**PROCEDURE IN THE EVENT OF PERSISTENT CHALLENGING BEHAVIOUR**

**SERVICE COMMENCES**

Refer to 4.1.2 of the protocol

Information about the service

**YES**

**SU has capacity**

Care provider issues information

Form 1 – Behavioural Agreement

**NO**

**CHALLENGING/AGGRESSIVE BEHAVIOUR TOWARDS CARER (see definition contained in the protocol)**

**UNABLE TO IDENTIFY A SUCCESSOR PROVIDER**

Person does not have capacity – Local Authority (CCG in relation to complex care) consider whether the Safeguarding Policy needs to be invoked

Package of care terminated

**4. Care manager and council’s neighbourhood team manager and or Tameside and Glossop CCG (in relation to complex care) arrange a joint visit to service user and/or their representative**

**3. Care manager reports incident to the council’s neighbourhood team manager and/or Tameside and Glossop CCG in relation to complex care**

**2. Care staff report incident to their care manager**

**1. Care staff record incident in care record book (if appropriate)**

**6. Remind service user and/or their representative of the consequences of their behaviour and further incidences of challenging behaviour (make reference to Form 1 – signed statement)**

**5. Attempt to resolve issues**

**NO (*repeat process from Step 4 onwards*)**

**Is it the opinion of the care manager and relevant care/healthcare professional (as defined in the protocol) that the behaviour of the service user and/or their representative is affecting the health, safety or general wellbeing of staff?**

**7. Following the joint visit a letter outlining the reason for the visit, a summary of the discussion and the council’s position moving forward should be sent to the service user in accordance with 4.1.7 of the protocol**

**FURTHER INCIDENT OF CHALLENGING BEHAVIOUR REPORTED**

**YES**

**Person has capacity – Local Authority (CCG in relation to complex care) consider whether to invoke a Multi Agency Risk assessment**

**Care provider commences process for terminating the package of care (follow procedure outlined in the protocol)**

**Person does not have capacity – Local Authority (CCG in relation to complex care) – the need to invoke the Safeguarding Adults** **process**