

Registered Charity no. 1085491

Telephone: 01992 586969

Email: [contact@carersinherts.org.uk](mailto:contact@carersinherts.org.uk)



## Factsheet G15

### Dealing with Aggressive Behaviour – Helpful training and top tips

In 2012, Carers in Hertfordshire carried out a snapshot survey of carers to find out what caring was really like for people in Hertfordshire. One of the shocking results was that 54 out of the 373 people who responded to the survey said that they had either been on the receiving end of aggressive behaviour, or were scared that they would be. This is just under 15% of all carers. If this is representative across all carers, this would mean that around 15,000 carers are in danger of being abused by the person that they care for, even if this is unintentional. Carers may well have difficulties in coping with aggressive or threatening behaviour from the person they care for and informal feedback suggests that there is little support available in enabling them to cope in these circumstances.

The following websites and contacts may give some help, offer training courses or have someone to talk to, to deal with this very real possibility.

#### For Carers of someone with dementia

**Alzheimer's Society** and Dementia Australia gives some thoughts on coping with difficult or aggressive behaviour. It is also worth considering coming on a Caring with Confidence course to hear how other carers cope and to pick up some tips.

[http://www.alzheimers.org.uk/site/scripts/documents\\_info.php?documentID=96](http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=96)  
<https://fightdementia.org.au/support-and-services/families-and-friends/coping-with-behaviour-changes/aggressive-behaviours>

**Caring with Confidence** is a programme of 5 or 6 themed sessions run by Carers in Hertfordshire for carers to meet and share experiences in a structured yet informal setting. See [www.carersinherts.org.uk/taking-care-of-you/cwc](http://www.carersinherts.org.uk/taking-care-of-you/cwc) for more details or to find out if there is a course near you.

The Alzheimer's Society has a Carer Information and Support Programme '**CRISP**' for carers, and CRISP 2 is intended for carers of people whose dementia has progressed. These programmes help carers to develop strategies for managing difficult situations. The programme is run over 4 x 2.5 hour sessions and delivered by trained dementia support workers. For further details or to find a course running near you, contact:

#### East & Central Herts:

Jacqui Bartlett: 01279 508448 or 07725 215323

Email [j.bartlett@alzheimers.org.uk](mailto:j.bartlett@alzheimers.org.uk)

#### North Herts:

Cate Mitcham: 01707 294606 or 07720 946034

Email [cate.mitcham@alzheimers.org.uk](mailto:cate.mitcham@alzheimers.org.uk)

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

*The information contained on this sheet is correct at the time of issue.  
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them*

April 2015

**West Herts:**

Amanda Evans-Pughe: 01707 364012 or 07795 332315

Email [amanda.evans-pughe@alzheimers.org.uk](mailto:amanda.evans-pughe@alzheimers.org.uk)

There is some training online with SCIE (Social Care Institute for Excellence) with e-learning modules – to find out more about dementia, which may help some carers.  
<http://www.scie.org.uk/publications/elearning/dementia/>

**For Carers of someone with a severe learning disability**

The **Challenging Behaviour Foundation** (CBF) run some workshops, but they may not be very local. It may be worth giving them a call though to find out what else they can offer. CBF works mainly with those with severe learning disabilities, but some of their tips may well work with other disabilities.

<http://www.challengingbehaviour.org.uk/workshops/workshops.html>

Another document that covers challenging behaviour: a guide for family carers on getting the right support for adults from SCIE (Social Care Institute for Excellence)

<http://www.scie.org.uk/publications/ataglance/ataglance37.asp>

**For Carers of someone with Autism**

Some of the Challenging Behaviour Foundation information may be useful as well as these Autism specific articles from the **National Autistic Society**.

<http://www.autism.org.uk/living-with-autism/understanding-behaviour/challenging-behaviour.aspx>

<http://www.autism.org.uk/living-with-autism/understanding-behaviour/challenging-behaviour/challenging-behaviour-in-children-with-an-asd.aspx>

The National Autistic Society helpline provides support and guidance for carers when dealing with behaviours that can be challenging and can assist carers on how to get the right help. Details are:

<http://www.autism.org.uk/living-with-autism/parents-relatives-and-carers/siblings/autism-helpline.aspx>.

