**Dealing with Self Harm /Self abuse**

Any Customer that has a history of self harm / abuse should have clear written risk assessments and guidelines to enable staff to respond effectively when dealing with issues of self harm. These should be recorded within the Customer care plan.

A supply of protective clothing should be made available for all staff to use when dealing with a Customer that has self-harmed.

All staff working with Customers who are known to self harm must be trained in emergency First aid, before working alone with the Customer.

All staff should be aware of the policy for blood borne viruses, and follow the procedure for infection control.

In the homes of those Customers known to self-harm weekly checks should be made & recorded to ensure that the first aid box is sufficiently stocked with first aid material to deal with any incidents of self harm.

**GUIDENCE FOR DEALING WITH ISSUES OF SELF HARM**

Staff must remain calm in the first instance. Where a Customer has an individual risk assessment and guidelines in place, these are to be followed.

The member of staff on duty should assess the situation. A decision should be made to assess the treatment needed, i.e. basic first aid to be administered or hospital admission. If hospital treatment is required staff should follow the admission to hospital procedure; taking the hospital passport with the customer, and inform the designated on call out of hours, or the service manager during office hours.

If the staff member on shift is in any doubt as to whether professional medical treatment is necessary, they should call the GP or the GP’s on call service for advice.

Where individual risk assessments are not in place giving guidance, staff should try and attempt to de-escalate the situation and minimise any further risks, and assess the need for medical treatment.

Whenever an incident of self harm / abuse occurs staff should be given the opportunity for a de-briefing session at the earliest opportunity.

The manager should ensure that any individual guidelines should include details of who to contact in the event of an incident of self harm / abuse

In serious cases of self harm / abuse where by hospital treatment or admission is required, the member of staff on duty should contact the manager who will give advice on further relevant professionals to contact.

All incidents required to be reported to CQC within 24 hrs. Using a notification to enforcing agency. In the absence of the manager this should be completed by the staff member present at the time of the incident, or by a nominated staff member.

All incidents to be documented in the following records where appropriate;

* Accident report form
* Incident report form
* Customer’s daily report record
* Record of medical services received
* Notification to an enforcing agency form