

HANDLING CHALLENGING BEHAVIOURS OF RESIDENTIAL CARE ADULTS WITH SEVERE INTELLECTUAL DISABILITY: STAFF STRATEGIES AND RECOMMENDATIONS



Lisa PL LOW, School of Health Sciences, Caritas Institute of Higher Education, Hong Kong
Angela HY CHENG, School of Health Sciences, Caritas Institute of Higher Education, Hong Kong
Henrika JORMFELDT, Department of Health & Welfare, Halmstad University, Sweden

INTRODUCTION

Challenging behaviours (CB) are presented by adults with severe intellectual disability (ID), and can cause negative impacts on the clients and staff in the long-term care settings. Attention should be given to understanding how staff confront and handle those behaviours.

AIM

To explore staffs' views of current strategies and recommendations to equip them to manage ID residents with challenging behaviour in a hostel for severely handicapped in Hong Kong.

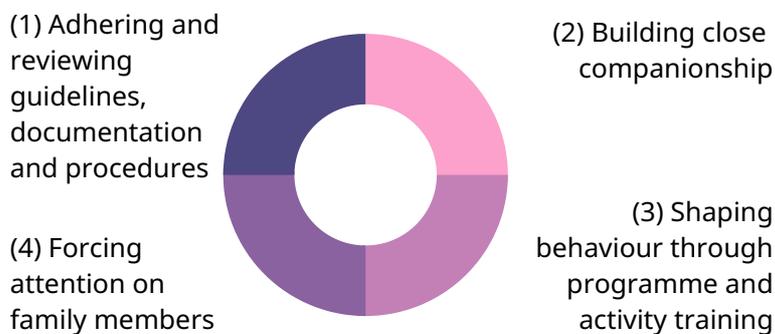
METHODOLOGY

A descriptive qualitative interview approach was used to collect the data from 11 staff members of different positions.

Vignettes corresponding to five classifications of challenging behaviour (Castle Peak Hospital, 2012) were shown to the participants and asked about their views, current strategies and recommendations.

Data were then transcribed and content-analysed.

CATEGORIES OF CHALLENGING BEHAVIOUR WITH 33 MANAGEMENT STRATEGIES



STRENGTH

- Ability of staff to build and maintain close and positive companionship with the residents.
- Offer choice of rewards to the residents.
- Overall coordination by social workers to handle CB.

WEAKNESS

- Ill-equipped, lacking confidence and fear of making mistakes among front-line staff.
- Conflicting management approaches in handling CB.
- Mismatched training needs and actual training offered to staff.
- Overuse of food as extrinsic motivation; leading to adverse health and weight issues.

RECOMMENDATIONS

- Enable staff to creatively explore alternative ways to support residents with CB.
- Regularly schedule staff training to manage CB using person-centred strategies.
- Use of rewards that can engage and facilitate appropriate residents' behaviours.
- Explore alternative support measures to better connect the person with ID to their families.

CONCLUSION

- Four categories of management strategies emerged, with strengths and weaknesses identified.
- Managers/ leaders shall gear to creating a culture that 'everyone matters', with all staff views respected.
- Provide staff training and updates on active and positive behaviour support.
- Readdress services to better involve the family and residents in their care.

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