

Physical Intervention Techniques

Please Note: During any physical intervention technique the door supervisor(s) must demonstrate continuous communication to de-escalate a situation.

You must use positive verbal and non-verbal communications to:

- Calm and reassure the individual restrained
- Calm and reassure others present
- Check understanding with the person restrained
- Check the physical and emotional well-being of the person restrained
- Negotiate and manage safe de-escalation with the person restrained and with the staff involved.

Please Note: During any physical intervention technique the door supervisor(s) must demonstrate how to protect against risk immediately following disengagement.

You must reduce risks of assault to staff and bystanders during and immediately after de-escalation and disengagement of restraint through:

- Controlled physical de-escalation i.e. transition to less forceful holds
- Continued positive communication with the person held including explanation of what is happening and reassurance
- Safe positioning during de-escalation and disengagement

Toolbox

Claw

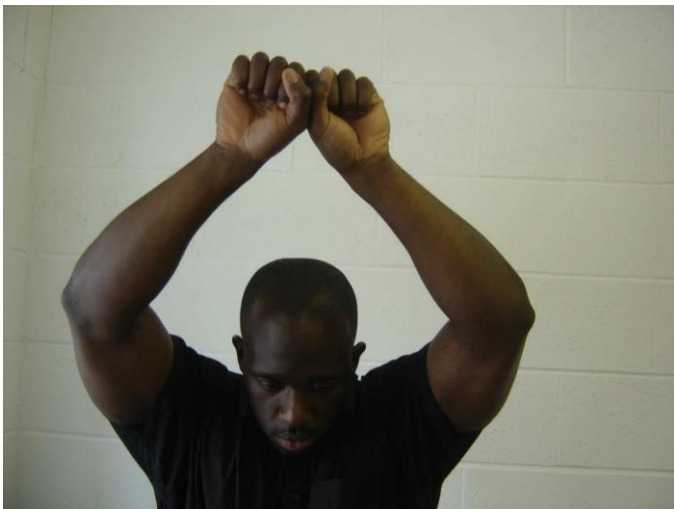


A shape formed by the hand that can be used at different angles. It can be used to support or push but is should not be closed.

Toolbox

Triangle

B



Used above the head and in front of the head to protect yourself from attack to the face.

Toolbox

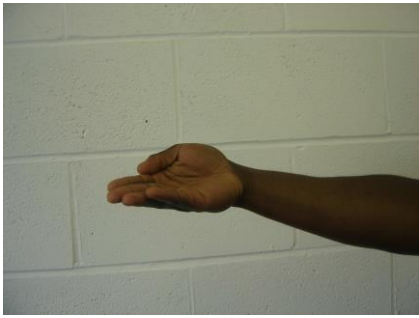
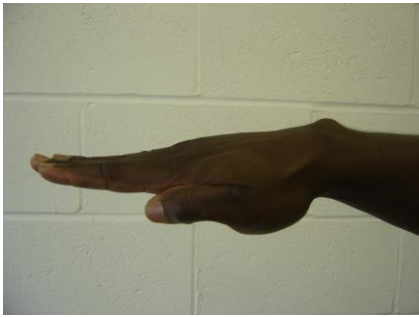
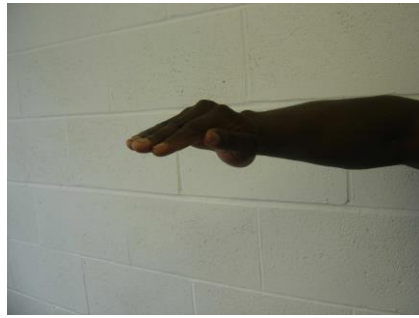
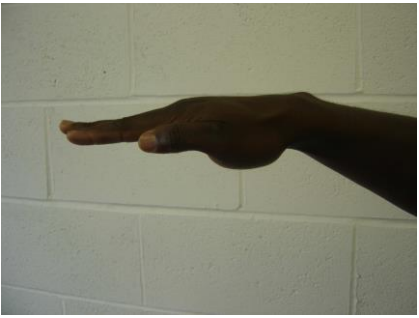
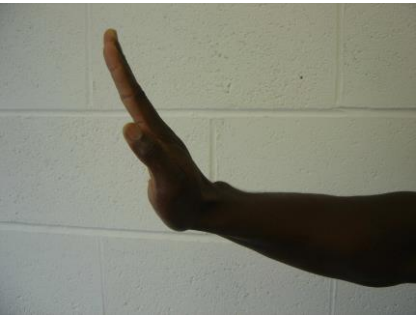
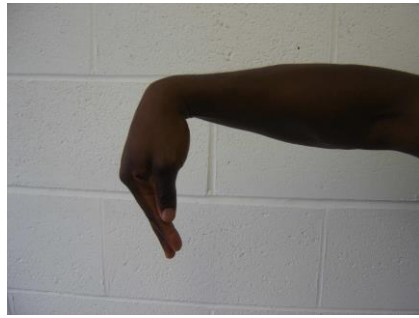
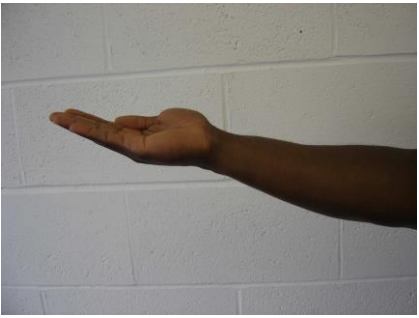
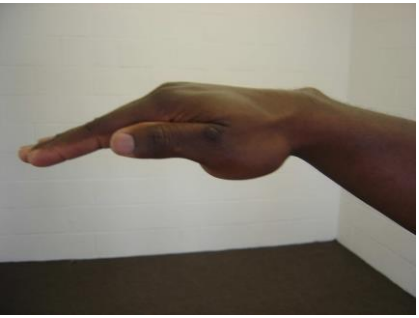
Tripod C



This stance forms the firm base to execute physical intervention movement.

