Conflict Resolution and De-escalation Policy

PRN-174: Conflict Resolution and De-escalation Policy

CAREHOPES™

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1. Policy Statement

CAREHOPES™ is committed to promoting a culture of respect, professionalism, dignity, and constructive communication across all areas of service delivery.

CAREHOPES™ recognises that disagreements, misunderstandings, workplace tensions, and interpersonal conflicts may arise between:

- Employees and service users
- Employees and families
- Employees and colleagues
- Employees and managers
- Third-party providers and employees
- Service users and other service users

The organisation is committed to resolving conflicts fairly, promptly, professionally, and safely through communication, mediation, de-escalation, and restorative approaches wherever possible.

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2. Purpose

This policy aims to:

- Promote respectful relationships.
- Reduce workplace conflict.
- Protect service users and employees.
- Encourage early conflict resolution.

- Prevent escalation.
- Promote positive communication.
- Support emotional wellbeing.
- Strengthen professional relationships.
- Maintain safe service delivery.

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3. Scope

This policy applies to:

- Employees
- Managers
- Supervisors
- Volunteers
- Contractors
- Agency workers
- Third-party providers
- Service users where appropriate

It applies in:

- Client homes
- Community settings
- Offices
- Training environments
- Digital environments
- Telephone communications
- Travel assignments
- Airport companionship services

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4. Principles

CAREHOPES™ promotes:

- Respect
- Dignity
- Empathy
- Active listening
- Fairness
- Inclusion
- Emotional intelligence
- Professionalism
- Early intervention
- Solution-focused communication

Conflict should be addressed at the earliest opportunity where safe to do so.

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5. Types of Conflict

Conflict may arise from:

- Miscommunication
- Misunderstanding
- Differing expectations
- Cultural differences
- Personality differences
- Workload pressures
- Service delivery concerns
- Boundary issues
- Family disagreements
- Stress and anxiety
- Service user frustration

Conflict is not always misconduct and should be managed appropriately.

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6. Employee Responsibilities

Employees must:

- Remain calm and professional.
- Listen respectfully.
- Avoid confrontational behaviour.
- Seek to understand concerns.
- Use respectful language.
- Escalate concerns appropriately.
- Follow organisational procedures.
- Maintain professional boundaries.

Employees must never:

- Shout at service users.
- Use threatening behaviour.
- Intimidate others.
- Engage in bullying.
- Engage in harassment.
- Act aggressively.
- Retaliate against individuals who raise concerns.
- Escalate conflict unnecessarily.

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7. De-escalation Principles

CAREHOPES™ adopts a de-escalation-first approach.

Employees should:

- Remain calm.
- Speak slowly and clearly.
- Listen actively.
- Allow individuals time to express concerns.
- Reduce environmental stressors where possible.
- Offer reassurance.

- Use non-threatening body language.
- Maintain personal safety.
- Focus on solutions.

Where appropriate, employees should:

- Take a short pause.
- Change the environment.
- Offer choices.
- Seek support from a supervisor.

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8. Prohibition of Restrictive Practices

CAREHOPES™ promotes communication, reassurance, de-escalation, and positive behavioural support.

Employees must never:

- Use physical restraint.
- Use mechanical restraint.
- Use chemical restraint.
- Use seclusion.
- Restrict an individual's liberty.

Except where an employee's job role specifically requires such interventions and the employee has been trained, assessed, authorised, and signed off by CAREHOPES™ Academy to undertake those interventions.

Training obtained from another organisation does not automatically authorise use of restrictive interventions whilst representing CAREHOPES™.

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9. Service User Conflict Situations

When conflict occurs with a service user, employees should:

- Remain respectful.
- Listen to concerns.
- Avoid arguing.

- Avoid blame.
- Seek clarification.
- Offer reassurance.
- Escalate where appropriate.

If safety becomes a concern:

- Withdraw if necessary.
- Contact management.
- Follow safeguarding procedures.
- Contact emergency services where required.

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10. Family and Relative Disputes

Employees may encounter disagreements between:

- Family members
- Advocates
- Representatives
- Service users

Employees must:

- Remain neutral.
- Avoid taking sides.
- Maintain confidentiality.
- Escalate concerns appropriately.
- Continue focusing on the service user's wellbeing.

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11. Workplace Conflict

Employees experiencing workplace conflict should:

- Attempt informal resolution where appropriate.
- Speak respectfully with those involved.
- Seek supervisory support.

- Use formal procedures where necessary.

Managers should encourage early intervention before issues escalate.

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12. Supervisor Responsibilities

Supervisors must:

- Promote a respectful culture.
- Support conflict resolution.
- Facilitate mediation where appropriate.
- Monitor workplace tensions.
- Protect staff wellbeing.
- Maintain fairness and consistency.
- Escalate serious concerns.

Supervisors must never ignore repeated conflict that may affect:

- Safety
- Wellbeing
- Service quality
- Team functioning

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13. Third-Party Provider Responsibilities

Third-party providers must:

- Conduct themselves professionally.
- Cooperate with dispute resolution processes.
- Maintain respectful communication.
- Follow CAREHOPES™ conflict management expectations.
- Escalate concerns appropriately.

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14. Safeguarding Considerations

Conflict may sometimes be linked to:

- Abuse
- Neglect
- Self-neglect
- Mental health difficulties
- Domestic abuse
- Exploitation
- Discrimination

Where safeguarding concerns are identified, safeguarding procedures must take precedence.

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15. Recording and Reporting

Employees must document significant incidents involving:

- Aggression
- Threats
- Harassment
- Bullying
- Serious service user disputes
- Family disputes affecting service delivery

Records must be:

- Accurate
- Objective
- Timely
- Professional

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16. Training Requirements

CAREHOPES™ may require training in:

- Conflict Resolution
- De-escalation Techniques

- Communication Skills
- Professional Boundaries
- Safeguarding
- Positive Behaviour Support
- Emotional Intelligence

Additional training may be required depending on role.

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17. Monitoring and Compliance

CAREHOPES™ will monitor compliance through:

- Supervision
- Appraisals
- Incident reviews
- Quality assurance activities
- Complaints reviews
- Staff feedback

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18. Breach of Policy

Failure to comply with this policy may result in:

- Additional training
- Mediation
- Performance management
- Formal warnings
- Suspension
- Termination of engagement
- Referral to professional bodies where appropriate

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19. Related Policies

- Duty of Care Policy

- Professional Boundaries Policy
- Safeguarding Adults Policy
- Safeguarding Children Policy
- Mental Capacity and DOL Safeguarding Policy
- Sexual Misconduct Policy
- Abuse of Power Policy
- Dignity and Respect Policy
- Employee Wellbeing Policy
- Grievance Policy

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20. Policy Review

This policy will be reviewed:

- Annually
- Following significant incidents
- Following safeguarding reviews
- Following legislative changes
- Following organisational changes