



Northumberland,  
Tyne and Wear  
NHS Foundation Trust

# Northumberland County Behaviour Support Service



Caring | Discovering | Growing | **Together**

## **Who is the Behaviour Support Service for?**

The Behaviour Support Service sits within the Older Adults Community Pathway and therefore primarily supports service users deemed appropriate for this Pathway. The service mainly works with people presenting with dementia who reside in a care home and supports staff in understanding the needs of their residents to enable them to provide person-centred care. However, the service will consider referrals for residents in care homes who do not have a dementia but are presenting with behaviours that challenge providing they are open to the Community Treatment Team and they believe that the involvement of the service would be valuable. Likewise, the service will also support people living at home who have a dementia and present with behaviours that challenge if the Community Treatment Team believe it would be valuable.

## **What are behaviours that challenges?**

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

Behaviours that 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 e.g. repetitive questioning or constantly seeking help.

## **What does the Behaviour Support Service do?**

The Behaviour Support Service uses a needs-led model to understand behaviours that challenge. We all have needs ranging from basic needs (e.g. food, drink) to complex psychological and social needs (e.g. love, security, company). When our needs are not met, we will try our best to meet them.

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 and family members 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 behaviours that challenge 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
- physical causes have been ruled out/or are being managed but where a behaviour that challenges 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

Referrals come to the team via the single point of access route which is a referral into the local Community Treatment Teams for Older People, usually from:

- Care Managers
- GPs
- Consultants
- Care home staff

This process allows consultation within the team to determine whether the client is appropriate for the Behaviour Support Service.

Within Northumberland the contact details for the Community Treatment Teams are as follows;

South Central Northumberland Older Adults Community Treatment Team  
Greenacres Centre  
Green Lane  
Ashington  
Northumberland  
NE63 8BL  
Tel: 01670 844730  
Fax: 01670 844731

North Northumberland (Alnwick) Older Adults Community Treatment Team  
Hawkhill Business Park  
Lesbury  
Alnwick  
Northumberland  
NE66 3PG  
Tel: 01665 608 000  
Fax: 01665 608 040

North Northumberland (Berwick) Older Adults Community Treatment Team  
Anderson Court  
Hide Hill  
Berwick upon Tweed  
TD15 1EQ  
Tel: 01289 301 301  
Fax: 01289 301 302

West Northumberland Older Adults Community Treatment Team  
Hexham General Hospital  
Corbridge Road  
Hexham  
Northumberland  
NE46 1QJ  
Tel: 01434 612 800  
Fax: 01434 612 801

For further information please call the Northumberland County Behaviour Support Service on telephone **01670 844 730**.

## **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 22 32325
- You can complete a feedback form electronically by visiting the Trust Website [www.ntw.nhs.uk](http://www.ntw.nhs.uk) (click on the 'Contact Us' tab)
- Care Managers

## Contact details

Northumberland County Behaviour Support Service (NCBSS)  
Ashmore House  
12 Green Lane  
Ashington  
NE63 0EY

Tel: **01670 844 730**

Fax: **01670 844 731**

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