Toolbox

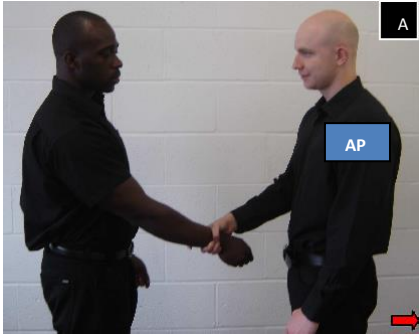
Fishtail D



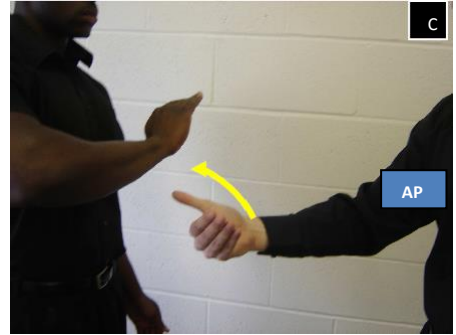
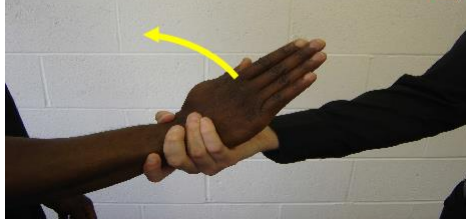
All fingers should be straight, as well as the thumb. It can be used backwards, up or down. It can also be used to push, wave, wipe, swipe and pull.

Single cross
wrist grab

1



1a. AP grasping wrist

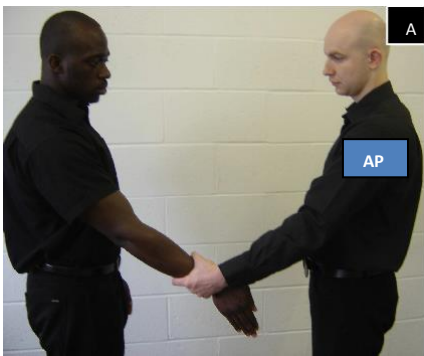


1c. AP's grasp broken

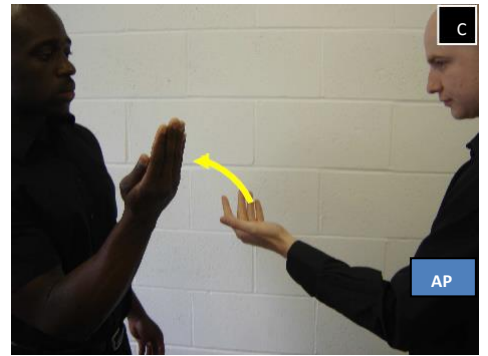
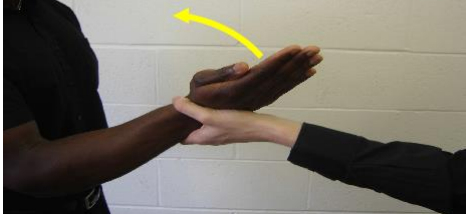
1b. Using the fishtail, turn hands towards AP, use thumb in a waving motion causing AP's grasp to be broken

Single parallel wrist
grab

2



2a. AP grasping wrist

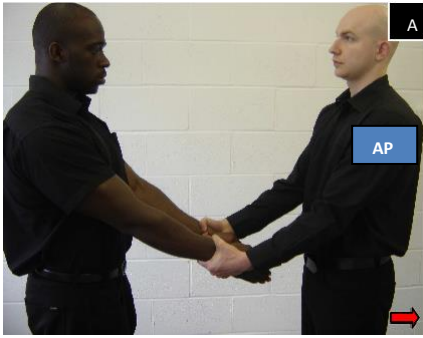


2c. AP's grasp broken

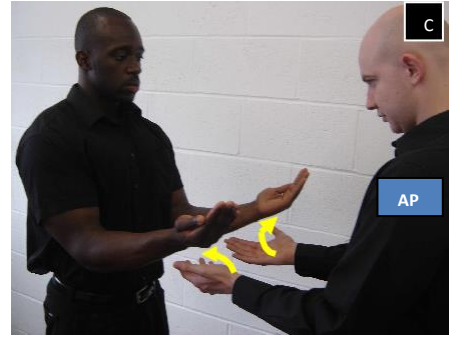
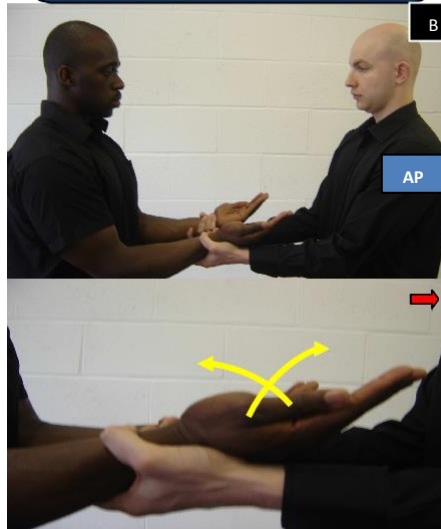
2b. Using the fishtail, turn hand towards AP, use thumb in a reverse wiping motion causing AP's grasp to be broken

