

Newcastle

Behaviour Support Service

Information for referrers



What is behaviour that challenges?

For the purposes of this team, behaviour that challenges is defined as any behaviour which causes significant distress or danger to the person or others.

Behaviours which challenge may include those which:

- Pose a risk to the person or others e.g. trying to leave home/care home.
- Are unpleasant or inappropriate e.g. inappropriate toileting.
- Are distressing to the person and to others e.g. verbal abuse/aggression.
- Are threatening e.g. physical aggression such as hitting, scratching and biting.
- Are excessive such as: repetitive questioning or constant demand making

What does the Behaviour Support service do?

We use a person centred needs-led model to look at challenging behaviour. We all have needs ranging from basic needs (food, drink) to complex psychological and social needs (love, security, company). When our needs are not met, we will try our best to meet them. For example, if we are hungry, we will find food.

Sometimes our attempts to meet these needs can be challenging to others, especially when we are unable to communicate effectively. For example, meeting the need for food by stealing from another person's plate.

The Behaviour Support service works closely with staff to understand and address the needs of the client.

During the assessment, we collect information about the client from a variety of sources such as:

- The client
- Friends and family
- The care home
- GP
- Psychiatric notes

We aim to develop an understanding of the person's needs and behaviour through gathering information on:

- The person's life experiences
- Their personality
- Their mental and physical health history
- Their medication regime
- Their brain functioning

- Their current environment

The process of collecting this information usually takes around 4 weeks. An information sharing or formulation session is then offered to the care team (staff, care manager, family etc.) in an attempt to understand the client's behaviour in more depth and to identify what needs are currently being met and what further needs could be met. We work with carers to develop strategies to meet the identified needs.

As a result of this intervention the incidence of behaviour that challenges and/or the distress that it can cause to others will often reduce.

What are the referral criteria?

A referral would be appropriate where:

- behaviour(s) is/are difficult to manage
- the behaviour is emergent (i.e. is not a life long problem but has emerged from a change in environment/brain or physical functioning etc)
- physical causes have been ruled out/or are being managed but where challenging behaviour is still present
- there is not a more appropriate service available
- the care team are willing to work with the Behaviour Support service and can sustain the client in situ during the period of the team's involvement
- the client must be living permanently in a care facility (residential, nursing or EMI)

Referrals come to the service via the single point of access route from GP's or via Older People's Services eg. CMHT.

The Newcastle Behaviour Support service also have a home service working into the clients home.

For further information please call us on 0191 246 8655.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can talk to the people directly involved in your care or you can complete a feedback form.

- Feedback forms are available from Trust staff
- Customer Liaison Department Tel: 0191 2456679
- You can complete a feedback form electronically by visiting the Trust Website www.ntw.nhs.uk (click on the 'Contact Us' tab)
- Care Managers

Contact details

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Published by the Marketing Department 2018 Copyright,
Northumberland, Tyne and Wear NHS Foundation Trust

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Switchboard Tel: [0191 246 6800](tel:01912466800) Review Date: October 2019