

KENT SHARED LIVES

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(5) Violence and aggression to Shared Lives Host and Staff

Policy statement

Kent Shared Lives is committed to ensuring the health and safety of its staff and Shared Lives hosts. It is the policy of Shared Lives to ensure that the risk to service staff and Shared Lives hosts of exposure to violence and aggression in connection with their Shared Lives role is kept to a minimum. Violence and aggression to Shared Lives staff or Shared Lives hosts will not be tolerated or accepted.

Violence and aggression is defined here as:

“Any incident or occurrence, in which a person is abused, threatened or assaulted in circumstances arising out of their work with Shared Lives”.

This includes:

“Verbal abuse against staff and Shared Lives hosts which includes threatening, insulting, obscene, racist or sexist language sufficient to cause fear, intimidation or serious offence”

Procedure

In order to minimise the risk of violence and aggression and promote the wellbeing of staff and Shared Lives hosts

Shared Lives will:

1. Ensure that all those involved in Shared Lives understand that violence and aggression to Shared Lives hosts and staff will not be tolerated
2. Ensure that the Shared Lives manager and staff have a clear awareness of legislation, guidance and good practice around issues of violence and aggression.
3. Ensure that all relevant Shared Lives documents, policies and procedures take account of issues of violence and aggression. These will include: Placement agreements and care & support plans ; safe working practices; working with people that challenge services; record keeping and access to files; risk assessment and risk management. The placement agreement will give clear information about the likely consequences of any violence or aggression to other placed individuals, Shared Lives hosts or to Shared Lives staff.
4. Provide safe systems of work for staff (including those who work and travel alone) and for Shared Lives hosts (recognising that the nature of Shared Lives means that many Shared Lives hosts work and travel alone).
5. Provide alarms and communication equipment where this is appropriate.
6. Provide information, training and advice to staff and hosts to enable them to minimise the likelihood of violent and aggressive incidents and to have the skills to deal with any incidents that do occur. Shared Lives will ensure that this training is kept current and up to date.

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7. Ensure Shared Lives offices and work areas are safe and provide protection to staff from people who could place them at risk.
8. Ensure that individuals are not placed with Shared Lives hosts without a comprehensive assessment of need, a risk assessment and detailed placement agreement and care & support plan which will include a clear risk management strategy.
9. Ensure that Shared Lives hosts have the knowledge and skills to support the people who are placed with them.
10. Ensure through regular monitoring and review that staff and Shared Lives hosts follow safe working practices.
11. Formally investigate and review any incidents of violence and aggression in order that lessons can be learnt and actions taken that reduce the risk of violent or aggressive incidents in the future.
12. Keep clear and accurate records of any incident of violence and aggression
13. Provide support to people who are the victims of violence and aggression, which may include:
 - Debriefing sessions
 - Contacting the police
 - Counseling
 - Additional training and support

Shared live hosts and staff will:

1. Understand and comply with all guidance, regulations and scheme policy and procedures relating to safe working practice, violence and aggression and risk assessment and risk management strategies.
2. Engage fully with any risk assessments undertaken by Shared Lives or others.
3. Inform Shared Lives or other agreed professional if there is a concern that the individual is becoming violent or aggressive and cooperate with subsequent risk assessment and risk management procedures.
4. Take action to minimise the risk of violence and aggression
5. Keep clear and accurate records.
6. Report all incidents of violence and aggression to Shared Lives, recording on an accident/incident form.
7. Inform Shared Lives of any perceived risks, unsafe working conditions and training needs.
8. Engage fully with any training and learning and ensure they have the knowledge and skills to undertake their role and to understand the legal implications of their actions.