Double parallel
wrist grab

3



3a. AP grasping wrist

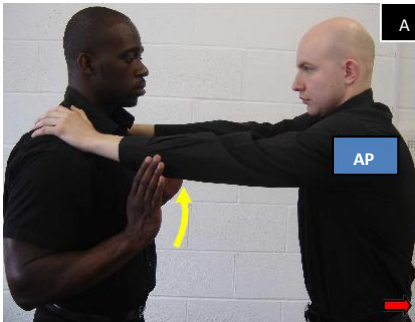


3c. AP's grasp broken

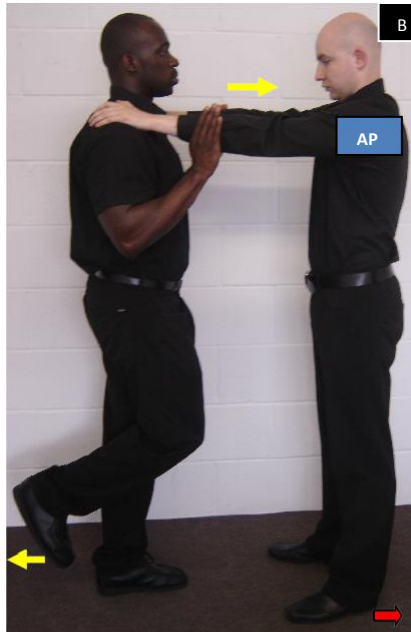
3b. Using the fishtail, turn both hands towards AP, use thumb in a reverse wiping motion causing AP grasp to be broken

Double shoulder
grab

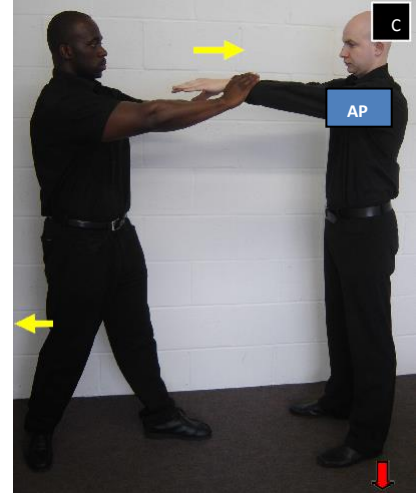
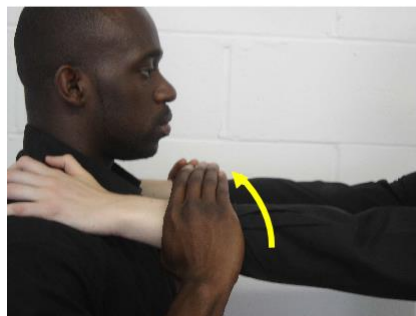
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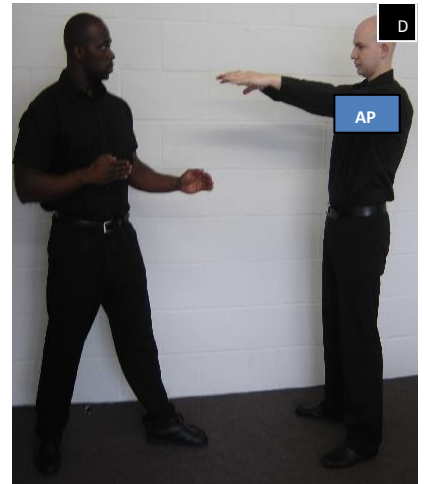
4a. AP grasping shoulders



4b. Using double claw,
grasp the AP's wrists and
then push while stepping
back all in one movement



