

Challenging Behaviour Guide

Easy Read

Challenging behaviour means people who may hurt themselves or others, and who may damage things (break windows or smash things up).

They may do this because they are unhappy about their service or support.

This is why we say 'people who challenge services'.



We wrote a guide for people who commission (buy) health and care services to help them plan better for people with learning disabilities who challenge services.

The guide is also helpful for staff working in services and others.



This is an easy read version of the guide.



The guide tells you what commissioners who buy services can do to make things better.

You can ask your local commissioners what they are doing to help people who challenge services get better lives.

Things that are important

Being clear about what you want to do and why



Commissioners and people who provide services know that people who challenge services can have lives like anyone else in their local community.



They have a plan about how to make this happen.



There is good information about people who challenge services, what their lives are like and what services cost.



The information is used to plan better services and save some money.

This can mean doing things in new or different ways so people can get good services.



Sometimes people don't know what is happening in other areas.

Good commissioners and people who provide services know what has worked in other places.

They use this information to make services better.



Commissioners know that it can take a long time to support someone with challenging behaviour to be part of the community, and plan for this.



All people involved like family carers, service providers, family doctors and the police are part of the thinking and planning of services.

Leadership



Commissioners are in charge of making things work. It is important that their managers support them.



Commissioners take risks and do things in different ways so that people can have better lives.



There is good leadership from doctors and other specialist health staff



They work well with social care staff on services planned around the person.

Working well together



People do not blame each other when things go wrong.



They work together to find out what went wrong so they could do things better.



All staff plan their work together.

They must all make sure it works well.

This means health staff, social care staff, people who work in services, commissioners and people who arrange housing.

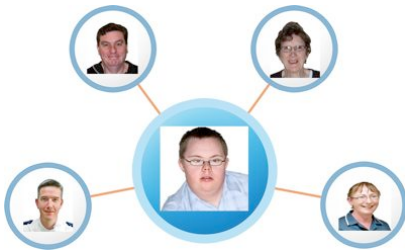


Plans for people are about having a whole life. People's lives are more than health and social care.



Health staff help write the plans. They work well with staff working in services.

They listen to each other.



People with learning disabilities and family carers are at the centre of planning.



There is a plan in case things go wrong.



There are meetings so that people can share ideas.

A good service



The service is based on person centred planning and what the person wants to do.



It is good if the service is paid for by a direct payment.

This means that the person has control over how they use the money



Someone can support you to speak up if a family member is not involved.



Everyone does whatever it takes to make the service work for the person.



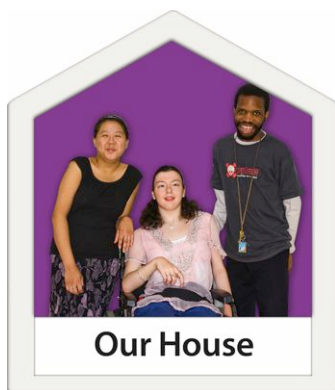
Staff are trained in how to work with people who challenge services.



Specialist health staff are there to help, and are listened to.

They are there if something goes wrong, at any time of day.

They also help people to use services that everyone uses.



People are not in residential care where they have less choice.

They have a house that meets their needs and they have housing rights.



The service might cost a lot of money to begin with.



The cost often goes down when the service is working well for the person.

It is important that commissioners understand this.

Having good staff



Staff learn from others and take advice.
They don't always think they know best.



Staff want people to have full lives and relationships.
This is more important than saying they are 'expert' in working with people who challenge services.



Staff get jobs because they are good at taking risks and making changes so people can have better lives.

They see the good things about people and what they can do.



People need to work well with each other, even if they don't always agree with each other.



Staff do not give up on people who are causing them problems.

They have support in difficult times.



Managers need to know what is happening in the service.



They work well with other people who are part of the person's support.



Small, local organisations can be good at supporting staff.



The organisation must make sure that there are enough staff around who know the person well.

They don't use temporary staff.



Staff have training in person centred planning.

They are trained to support the person they are working with.



They get support from their managers.



Training and support for staff is written in the contract.

(A contract is what is agreed between commissioners and organisations).

Knowing if services are good



There is an agreed way of checking if services are good.

Family carers and individuals are involved.



There is information on how much services cost so commissioners can see if changes to the person's support have made a difference to the cost.



Other things commissioners should do



Put money into services to begin with, to get things right.



If the service is right, money can be saved in the future.



Commissioners should plan to work with organisations for a long time so staff can get better at what they do.



If something isn't working anymore, it can be changed.



Everyone involved agrees how to make changes and share risks, including risks about money.



Do what works

