

# D211 Contribute to the prevention and management of abusive and aggressive behaviour

## Introduction

### Summary

This unit is about contributing to the prevention, management and reviewing of aggressive behaviour within statutory and agency frameworks.

**This unit appears in the Health and Social Care Standards as HSC336 Contribute to the prevention and management of abusive and aggressive behaviour and as Unit AB3 in the Drug and Alcohol National Occupational Standards (DANOS) developed by Skills for Health**

The unit is divided into two parts. The first part (pages 2-4) describes the three things you have to do. These are:

- D211.1**      **Contribute to preventing abusive and aggressive behaviour**
- D211.2**      **Deal with incidents of abusive and aggressive behaviour**
- D211.3**      **Contribute to reviewing incidents of abusive and aggressive behaviour.**

The second part (page 5-6) describes the knowledge and understanding you must have.

### Target Group

This unit is for people who contribute to the prevention and management of abusive and aggressive behaviour from participants or spectators as part of their work.

# D211 Contribute to the prevention and management of abusive and aggressive behaviour

## D211.1

### Contribute to preventing abusive and aggressive behaviour

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

- 1 communicate with others in a manner which:
  - is appropriate to them
  - encourages an open exchange of views and information
  - minimises any constraints to communication
  - is free from discrimination and oppression
  - acknowledges the rights of everyone present and is supportive of those rights
- 2 maintain the environment in a way which encourages meaningful interactions
- 3 take actions to maintain calmness and safety in a manner which minimises any restriction of movement and which does not deny people's rights
- 4 take appropriate action to prevent triggers to abusive or aggressive behaviour occurring and to enable individuals to find alternative ways of expressing their feelings
- 5 protect potential victims at whom the behaviour may be directed.

##### What you must cover

*You must show that you cover the requirements opposite.*

# D211 Contribute to the prevention and management of abusive and aggressive behaviour

## D211.2

### Deal with incidents of abusive and aggressive behaviour

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

1. take constructive action to minimise identified abusive and aggressive behaviour which is consistent with:
  - any inherent risks
  - maintaining effective working relationships
  - organisational policy and procedures
  - evidence of effective practice
2. acknowledge opposing interests and take constructive action to address them
3. take prompt action to protect those at whom the abusive and aggressive behaviour is directed
4. take constructive action to defuse abusive and aggressive behaviour
5. call for any necessary assistance and support without delay
6. act in a manner which is likely to promote calm and reassurance and make this clear to all involved
7. manage physically aggressive behaviour in ways which are consistent with statutory and organisational requirements and use the safest possible methods for:
  - the individual
  - you
  - others
8. complete records accurately and clearly and store them according to organisational requirements.

##### What you must cover

*You must show that you have covered the requirements opposite.*

# D211 Contribute to the prevention and management of abusive and aggressive behaviour

## D211.3

### Contribute to reviewing incidents of abusive and aggressive behaviour

#### The National Standard

##### What you must do

*To meet the national standard, you must:*

- 1 encourage those involved in incidents to contribute to reviewing the incident
- 2 offer time, space and support so that everyone involved can express their feelings and examine their behaviour
- 3 explore constructively with everyone involved the reasons for, and consequences of, the abusive and aggressive behaviour
- 4 make referrals to the appropriate people if specialist help is required
- 5 make clear and constructive contributions to team discussions about incidents of abusive and aggressive behaviour and agency practice in dealing with them
- 6 manage your own feelings aroused by the incident in a way which recognises your right to have such feelings and recognises that not all incidents are capable of prevention
- 7 complete records accurately and clearly and store them according to agency requirements
- 8 provide accurate and clear information to others so that issues and needs can be addressed.

##### What you must cover

*You must show that you have covered the requirements opposite.*

## What you must know and understand

*To be competent in this unit, you must know and understand the following*

- K1 the specific legislation (national and European) which relates to the work undertaken and how this has been taken into account
- K2 any particular factors relating to the agency's policies and practices which have affected the work undertaken
- K3 how to evaluate your own competence when at work and decide when further support and expertise are needed
- K4 the ways in which individuals communicate by behaviour as well as through language and how different forms of behaviour can be interpreted
- K5 constraints to effective communication (interpersonal, physical and environmental)
- K6 methods of establishing contact which are likely to maximise productive engagement with individuals and minimise unproductive interventions
- K7 the ways in which feelings of anger and frustration can be displaced from their original source to those in authority and how to deal with this
- K8 the difference between aggression and assertiveness
- K9 the possible reasons for different sorts of behaviour occurring, especially those which may be viewed as aggressive or abusive
- K10 the effects which your own behaviour may have on others
- K11 the ways in which individuals' culture and gender influence your practice
- K12 the principles of equality, diversity and anti-discriminatory practice and how they have been applied
- K13 the ways in which stereotyping and discrimination might affect risk assessment and how to guard against this.