

# Therapeutic Crisis Intervention (TCI) Policy

## Illuminate Care Group

### 1. Policy Statement

Illuminate Care Group is committed to providing a safe, nurturing, and therapeutic environment for all young people in our care.

We adopt the Therapeutic Crisis Intervention (TCI) model to prevent crises, de-escalate potential incidents, and manage challenging behaviour in a trauma-informed and respectful manner.

Our aim is to support emotional regulation, teach new coping strategies, and ensure safety for all.

Policy Links:

[The protection standard](#)

[Mental Capacity Act 2005 \(MCA\)](#)

[Reg 32 Policy](#)

[Reg 27 Policy](#)

Key aspects of the regulations regarding behaviour and restraint in supported accommodation:

- **Standard 7: The support standard**

emphasizes the need for individual and tailored support to meet children's needs, including their behaviour needs.

- **Standard 22 (from Children's Homes Regulations):**

Staff should respond positively to acceptable behaviour and use constructive, known disciplinary measures for unacceptable behaviour, approved by the registered person.

- **Notification of Serious Incidents:**

Regulations 27(1) and (2) require the registered person to notify serious incidents to the appropriate authorities within 24 hours.

- **Quality of Support Review (Regulation 32):**

Registered providers must review the quality of support provided and its impact on young people's outcomes, including their behaviour and well-being.

## 2. Scope

This policy applies to all staff, including permanent, temporary, agency, and volunteer personnel, working with young people across all Illuminate Care Group services.

## 3. Objectives

- To prevent and de-escalate crises through proactive interventions.
- To ensure consistent and safe responses to challenging behaviours.
- To reduce the need for physical intervention through skilful de-escalation.
- To promote recovery, learning, and relationship repair post-crisis.
- To uphold the dignity, rights, and wellbeing of all young people.

## 4. Core Principles of TCI

- **Trauma-Informed Practice:** Understanding the impact of trauma on behaviour and emotional regulation.
- **Relationship-Based Care:** Building trusting, secure relationships that act as protective factors.
- **Preventative Strategies:** Recognising early signs of distress and using proactive interventions.
- **De-Escalation:** Employing verbal and non-verbal techniques to reduce arousal and stress.
- **Crisis as Opportunity:** Using moments of crisis as teachable opportunities for growth and resilience.

## 5. Staff Responsibilities

- Complete accredited TCI training and refreshers (minimum every 12- 18 months).
- Apply the model consistently in line with policy and training.
- Record all incidents and interventions accurately.
- Attend debriefs and reviews following incidents.

## **6. Recognising and Preventing Crises**

Staff will:

- Use individual behaviour support plans (IBSPs) to tailor support.
- Build strong relationships and use daily interactions to reinforce safety and predictability.
- Identify and respond early to triggers, stressors, and unmet needs.

### **Necessity and Proportionality:**

Restraint should only be used when reasonably necessary to prevent harm and must be proportionate to the risk.

### **Least Restrictive Option:**

Any restraint should be the least restrictive option available.

### **Avoidance of Punishment:**

Restraint must never be used for punishment, humiliation, or to cause pain.

## **7. Responding to a Crisis**

Staff will:

- Use the LSI (Life Space Interview) post-incident to promote understanding and reflection.
- Apply non-verbal strategies (e.g., open posture, calm voice, spatial awareness).
- Use verbal interventions to support regulation, including active listening and distraction.
- Only use physical interventions as a last resort, in line with TCI protocol and when there is imminent risk of harm.

## **8. Physical Interventions**

- Only staff trained in physical restraint techniques are permitted to use them.
- Restraint must be:
  - Reasonable, proportionate, and necessary.

- For the shortest time possible.
- Recorded and reported immediately.

**NOTE:** The use of restraint must comply with The Children's Homes Regulations 2015, supported accommodation 2023, school behaviour and exclusions and the Human Rights Act 1998.

## **9. Incident Reporting and Debrief**

- All incidents must be logged in the incident record system ( Clear Care ) within 24 hours.
- Post-incident debriefs must be offered to the young person and staff involved.
- Team reviews and updates to IBSPs must be completed where patterns emerge.

## **10. Reporting on ClearCare**

All TCI-related incidents must be accurately recorded in the ClearCare system to ensure compliance, safeguarding, and continuous improvement of practice.

### **Responsibilities:**

- **Immediate Entry:** The staff member involved must log the incident on ClearCare as soon as practicable and within 24 hours of the incident.
- **Accurate Recording:** All entries must include:
  - Time, date, and location of the incident.
  - Names of the young person and staff involved.
  - Antecedents leading to the behaviour (what happened before).
  - Behaviour displayed by the young person.
  - Interventions used (verbal de-escalation, TCI techniques, physical intervention if applicable).
  - Duration and type of any physical intervention.
  - Outcomes for the young person and staff.
  - Any injuries sustained and medical attention provided.
  - Debrief offered and completed (for both the young person and staff).

- **Manager Oversight:**

- The manager or on-call senior must review and approve the ClearCare report.
- Follow-up actions, including plan reviews or strategy changes, must be noted.
- Repeated incidents must be flagged for internal review.

**Confidentiality and Compliance:**

- All reports must be factual, objective, and free of judgmental language.
- ClearCare entries form part of the regulatory record and must comply with **Ofsted standards, Children's Homes, Supported Accommodation, Independent School Regulations, and GDPR** requirements.
- Reports may be used in case reviews, inspections, or safeguarding investigations.

## **11. Training and Supervision**

- All staff receive initial TCI training and annual refreshers.
- Supervision includes reflection on TCI practice and emotional impact.
- Managers monitor incident trends and training needs.

## **12. Monitoring and Review**

- The policy is reviewed annually or after a significant incident.
- Trends in restraint use and crisis interventions are reviewed at senior management level.
- Feedback from young people is actively sought and used to inform practice.

## **13. Related Policies**

- Behaviour Management Policy
- Safeguarding and Child Protection Policy
- Staff Code of Conduct
- Physical Intervention and Restraint Policy

- Incident Reporting and Recording Policy

