



Adult Behaviour Support Policy

Autism Mentors Ltd – Neurodiversity Mentoring/Support Services

Location: Oxfordshire, UK

Effective Date: 1st September 2025

Next Review Date: September 2026

1. Policy Statement

Autism Mentors Ltd is committed to promoting dignity, choice, inclusion, and wellbeing for all the adults we support. We recognise that behaviour is a form of communication, and some neurodivergent adults may express themselves in ways that reflect unmet needs, distress, or sensory differences.

We take a person-centred, rights-based, and non-judgmental approach to behaviour support, with a focus on safety, respect, and empowerment.

2. Aims of this Policy

This policy aims to:

- Support adults to express themselves in safe and appropriate ways
- Reduce the use of restrictive or reactive interventions
- Provide clear guidance for staff on how to respond to behaviours of concern
- Uphold adults' rights under UK law and safeguarding frameworks
- Maintain a culture of safeguarding, accountability, and reflective practice

3. Legal and Policy Framework

This policy aligns with:

- Care Act 2014
- Mental Capacity Act 2005
- Human Rights Act 1998
- Equality Act 2010
- Positive and Proactive Care (DHSC guidance)
- Oxfordshire Safeguarding Adults Board (OSAB) procedures
- CQC and NICE guidelines where applicable
- Liberty Protection Safeguards (due to replace DoLS in line with MCA reforms – anticipated 2025 implementation)
- Online Safety Act 2023 (where behaviours of concern involve digital risks, exploitation, or online harm)

4. Understanding Behaviour

We understand that:

- All behaviour is meaningful and communicates something
- Behaviour may result from unmet needs, trauma, frustration, pain, or communication difficulties
- Adults may not always be able to express distress through words
- A neuro-affirming approach helps reduce behaviours of concern by addressing the root causes

5. Our Approach to Behaviour Support

We commit to:

- Using proactive and preventative strategies wherever possible
- Supporting emotional regulation and communication
- Offering structured routines, predictability, and clear expectations
- Developing individualised support plans in collaboration with the adult and their support network
- Avoiding punitive, shaming, or coercive responses

6. Managing Behaviours of Concern

Staff may use:

- De-escalation strategies: calm tone, redirection, sensory tools
- Clear communication: verbal and visual cues, reassurance
- Personalised support strategies based on individual needs and preferences
- Risk assessments and proactive behaviour support plans for individuals with known behavioural risks

Where necessary, staff will:

- Prioritise safety
- Remove themselves or others from unsafe environments
- Seek help if the behaviour places anyone at risk

7. Use of Physical Intervention or Restrictive Practice

Physical intervention may only be used:

- As a last resort
- In response to immediate danger to the individual or others
- Using the least restrictive, safest option
- By staff trained in positive handling and physical intervention

All incidents must be:

- Documented within 24 hours (see incident report)
- Reported to a manager and the Designated Safeguarding Lead (DSL)
 - Michelle Wray
 - Tel: 07707 764876
 - Email: michelle@autismmentors.co.uk or dsl@autismmentors.co.uk
- Reviewed with the individual (where possible) and used to improve support plans
- Monitored in line with OSAB safeguarding duties and CQC expectations on restrictive practice reporting

8. Safeguarding Adults

Some behaviours of concern may indicate abuse, neglect, exploitation, or unmet mental health needs. Any concerns must be:

- Reported to the DSL (Michelle Wray, Tel: 07707 764876 | Email: dsl@autismmentors.co.uk)
- Documented (see safeguarding concerns form) and escalated to Oxfordshire MASH (Multi-Agency Safeguarding Hub) if required
 - Tel: 0345 050 7666 (8:30am–5:30pm Mon–Thurs, 8:30am–4pm Fri)
 - Out of hours: 0800 833 408
- Handled sensitively, ensuring the adult is involved in decision-making wherever possible, in line with the Care Act 2014 “Making Safeguarding Personal” principles

9. Mental Capacity and Consent

- Adults have the right to make unwise choices unless assessed otherwise under the Mental Capacity Act 2005
- Any interventions must respect the adult’s legal rights and autonomy
- Best interest decisions will only be made where the adult lacks capacity and in accordance with the Act

- Where relevant, Liberty Protection Safeguards (LPS) will be applied to ensure lawful deprivation of liberty, once implemented nationally

10. Working with Families and Other Professionals

We will:

- Work closely with families, carers, and professionals to create consistent support
- Share behaviour observations and insights (with consent)
- Develop clear communication plans and risk strategies together
- Engage with OSAB, CQC, and local mental health services where required

11. Training and Support for Staff

All staff will receive training in:

- Positive behaviour support
- De-escalation techniques
- Safeguarding adults
- Mental capacity and consent
- Autism and neurodiversity awareness
- Restrictive practice monitoring and reporting (in line with CQC/OSAB expectations)


Regular reflective supervision will be provided to support staff wellbeing and learning.

12. Monitoring and Review

This policy will be:

- Reviewed annually, or sooner after a serious incident
- Monitored through behaviour incident reports, reflective team practice, and safeguarding audits
- Adapted to reflect updates in legislation, local authority guidance, and best practice

Policy Approval

Signed: 

Name: Michelle Wray [Director / Safeguarding Lead]

Date: 01/09/25