

## Harrow Shared Lives Scheme Policy & Procedure No. 33

### Aggression towards Shared Lives Carers and Workers in the Scheme

Everybody has a right to lead a life that is free from violence, aggression and abuse. This includes Shared Lives Carers and workers who are employed in the Harrow Shared Lives Scheme, which therefore has a responsibility to make sure they are protected from this kind of behaviour during the course of their work.

#### How would this happen?

The Harrow Shared Lives Scheme will provide information and/or training to everyone involved in Shared Lives (SL) arrangements, so that they understand that violence and aggression (whether verbal or physical) towards SL Carers and workers is not acceptable and will be treated very seriously. The SL Agreement will include information about the likely consequences of this sort of behaviour.

The Manager and SL Workers will be aware of legislation, guidance and good practice around issues of violence and aggression. In addition, they and SL Carers will be provided with information and training that helps them to understand the causes of aggressive behaviour and how to defuse or manage situations giving rise to this, as well as understanding their responsibilities to safeguard themselves and other people from harm.

If you sometimes act in ways that might cause significant risk to others, the ways of dealing with this will be explained in your Service User Plan. A risk assessment and risk management plan will be included as part of this. Your SL Carer(s) will also receive specialist training and appropriate professional support if this is required.

If SL Carers or workers are subject to violence or aggression during their work, they will be provided with any necessary support following the incident. This includes support to consider reporting the incident to the Police.

If a person in a Shared Lives arrangement has acted in a violent or aggressive manner towards their SL Carer, consideration will also be given to whether the arrangement should continue. Any decision to end an arrangement will involve the person and/or their representative, their Care Manager, their SL Carer and SL Worker.

All incidents of violence or aggression towards SL Carers and/or workers will be recorded with SL Carers being required to notify the Scheme without delay. The procedure for Accidents and Dangerous Occurrences will also be followed, where appropriate. All incidents will be reviewed so that lessons can be learned and actions taken to reduce the risks of a similar event happening again.

**See these other policies and procedures and documents for further information on:**

- Risk assessment and risk management
- Accidents and dangerous occurrences
- Restrictive physical intervention
- Restriction of liberty
- Making choices and decisions
- Health and safety
- Working with and responding positively to people who challenge service
- Dealing with emergencies and crises
- Lone workers
- Record keeping
- Safeguarding against abuse or neglect
- Complaints and concerns
- SL Agreements / statement of terms and conditions
- Service User Plan
- Individual planning, monitoring and review
- Supporting and reviewing SL Carers
- Training and development