Helpline number is: **0808 800 4104**

In addition, for parents of a child on the autistic spectrum, the organisations below run useful courses.

**For parents of a child with additional needs**

- **Families in Focus** run courses for parents of children and teenagers looking at managing anger, parenting additional needs and looking at the needs of siblings. All these courses are free and in various locations around Hertfordshire.

<http://www.familiesinfocus.co.uk/free-parenting-courses/>

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

*The information contained on this sheet is correct at the time of issue.  
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.*

June 2015

- Your **local Children's Centre** may well provide different parenting groups for peer support and information.
- **Add-vance** work systemically and supports both carers and the autistic person with information, analysis of behaviours and strategies to manage these.  
Contact details are: <http://www.add-vance.org/> 01727 833963  
ADD-vance offers a range of support for parent carers of children and young people with ADHD Attention Deficit Hyperactivity Disorder) and/or ASD (Autism Spectrum Disorder). They also work with families where there is a suspected diagnosis, and often work with families who are unfortunately experiencing violent and aggressive behaviour from the person they care for (as a result of ADHD and/or autism, as the area of specialist expertise.) The courses are free to families and carers, but get booked up quickly. <http://www.add-vance.org/courses/>

## For carers of someone with a mental health illness

Rethink offer help and support for carers dealing with aggressive behaviour from those they care for, although this is a rare occurrence, including some written guidance on what to do: <https://www.rethink.org/carers-family-friends/what-you-need-to-know/responding-to-unusual-behaviour/aggression>

Rethink also run a six week programme, which is free to carers within Hertfordshire. It is called Caring and Coping and was developed by Rethink Mental Illness specifically for carers of someone with a mental health problem, although this does not specifically aim to deal with aggressive behaviour. They have partnered with Carers in Hertfordshire to deliver this and circulate the course around the county so that for this year (2015) there will be a course in Letchworth, Waltham Cross, St Albans, Welwyn Garden and more to be confirmed. Call 01920 463663 and leave a message for further details.

## Generic Training

**HPFT** (Hertfordshire Partnership University NHS Foundation Trust) offer Cognitive Behaviour Therapy based workshops specifically designed for carers to help you look after your own wellbeing whilst caring for another. These workshop sessions last 2 hours, once a week, for 5 weeks across Hertfordshire.

Carers can self-refer by calling 0300 777 0707 or go online: <http://www.hpft.nhs.uk/our-services/community-services/enhanced-primary-mental-health-services/> to find the self-referral form. Ensure you say that you are a carer to find the right course.

## Other Organisations providing specialist information and support to families

Organisation Name	Area of support	Contact details
<b>Harc (Hertfordshire branch of the National Autistic Society)</b>	<b>Adults and children with autism or Asperger syndrome</b>	<a href="http://www.nasherts.org.uk">www.nasherts.org.uk</a> Email: <a href="mailto:support@nasherts.org.uk">support@nasherts.org.uk</a>
<b>C4A</b>	<b>Carers support group for adults with Asperger syndrome or High functioning autism</b>	<b>Carers in Hertfordshire 01992 586 969 <a href="mailto:contact@carersinherts.org.uk">contact@carersinherts.org.uk</a></b>
<b>Young Onset Dementia Groups (run by Alzheimers Society)</b>	<b>Those diagnosed with dementia before the age of 65, and their carers</b>	East Herts - 4 <sup>th</sup> Thursday of the month 10.30 – 12noon Call 01279 508 448 West Herts - Last Wednesday of the month 1.30 – 3.30pm 01923 894 222 Central Herts - Last Monday of the month 3.30 – 5.30pm 01707 378365
<b>Turning Point</b>	<b>Carers of people with Mental Health issues or young onset dementia (W Herts)</b>	<a href="http://www.turning-point.co.uk/hertfordshire-carers-support-service.aspx">http://www.turning-point.co.uk/hertfordshire-carers-support-service.aspx</a> 01438 724995
<b>Headway</b>	<b>Those who have an acquired brain injury. Provide support, training and information</b>	0300 330 1455 <a href="http://www.headway-herts.org.uk">www.headway-herts.org.uk</a>

[www.carersinherts.org.uk](http://www.carersinherts.org.uk)

*The information contained on this sheet is correct at the time of issue.  
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.*

June 2015