



Working with behaviour that challenges in healthcare settings; Responding to behaviour that challenges in healthcare settings

Transcript - Poor communication: Toby's story

Two members of staff (one HCA and one Staff Nurse are stood around talking).

Staff Nurse

Toby has been obsessed all morning about his mum. I know it's his autism but still... He's driving me crazy! Anyway, it's time for the drug round so I'll get on with that.

Toby walks up to the staff nurse.

Toby

Is my mum coming today? What time is she coming? It is today she is coming, right?

Nurse

Not now Toby I am busy, I'll talk to you in a minute

Toby walks away counting

Toby

1, 2, 3, 4, 5...

Toby walks back to the staff nurse and is still counting.

Toby

...57, 58, 59... Is my mum coming yet?

Nurse

(In a harsh voice)

Not now Toby I'm busy, in a bit.

Toby

it's not fair, it's not fair

(jumping on the spot with rage), I want my mum!

STAFF NURSE

Toby, calm down!

TOBY

I want my mum!

Toby then hits the nurse
and
HCA comes on to the scene

HCA

Toby, calm down!

STAFF NURSE

Relax, Toby take it easy...

*HCA goes to touch Toby's arm,
Toby pushes her over and she falls over.*

STAFF NURSE

*Goes up to HCA who is still on the floor
Are you OK?*

HCA

Yes I think so!

STAFF NURSE

We need to restrain him now, he is really agitated.

TOBY

(Murmuring to himself)

STAFF NURSE

Calm down Toby – Calm down – Calm down!

TOBY

No don't touch me....

TOBY

(Restrained on the floor)
Stop it Hurts... It Hurts.... I don't like being touched!

STAFF NURSE

Calm down. SHHH!

TOBY

I want my mum. I want my mum. Stop please..... It hurts, stop touching me.

STAFF NURSE

SHHH!