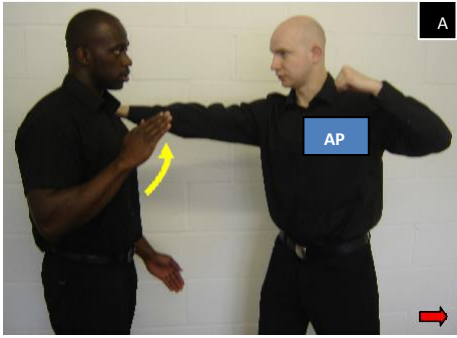
4c. AP's grasp broken



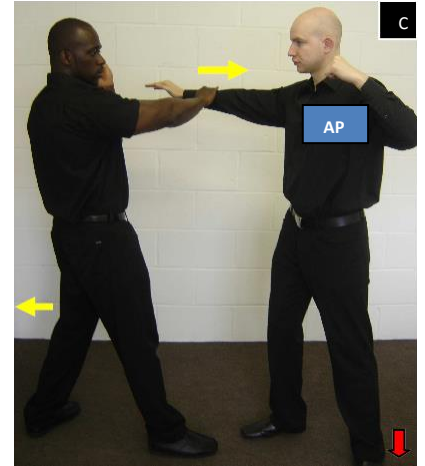
4d. Adopt a defensive

Single clothing
grab

5

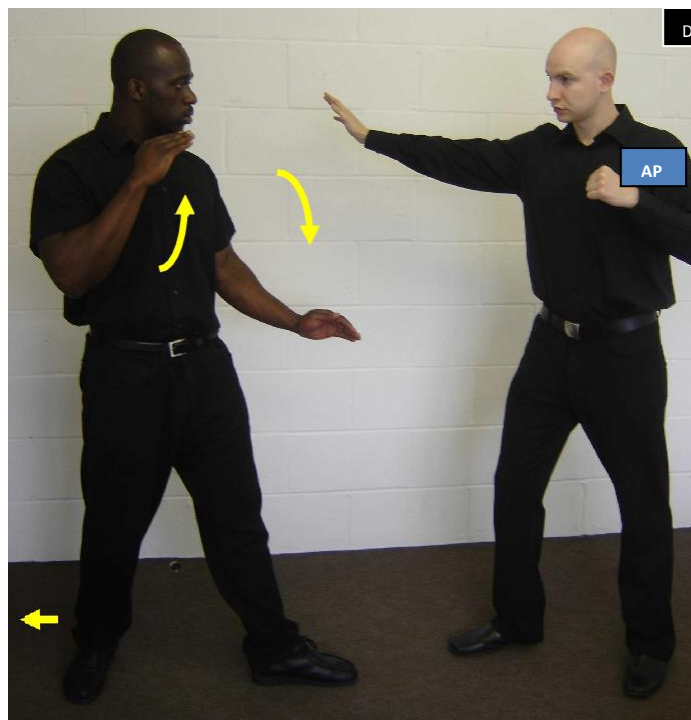


5a. AP grasping clothing



5c. AP's grasp broken

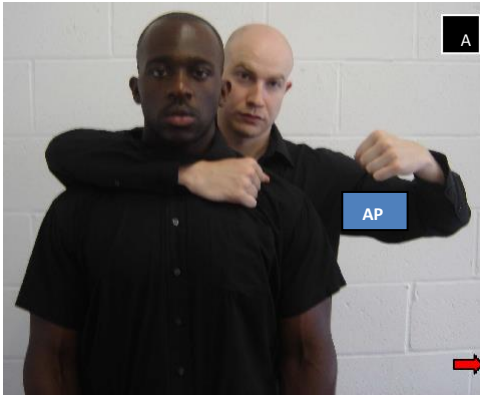
5b. Raise the fist to distract AP then place claw on AP's wrist. Push away and step backwards all in one movement.



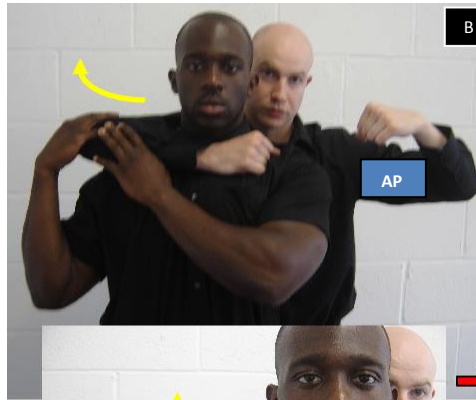
5d. Adopt a defensive stance

Rear shoulder grab

6



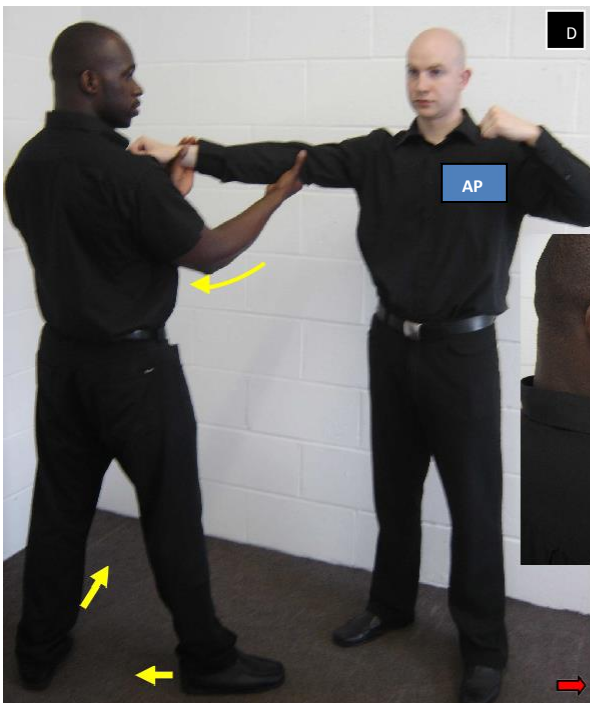
6a. AP grasping shoulder from behind



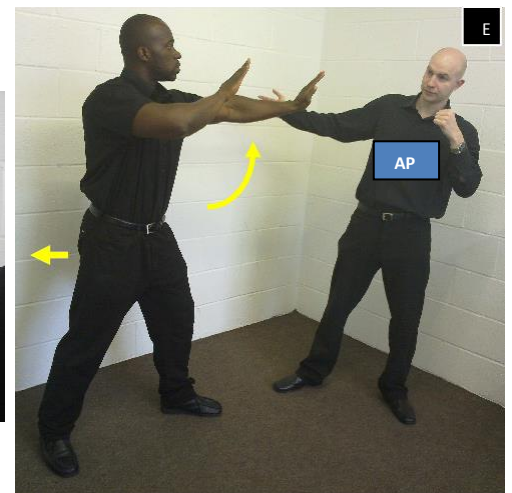
6b. Using double claw, grasp AP above and below the elbow, then turn head and body into elbow, to relieve pressure



6c. Pressure relieved

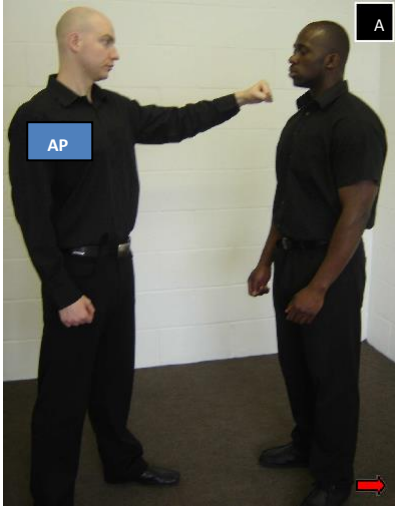


6d. Continue circular motion and roll out of grasp, whilst maintaining claw and push away

