



Early Learning and Childcare

BEHAVIOUR MANAGEMENT POLICY

The Care Inspectorate's Health and Social Care Standards inform the standard of practice expected of Ferryfield's staff, when following this policy they are adhering to:

Standard 1: I experience high quality care and support that is right for me.

Dignity and respect

- 1.1 – I am accepted and valued whatever my needs, ability, gender, age, faith, mental health status, race, background or sexual orientation.
- 1.2 – My human rights are protected and promoted and I experience no discrimination.
- 1.3 – If my independence, control and choice are restricted, this complies with relevant legislation and any restrictions are justified, kept to a minimum and carried out sensitively.

Compassion

- 1.7 – I am supported to discuss significant changes in my life, including death or dying, and this is handled sensitively.

Experiencing my care and support

- 1.19 – My care and support meets my needs and is right for me.

Wellbeing

- 1.26 – I can choose to spend time alone.
- 1.29 – I am supported to be emotionally resilient, have a strong sense of my own identity and wellbeing, and address any experiences of trauma or neglect.

Standard 2: I am fully involved in all decisions about my care and support.

Compassion

- 2.8 – I am supported to communicate in a way that is right for me, at my own pace, by people who are sensitive to me and my needs.

Be included

- 2.13 – If a decision is taken against my wishes, I am supported to understand why.
- 2.15 – I am enabled to resolve conflict, agree rules and build positive relationships with other people as much as I can.

Responsive care and support

- 2.18 – I am supported to manage my relationships with my family, friends or partner in a way that suits my wellbeing.
- 2.19 – I am encouraged and supported to make and keep friendships, including with people my own age.

Wellbeing

- 2.24 – I make informed choices and decisions about the risks I take in my daily life and am encouraged to take positive risks which enhance the quality of my life.
- 2.25 – I am helped to understand the impact and consequences of risky and unsafe behaviour and decisions.

Standard 3: I have confidence in the people who support and care for me.

Dignity and respect

Castlehill, Cupar, Fife, KY15 4HA
Telephone 01334 655066 E-mail: ferryfieldpg@aol.com
Scottish Charity Number SCO02153

- 3.1 – I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people’s attention.
- 3.3 – I have agreed clear expectations with people about how we behave towards each other, and these are respected.
- 3.4 – I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me.
- 3.5 – As a child or young person, I am helped to develop a positive view of myself and to form and sustain trusting and secure relationships.

Compassion

- 3.8 – I can build a trusting relationship with the person supporting and caring for me in a way that we can both feel comfortable with.
- 3.9 – I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.
- 3.10 – As a child or young person I feel valued, loved and secure.

Be included

- 3.13 – I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me.

Responsive care and support

- 3.14 – I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.
- 3.17 – I am confident that people respond promptly, including when I ask for help.
- 3.18 – I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty.
- 3.19 – My care and support is consistent and stable because people work well together.

Wellbeing

- 3.20 – I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.
- 3.22 – I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made.
- 3.24 – If I might harm myself or others, I know that people have a duty to protect me or others, which may involve contacting relevant agencies.
- 3.25 – I am helped to feel safe and secure in my local community.

Standard 4: I have confidence in the organisation providing my care and support

Dignity and respected

- 4.1 – My human rights are central to the organisations that support and care for me.

Compassion

- 4.3 – I experience care and support where all people are respected and valued.

Responsive care and support

- 4.11 – I experience high quality care and support based on relevant evidence, guidance and best practice.

Wellbeing

- 4.23 – I use a service and organisation that are well led and managed.
- 4.25 – I am confident that people are encouraged to be innovative in the way they support and care for me.
- 4.27 – I experience high quality care and support because people have the necessary information and resources.

Standard 5: I experience a high quality environment if the organisation provides the premises.

Wellbeing

5.17 – My environment is secure and safe.

Ferryfield is committed to providing a positive environment within which children can confidently take the time they need to develop their own understanding of their emotions and feelings and practise their responses to these. Staff recognise that very young children are just beginning to understand their own feelings and emotions and are learning how to control these and their associated behaviours, this means that staff are conscious that young children are unable to control how they act and re-act in many situations and staff are able to provide support and guidance as children learn.

- Staff will provide a positive role model for children to emulate.
- Staff will endeavour to create an open and friendly atmosphere where children and adults respect each other and their environment.
- Staff will praise and encourage positive behaviour.
- Staff are aware of age / stage appropriate behaviour.
- Staff will use appropriate language, get down to the child's level and establish eye contact when talking to a child.
- Staff will endeavour to provide children with the appropriate language to express themselves.
- Staff will deal sensitively with children that have been behaving inappropriately, offering fair and consistent treatment.
- Staff also recognise that to the injured party, whether or not an act was deliberate or accidental makes little difference to how they are feeling. However whether an act was deliberate or accidental does make a difference to the perpetrator and staff will react to the situation appropriately and ensure everyone involved receives adult support.

From time to time, despite all the best efforts of staff, children may display negative behaviour in an outburst, in these circumstances children are moved away from the activity they were engaged in, a staff member will explain why the behaviour is not acceptable and then the child will be engaged in a different activity.

By preventing the child from playing with the toys they wanted to play with, shows the child that negative behaviour is not acceptable, however it does not damage a child's resilience or self-esteem and by re-engaging the child in another activity allows staff to praise the child's positive behaviour, children learn that they receive attention for displaying good, positive behaviours. Over the years we have found this approach to consistently work in developing the happy, well behaved children we have in Ferryfield.

- With young children it is not always appropriate to discuss behaviour when it occurs and in these instances, a group discussion at together time will be used to discuss emotions, feelings and behaviours.
- Children should not be shouted at in a threatening way, children will never be smacked, shaken, humiliated, ridiculed, isolated, threatened or made to feel unwanted or undervalued by any adult whilst in the care of Ferryfield.
- When a child's behaviour gives continued reason for concern, the staff at Ferryfield will make every effort to understand why a child is acting this way.
 - There are unlimited reasons why a child may be struggling, for example, a temporary or permanent breakdown in the parental relationship, moving home, loss of parental job, etc and this is why it is important for parents to share information with Ferryfield staff.
- Staff will work together with parents / carers to identify how we can all work together to best supported the child.
- Staff will always respect the confidentiality of the situation.
- Where there is repetitive negative behaviour staff will be supported by management in the use of appropriate behaviour strategies. Parents / carers will be involved and kept informed.
- Temporary and / or permanent exclusion from Ferryfield, can be used as a last resort.

Adopted by the Committee

Date

August 2019