

<p><b>When I am in a good mood / appear calm:</b></p> <ul style="list-style-type: none"> <li>• Engage me in social interaction, learn my likes and dislikes</li> <li>• Encourage me to carry out/assist with my personal care</li> <li>• Support me to do daily living tasks e.g. laundry, tidying up, preparing meals/snacks, cleaning</li> <li>• Help me learn new skills</li> <li>• Support me to try something new – and praise me for trying</li> <li>• Use your sense of humour, laugh &amp; joke with me</li> <li>• Notice how I behave if I am waiting for something e.g. an outing, an electronic item to charge, to see the doctor. Share this with the team.</li> <li>• Check if I prefer just words, words and signs, words and pictures etc.</li> </ul>	<p><b>When I am starting to feel anxious/annoyed:</b></p> <ul style="list-style-type: none"> <li>• Use a calm, clear tone of voice. Use short, simple sentences and positive language.</li> <li>• Invite me to come and talk somewhere quiet and private. Show empathy.</li> <li>• Increase personal space</li> <li>• Make sure all my basic needs have been met (e.g. food, drink, toileting, pain management)</li> <li>• Meet any reasonable demands e.g. help me charge the iPad, contact my family, open a cupboard etc.</li> <li>• Offer me an activity that I find calming (active or passive depending on my preference). Use distraction.</li> <li>• Only use humour if you are confident about this strategy</li> <li>• Notice how I am behaving, plus what strategies help me and record these details</li> </ul>
<p><b>When I am a risk to myself or others, or losing control of my behaviour:</b></p> <ul style="list-style-type: none"> <li>• Use a calm, clear tone of voice. Use very short sentences or single words.</li> <li>• Use an open posture and facial expression. Avoid large gestures or sudden movement.</li> <li>• Increase personal space. Move others out of the area. Inform other staff.</li> <li>• Remove hazards or triggers from the room</li> <li>• Make sure I have an exit route.</li> <li>• Make sure you also have an exit strategy</li> <li>• Only one person should talk to me, other staff can monitor from a distance. Consider switching staff if I relate better to a certain person</li> <li>• Consider prn, or physical intervention as a last resort (according to your local policy)</li> </ul>	<p><b>When I appear calm again:</b></p> <ul style="list-style-type: none"> <li>• Respond calmly to anything I say. Accept any apology I offer</li> <li>• Offer me a cold drink, or some time to rest</li> <li>• Keep monitoring my arousal level</li> <li>• Help me move on by focussing on a new activity</li> <li>• Avoid asking me why I behaved that way</li> <li>• Avoid discussing details of the incident</li> <li>• Administer first aid as needed</li> <li>• Record the event on your incident reporting system, complete ABC charts etc.</li> <li>• Consider debriefing – for people using the service and for staff</li> </ul>