

# Handling challenging behaviours of residential care adults with severe intellectual disability: Knowledge and support



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## INTRODUCTION

Care providers working in residential care service has an important role in the behavioural management of residents with intellectual disabilities (ID). It is known that staff can experience stress and burnout while handling challenging behaviours. The requisite knowledge and support needed by staff in managing challenging behaviours (CB) is investigated in this study.

## AIM

To explore the knowledge, support and resources staff have in managing ID residents with challenging behaviour in a hostel for severely handicapped in Hong Kong.

## METHODOLOGY

A descriptive qualitative approach using vignettes was used to interview 23 staff of different positions. Content analysis was used to analyse the data.

## RESULTS

### *Predominate ways to develop knowledge in handling CB*



Prior Experience



On-the-job training

### *Knowledge acquired to smoothly handle the residents*



Knowing residents' personality traits



Familiarizing with daily procedures

### *Valuable support for staff*



Ability to learn to support themselves



Obtain help and guidance from senior co-workers

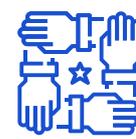


Upholding positive spirit and working against burnout

### *Exemplars of support*



Learn by observing senior colleagues' management styles



Joining efforts to devise care procedures



Shared learning with co-workers

## TAKE-HOME MESSAGE

- Pressing issues of manpower shortage, constrained facilities and minimal family input in hostels.
- Maintaining mutual social support among co-workers and supervisors was essential in handling CB.
- Training that ensured consistency of staff practices, behavioural management and effective communication skills are valued.

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