

Essential Nursing Procedures

for Long-Term Care



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CARE OF THE RESIDENT WHO IS VERBALLY ABUSIVE

PURPOSE

1. To resolve or limit verbal abuse.

PROCEDURE

1. Always approach the resident calmly and unhurriedly.
2. Speak in a calm voice.
3. Explain all procedures and the reasons before performing them.
4. Encourage the resident to perform independent ADLs if able.
5. LISTEN attentively. Respond with comments that validate the resident's feelings, such as, "I can see you are upset."
6. Attempt to refocus the behavior to something positive when the resident is exhibiting verbally abusive behavior.
7. When the resident is demonstrating an abusive outburst, calmly ask the resident to take some deep breaths and calm down.
8. Encourage and assist the resident to help the staff in mutual problem solving of abuse-causing stimuli. Encourage the resident to discuss his or her interests or concerns.
9. If appropriate, stop giving care when the resident is hostile and try again later.
10. Encourage activities of the resident's choice and preference.

CARE OF THE RESIDENT WHO IS VERBALLY ABUSIVE (cont.)

PROCEDURE (cont.)

11. Respect the resident's individuality by giving him or her a choice in the timing of his or her care and activities.
12. Involve the family in the resident's care if possible or available.
13. Notify the physician if the behavior interferes with the resident's functioning.

VERBAL ABUSE

BEHAVIOR INTERVENTIONS:

- Always approach the resident calmly and unhurriedly.
- Speak in a calm voice. Explain all procedures and the reasons before performing them.
- Encourage the resident to perform independent ADLs.
- LISTEN attentively.
- Attempt to refocus behavior to something positive when the resident is exhibiting verbally abusive behavior.
- When the resident is demonstrating an abusive outburst, calmly ask the resident to take some deep breaths and calm down.
- If appropriate, stop giving care when the resident is hostile and try later.
- Explain to the resident why abuse is not reasonable.
- Encourage activities of the resident's choice and preference.
- Encourage the resident to discuss interests or concerns.
- Respect the resident's individuality by giving choice in timing of care and activities.
- Involve family in care if possible or available.
- Monitor weights and appetite.
- Notify the physician if the behavior interferes with the resident's functioning.