

## **Crisis Aggression Limitation Management (CALM)**

### **What is CALM?**

CALM is a model of crisis intervention training that reflects 'best practice principles' in de-escalation and Physical Intervention. In Highland Council, it reflects our current guidance on physical restraint and takes account of recognised principles of effective physical control and 'Moving and Handling'. It should be seen within a continuum of staff interventions used to prevent or reduce violence and aggression in schools/units and to promote positive relationships at all levels.

CALM should only be requested where there is a known risk that might be supported by staff having skills in safe physical restraint. This judgement will be made following robust risk assessment and will be part of a clear and agreed protocol for specific situations.

**Employers** have a responsibility to provide:

- A safe system of work
- A requirement to assess risk
- A duty to consider the capabilities of staff and train them appropriately for the task they are undertaking.

**Employees** have a responsibility to:

- Comply with the arrangements made.
- Report shortcomings or dangerous situations

Physical intervention or physical restraint can only be used where all other intervention strategies have been ineffective and there is immediate danger of physical harm to individuals and there is no danger, where doing so, of placing that staff member in immediate danger of physical harm.

The use of force is likely to be legally defensible when it is required to prevent;

- Self harming/ potentially self harming behaviours
- Injury to self and other service users
- Serious damage to property
- An offence is being committed

*(Standards in Scotland's Schools etc Act 2000)*

CALM Principles of Practice require staff to be cognisant of both operational and technical aspects of the use of physical intervention:

### **Operational:**

- De-escalation should always be the first aim
- Know your client and what will work for them

- Stay calm
- Safety in paramount for both the adult and the child
- Restraint is a last resort
- Proportionate force only is required
- Communication should be clear and minimal oral language used

#### Technical:

- Technique is important, not strength
- Keep the subject off balance
- If injury is likely – release the hold
- Practice is critical and **MUST** be regular to maintain accreditation
- Avoid square on contact
- Relax, avoid muscular tension
- Stabilise before changing technique

When requesting training in Physical Intervention there are several aspects to consider, to ensure safe practice:

#### Manager's Responsibilities

- Policy development
- Staff support
- Risk assessment
- Evaluation of training implementation
- Accountability
- Provision of practice opportunities and skill maintenance strategies
- Report any problems with CALM techniques
- Compliance with CALM QA arrangements

#### Staff Member's Responsibilities

- To act professionally
- To regard safety as the priority in any confrontational situation
- To accept that de-escalation is your primary responsibility
- To report the use of PI to the responsible manager
- To comply with policies, procedures and safety practices
- To report any problems in the operational use of the CALM techniques to managers

## Application for CALM Training

<b>APPLICANT INFORMATION</b>	
Name of establishment	
Names of staff to be trained	
Nature of any additional support needs of pupil	
What strategies are you currently using?	

Is there a support plan in place	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have staff undertaken de-escalation training	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you involved the Educational Psychologist	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you carried out a risk assessment	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you involved parents/carers in your strategies	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you involved your ASN Manager	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Have you implemented advice given-has this improved the situation?	YES <input type="checkbox"/>	NO <input type="checkbox"/>

- Staff should be conversant with Emotional Literacy and de-escalation strategies

- A minimum of 3 staff should attend the training.
- A member of the SMT must attend the one day theory component of CALM
- Staff must be released for regular recorded monthly practice sessions
- A written support plan needs to be produced for each pupil that may require physical intervention.
- All incidents above Level 2 must be recorded following official procedure
- Parents must be informed if physical intervention is used on their child
- The possible use of CALM should be highlighted in your school handbook
- De-briefing must be provided to staff following an incident

What you can expect from us- CALM and Highland Council

- One day theory training
- Two days physical intervention training
- Registration on both CALM and Highland Council databases
- Certificate of competency
- Annual re-accreditation and re-registration onto the databases
- Access to a CALM Instructor in an advisory capacity via email, phone or visit

What we expect from CALM practitioners

- Regular recorded practice sessions
- Record any incidents above Level 2 following official procedure for the region
- Note any concerns you have with CALM practice and pass this on to your line manager
- Attend an annual re-accreditation where your practice will be updated in line with current and emergent guidance

Signed on behalf of school		Date	
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*Please return to Angela Stewart, Promoting Positive Relationships Team, Council Offices, Dingwall IV15 9QU*

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