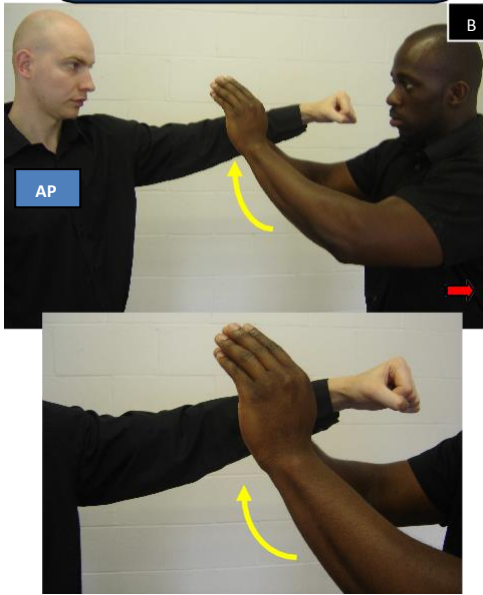


6e. Adopt a defensive stance

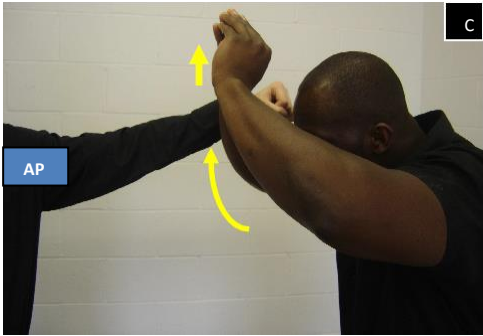
Roundhouse punch 7



7a. AP throws a punch

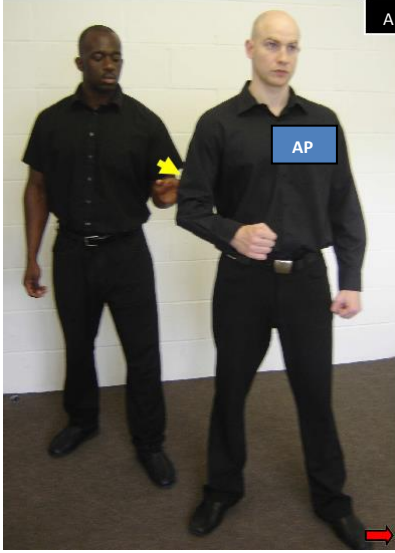


7b. Using arms in a triangle, raise above the head and forward

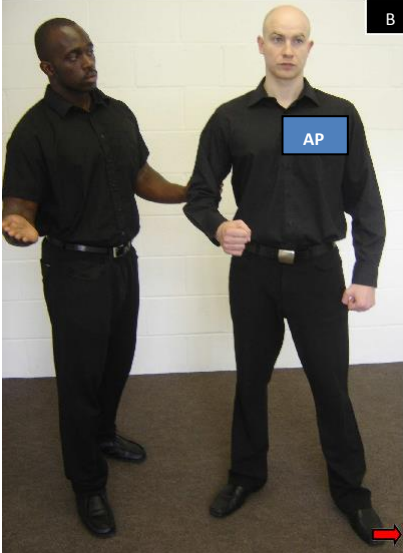


7c. Deflect AP's punch, step back and adopt a defensive stance.

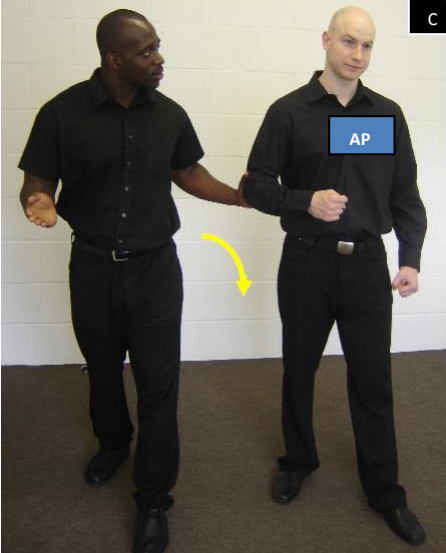
Single escort
compliant 8



8a. Approach AP using claw



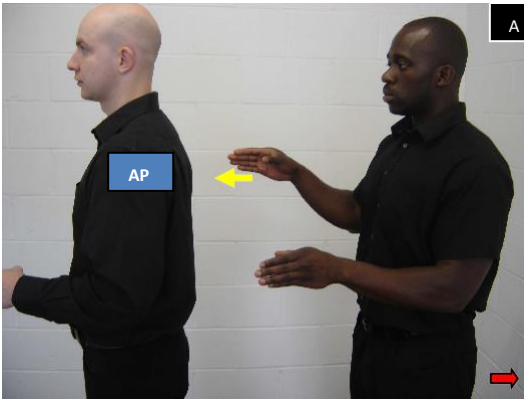
8b. Place claw above AP's elbow and gesture to move



