

1.5 HANDLING ABUSE, HARASSMENT & AGGRESSION

Care Staff within the Home may be vulnerable to abuse or aggression from confused or disturbed residents, and sometimes even visitors. Unfortunately, this sometimes extends to actual violence. We recognise the stressful implications that this can have on staff and the effect it can have on the continuing ability to do their jobs effectively. Management of the Home have drawn up a Policy on the effective and sympathetic handling of such incidences, which starts with trying to identify and de-fuse a potential “flashpoint” situation before it gets out of hand.



You must ALWAYS report an incidence of abuse, harassment, aggression or actual violence from a resident or visitor to your immediate manager or supervisor for appropriate action, and ensure that each incident is recorded in the Incident Log.

1.6 STRESS AT WORK



Apart from handling people with challenging behaviour, management of the Home recognise that there are other ways in which stressful conditions can be created for staff as part of their daily duties in the Home. These can include continually working excessively long hours, lack of self-confidence, domestic worries and job security fears, all of which can lead to a gradual deterioration in health, and poor performance at work which, unless checked, could compromise our Health & Safety standards.

The working policies of the Home have been developed to ensure that stressful conditions are minimised. Additionally, each staff member is asked to attend a short course, run in-house at the Home, which concentrates on the identification and management of the causes of stress and the measures available to combat them.

1.7 HANDLING HAZARDOUS SUBSTANCES (C.O.S.H.H.)

Part of your duties at the Home can involve handling hazardous substances. A hazardous substance is defined as any substance that has an adverse affect on a person's health, and their handling, storage and general control is covered by the *Control of Substances Hazardous to Health Regulations, 1998* (nearly always abbreviated to C.O.S.H.H.).

