff should only ever resort to physical intervention/ restraint in order to protect either the individual or others at risk and not as a method of control.

For any Customer who has a history of abusive or aggressive behaviour, clear guidelines and risk assessment should clearly state the procedure to follow in the event of any physical intervention / restraint being required.

The only intervention techniques used should be those demonstrated and taught within conflict management training and as documented within the Customers Plan.

Any Customer with a known history of aggressive behaviours will have in place guidelines for de-escalation steps to follow.

Failure to follow any documented guidelines in place may result in the disciplinary procedure being implemented.

##### Procedure / Guidance

If any individual is acting in an aggressive manner and / or is conducting themselves in a way, which is likely to cause harm to themselves or others, the following procedures should be followed:

* Staff must not put themselves in danger.
* Staff should, and must advise others to remove themselves from the vicinity of a violent individual.
* Staff must limit their intervention to verbal advice and prompts & or if appropriate follow written guidelines for the individual.
* Staff should avoid escalating the situation through provocation.
* Staff must access emergency services (Police, Paramedics etc.) as necessary.
* Staff should be aware that they have a right of self-defence. (Self-defence – Use of physical force sufficient to prevent one being harmed, but no more).

Upon conclusion of any incident involving physical and / or verbal aggression, the staff member must seek any medical attention needed for anyone harmed during the incident. Staff must also complete an Incident Report with as much factual detail as possible. If anyone has been harmed in any way an Accident Report must also be completed.