



Working with behaviour that challenges in healthcare settings; managing challenging behaviour 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 2

(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... 3

(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!

(The story continues: Whilst still in prone restraint).

TOBY - (Shouting)

I don't like it, get off me, it hurts, I don't like being touched, I don't like it!

STAFF NURSE 1 -

Calm down Toby!

(Manager enters the scene)

MANAGER -

What are you doing? What are you doing? Let go of Toby, you know he doesn't like being touched.

Manager pauses, looks at Toby.

MANAGER -

Stand up Toby.

(The staff stand, followed by Toby)

MANAGER -

DO you want to go and talk about it?

TOBY –

Yeah I want to go to my room and talk about my mum.

(Toby and manager walk off).