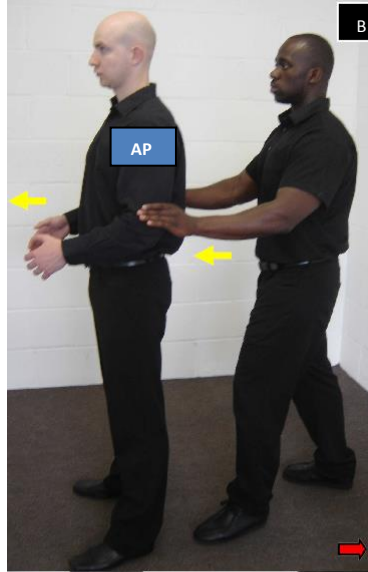
8c. Redirect AP

Double escort compliant

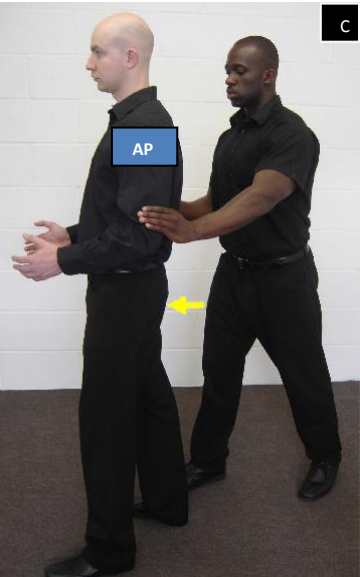
9



9a. Approach AP using claw



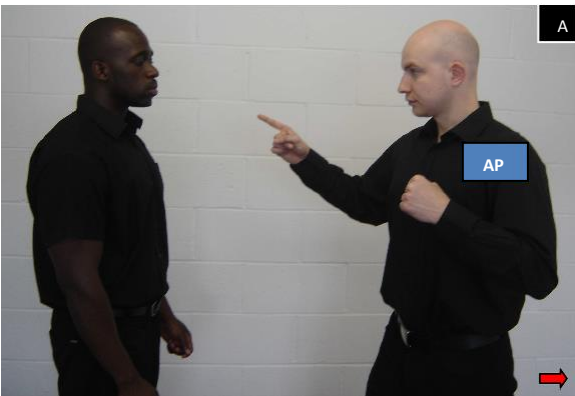
9b. Place claw above AP's
elbow



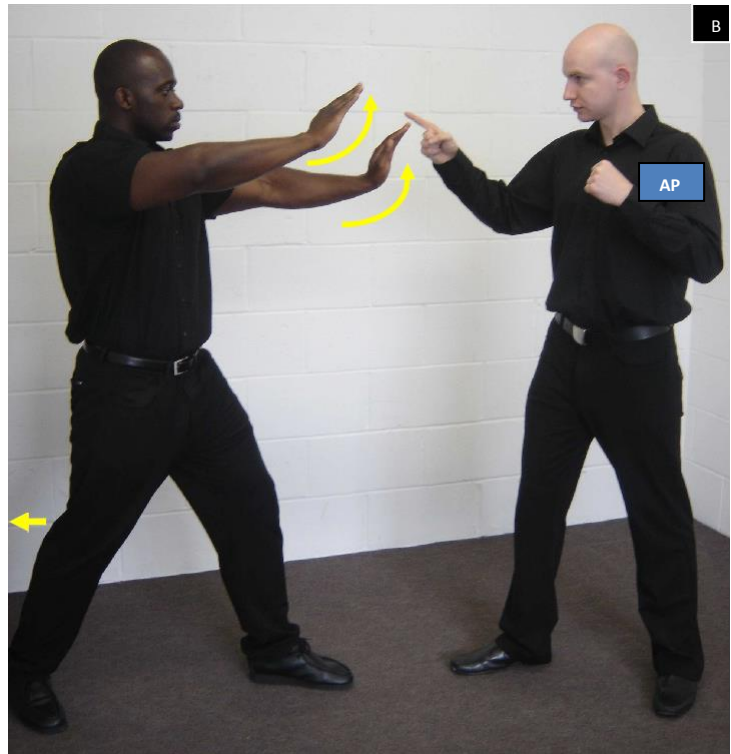
9c. Redirect AP pushing and
walking towards direction
of travel

Finger pointing

10



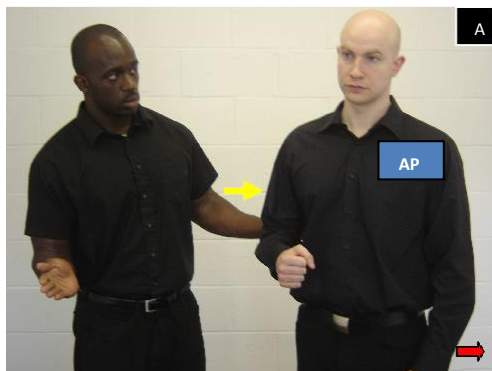
10a. AP finger pointing



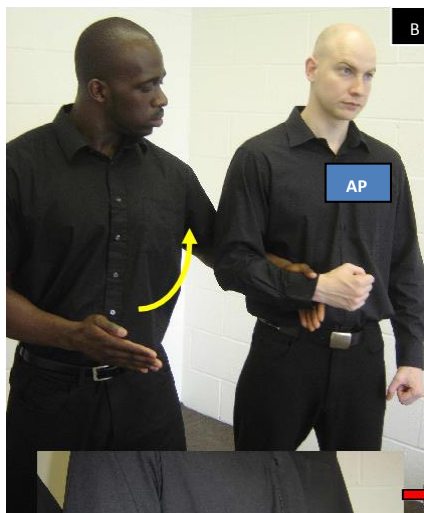
10b. Step back and raise both hands up to
deflect or defend AP's blows

