

Managing Behaviours

We know that in the current situation customers' anxiety and distress can increase and we need to help support staff to use effective strategies to reduce challenging behaviours. If a person is living with dementia and also has a physical health problem they can have a higher risk of delirium which can increase confusion, reduced attention and other symptoms.

There may be other reasons for increased anxiety and distress and it's up to us to find out what they are. To be able to do that we need to assess factors that cause the behaviours in the first place.

This could include a need for **love, attachment, comfort, identity, occupation and inclusion.**

Example of a customer walking with purpose

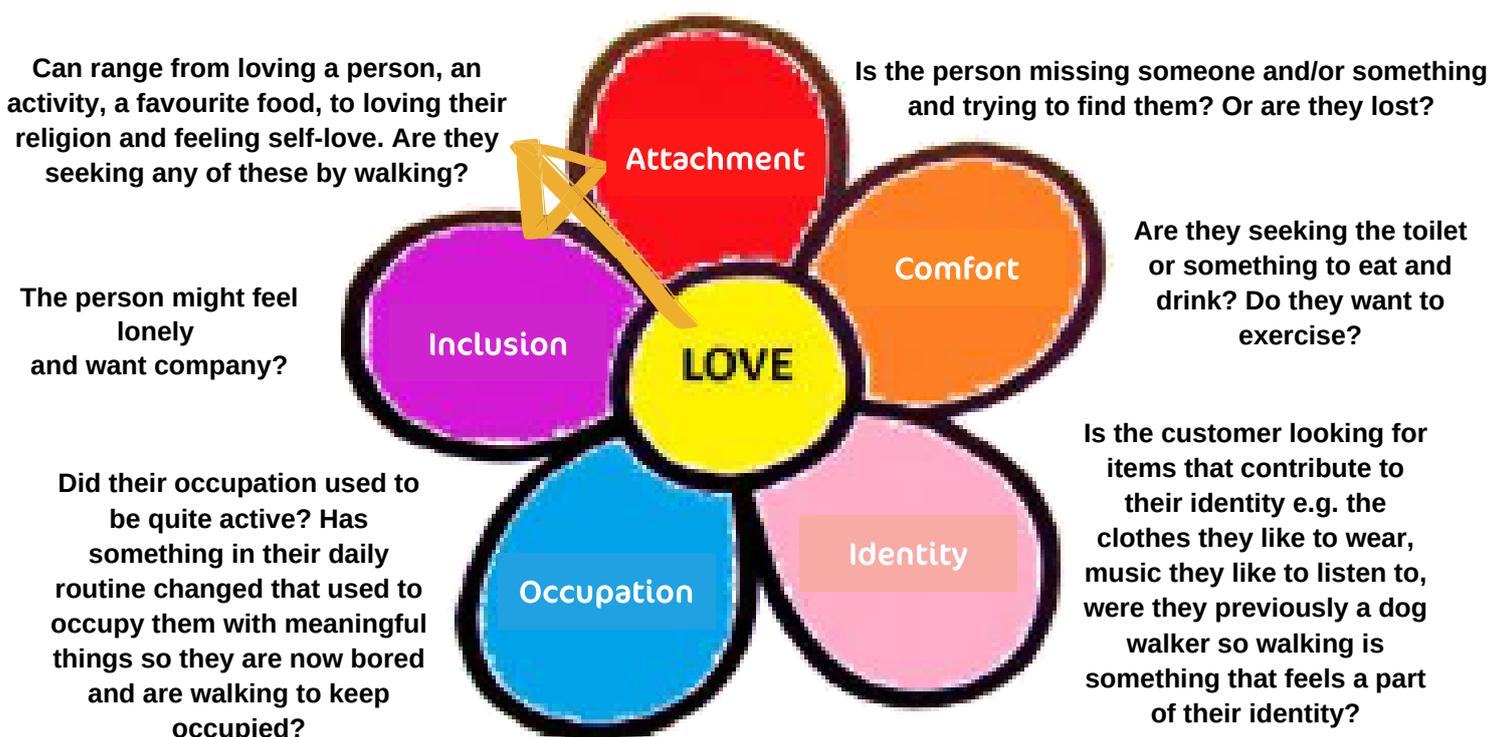


Image taken from Greater Manchester Mental Health NHSFT Guidance on Challenging Behaviour

Other solutions to managing behaviours

- Speak to family and use information you have gathered in the **life story book**, knowing them will help you understand their behaviour.
- Make a note of the times of day a particular behaviour occurs and check for patterns.
- Make a note of what has worked and what hasn't.

