

# The ABCDE of Behaviour Support

**First**, ensure the safety of the person displaying behaviours and everyone around them.

**Then**: Follow the ABCDE's of the Behaviour Support Process.

**A**

**Antecedent**

**Ask: 'What could have caused the behaviour? What happened just before the behaviour? What is the person trying to tell me?'**

Assess potential triggers – e.g., the person's physical, mental or social health needs, any pain or any environmental issues. Any strategies that can be immediately implemented should be.

**B**

**Behaviour**

**Ask: 'What happened? What was the behaviour that I observed? What did the person say or do?'**

Don't just label the behaviour, do your best to describe exactly what happened and to describe the behaviour that you saw.

**C**

**Consequence**

**Ask: 'What was the consequence of the behaviour? What was the impact, who did it impact and how did it impact them?'**

Consider the impact of the behaviour on the person exhibiting it as well as anyone else (other residents, staff, visitors).

**D**

**Develop**

**Ask: 'What are some care strategies that I can develop to prevent the behaviour or prevent the severity of its impact?'**

Care strategies should be tailored to the individual person. This is a process of trial and error. Strategies should be set out in the person's **Behaviour Support Plan**.

**E**

**Evaluate**

**Ask: 'Is the Behaviour Support Plan Effective? Are the strategies effective? Are strategies causing a change in care needs?'**

The evaluation will depend on the strategies used. If strategies involve use of restrictive practices,\* the evaluation must consider specific questions – e.g. whether the intended outcome was achieved and if non-restrictive strategies could be used instead.

ASSESS

PLAN, IMPLEMENT, EVALUATE

If the strategies to manage the behaviour are not effective, trial some new strategies and continue to monitor their effectiveness. If the strategies are still not effective, consider referral to internal or external services. Dementia Support Australia's dementia care consultants are available to assist.

*\*Restrictive Practices should only be used in very limited circumstances in accordance with the Aged Care Act 1997 and the Quality of Care Principles 2014.*