Escort agitated

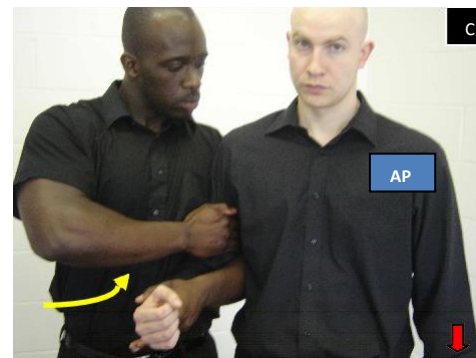
11



11a. Approach AP using claw



11b. Using claw slide through to AP's wrist



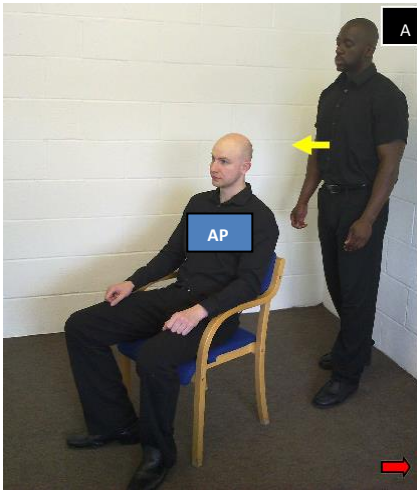
11c. Other hand using fishtail place over AP's upper arm



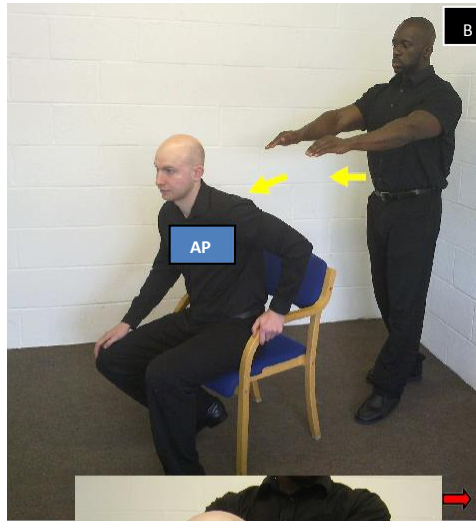
11d. AP becomes more aggressive, AP can be pushed away, step back and adopt a defensive stance

Restriction agitated

12



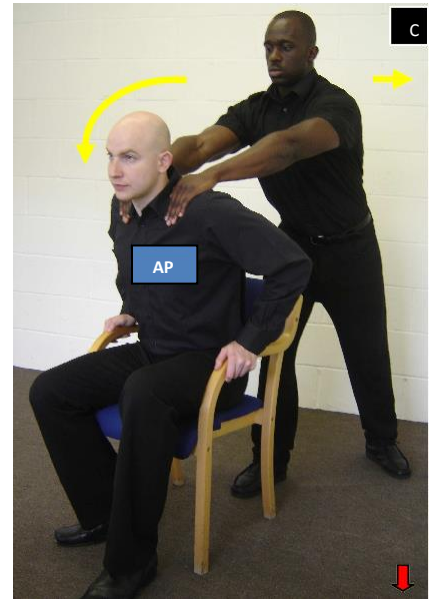
12a. Approach AP from behind



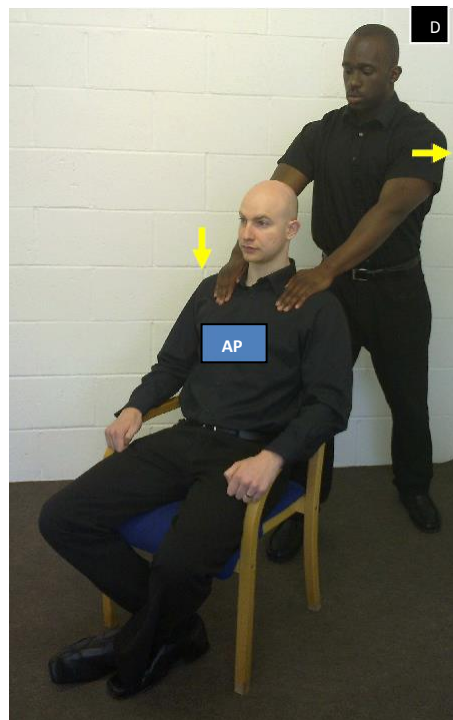
12b. Using double fishtail,
place hands over AP shoulders



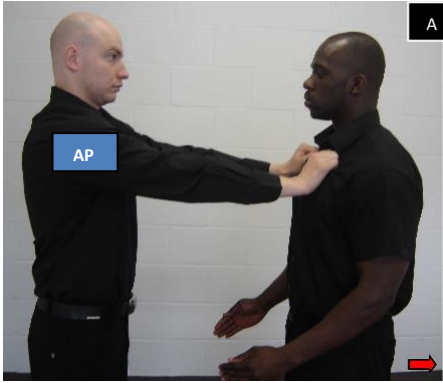
12d. AP movement restricted using furniture as support



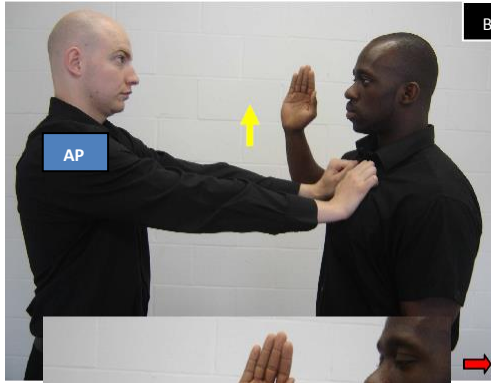
12c. Pull AP back using furniture
against your leg as support



