

Providing One-to-One Direct Care Services

Going the Extra Mile for Safety and Security!



BEACON
Specialized Living

Why does Beacon have a need for staff to act as one-to-one?

There are some residents for whom our normal staffing ratios do not meet their needs and do not meet Beacon's obligation to assure that our residents are safe at all times.

- Elopement risks
- Impulsive residents who could become aggressive towards other residents
- Residents who are medically fragile and need the additional support to stay safe (falls, etc.)
- Residents who engage in acts of self harm

What are the responsibilities of a one-to-one staff?

There are the basics:

- Stay arms length from the individual at all times, even when they are using the shower or restroom. The only exceptions to this are if the resident's plan dictates an exception.
- You should be facing the individual at all times.
- Engage with the individual if they want to engage with you.
- You should not be chatting with other staff, using your phone, etc. This time belongs to the individual.
- You should have reviewed the individual notes/care log from the prior shift so you are aware of how the resident is doing.

What are the responsibilities of a one-to-one staff?

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- If this is the first time you have been assigned to this resident, you should refresh your understanding of them and review their referral packet.
- Make sure you are inserviced on the Plan prior to providing the service.
- If you see a diagnosis or something else you have questions about, ASK!
- You can seek clarification by contacting the Home Manager/Assistant Home Manager.
- You can also call the Clinical or Medical on-call to answer your questions.
- What you CANNOT do is ask another staff. You cannot be sure you are getting correct information and neither the residents or the agency can afford errors!

What not to do!

Never walk away from your assigned resident.

- If it is time for your break, you must find another staff to replace you before leaving.
- If there is an incident in the home with another resident DO NOT leave your resident to assist.
- Do not turn your back on your assigned resident to talk to another resident.
- Never let the resident be unseen behind a shower curtain. This can be an open shower curtain or a clear one, but you must have eyes on.
- Never let the resident go into the bathroom by themselves.
- Never transfer your one to one duties to another staff without proper documentation.
- Do not ignore any change in functioning of physical health. Take changes seriously, respond appropriately and communicate in a detailed manner to other staff.

So how can you help keep the residents and the home safe?

Depending upon the presenting issue there are a lot of different strategies, but the strategies that should always be present are the ones that underlie gentle teaching.

- Remember, you are in their home. Treat them with the respect and consideration you would want someone to treat you with in your home.
- Make them feel Safe and Loved.
- Focus on having Positive Interactions rather than providing Demands.
- Help create a structure that is filled with enjoyable and preferred activities. In times of transition, which can add stress and trigger the undesirable behaviors, focus on safety and the positive structure.

So how can you help keep the residents and the home safe?

There are some specific activities that you can engage in to assure the safety of the home and residents:

- If you are providing one-to-one, make sure you know the information in the resident's treatment plan and their behavior plan. This will often tell you what triggers the resident to engage in the behaviors such as aggression or self harm. You can be on the lookout for those if you know what they are.
- Make sure you are always scanning the environment as well as the resident.
- Most people find items to injure themselves or others within the environment. You must constantly scan the environment if you are a one-to-one staff. If its within arms length of you, it's within arms length of them.
- If you driving them in a vehicle, have them sit in the seat back and closest to you so they remain in arms length. If you have serious concerns, take another staff.

So how can you help keep the residents and the home safe?

Some examples of scanning for safety include:

- When entering a room, look for objects the individual could swallow.
- Outside, look for loose bricks the individual could use as a weapon.
- Look for carpet torn up where carpet tacks could be used to self injure.
- If an individual wears glasses, make sure you know where those are as they are a potential weapon.
- If an individual has a pop, ask to hold the top to ensure it can't be swallowed.
- If a tree limb has come down from a tree, have someone dispose of it as it's a potential weapon.
- If a packet of papers comes in the mail with a paperclip, ask to have the paperclip as this can be used to cut or swallow.

These are all examples of scanning the environment to prevent injury and should be part of your one-to-one duties.

So how can you help keep the residents and the home safe?

Some potential weapons or objects that can be used to injure oneself or someone else:

- Scissors, nails, carpet tacks, thumb tacks, screws, bottle caps, razors, batteries, nail clippers, nail files, tree limbs, hand weights, pop cans filled with dirt, rocks, tree limbs, screwdrivers, pens, pencils, straws, keys, nail polish remover, forks, knives, spoons, glasses, cigarette lighters, rings, earrings, necklaces, shoelaces

These are just a few examples of items around the house that can be used. There are many more and staff should always be on the lookout.

Please remember that one-to-one staff is an important responsibility and one that must be taken seriously from punching-in until punching-out!