

GUIDELINES FOR MANAGING POTENTIALLY VIOLENT SITUATIONS

It is recognised that people working at Sue Lambert Trust are at a small risk of aggressive or potentially violent behaviour from clients and/or family/friends.

The risks of such scenarios are small however all workers should take care to note that there is an increased risk of violent or aggressive behaviour where:

- There is mental instability of inherent aggression
- Where clients feel frustrated, impatient, or anxious, or resentful of lack of respect being shown
- Where alcohol or drugs have been used

At Sue Lambert Trust (SLT) it is recognised that clients are often under considerable pressure and that they may display signs of anxiety and aggression without it being aimed at workers. The SLT philosophy is to offer a safe environment where clients can vent their frustrations and explore their anger and reactions without being judged. It is known that often the best way to diffuse a situation is to allow the client to speak, and to actively listen to their concerns and acknowledge their feelings.

However it is of paramount importance that all people in the building are kept safe as far as possible, and therefore all workers are reminded of need to assess risks as part of their work, and that:

- They can pull out of a situation where they feel hostility is increasing or they feel uncomfortable
- That they can summon support by using the emergency alarm systems available in each private room
- That they should report any concerns they have regarding a client's behaviour or potential risks to themselves or their clients to the Clinical Lead and work with the Clinical Lead to end work with that client as appropriate
- That they should never work alone in a building when working with clients