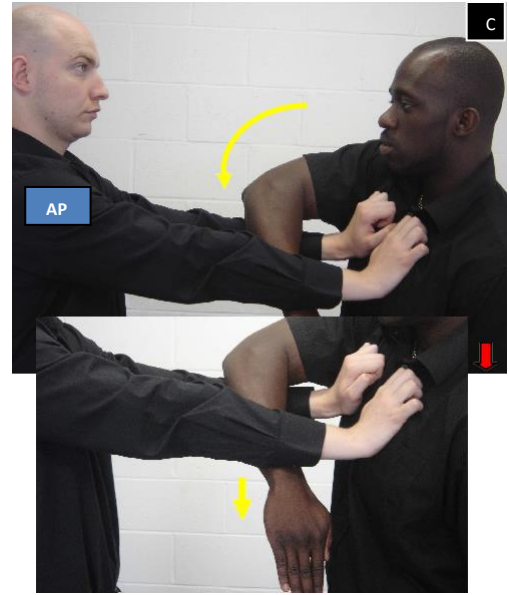
Double hand clothes grab 13



13a. AP grasping clothes

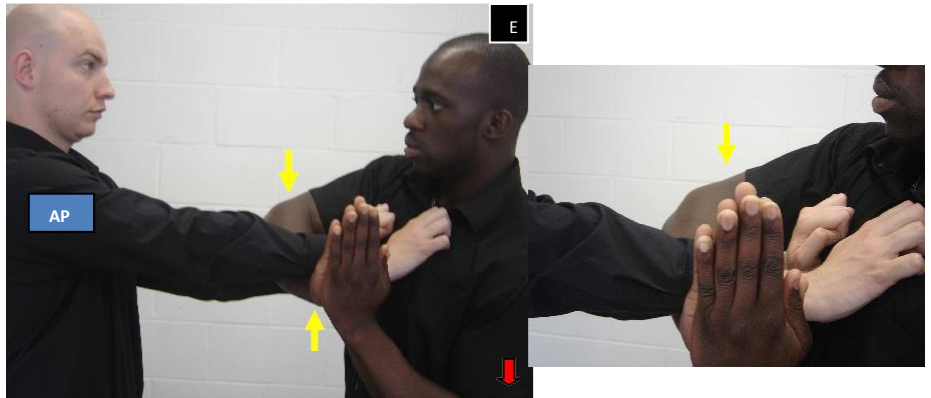


13b. Using fishtail point upwards

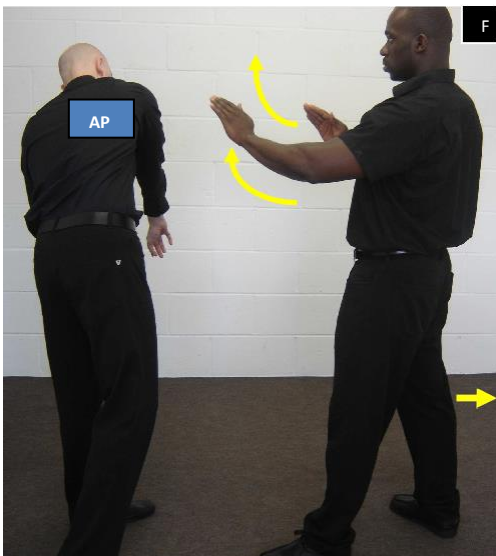


13c. Place fishtail in between AP's arms

13d. Bring fishtail up to the other side of AP's arm, pointing upwards



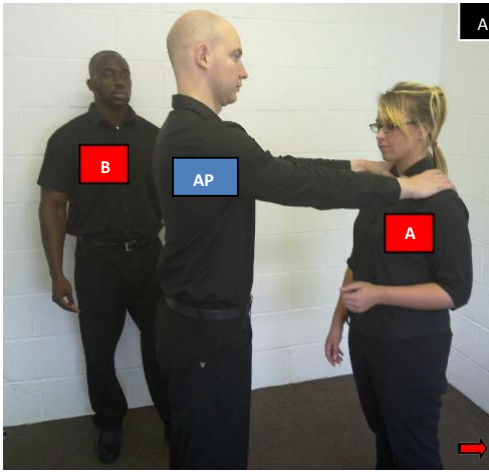
13e. Bring freehand up to join fishtail. After joining both hands push AP away from the wrist.



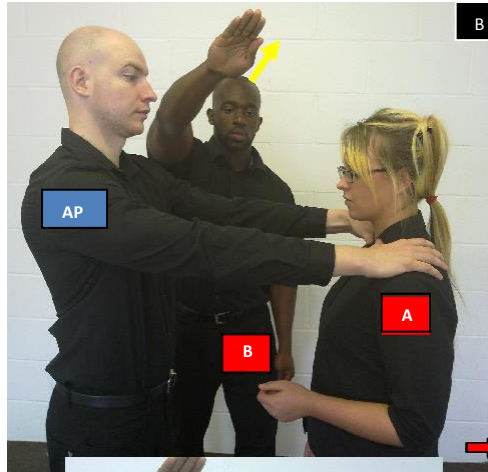
13f. Step back and adopt a defensive stance

Assist re-direct

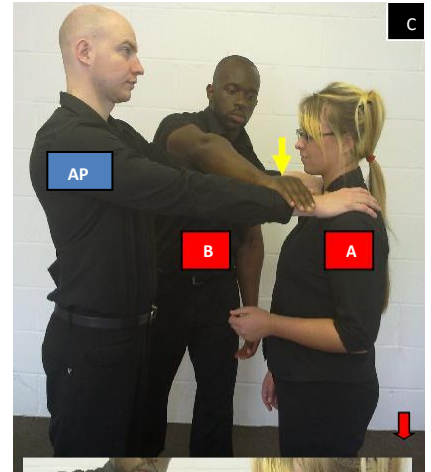
14



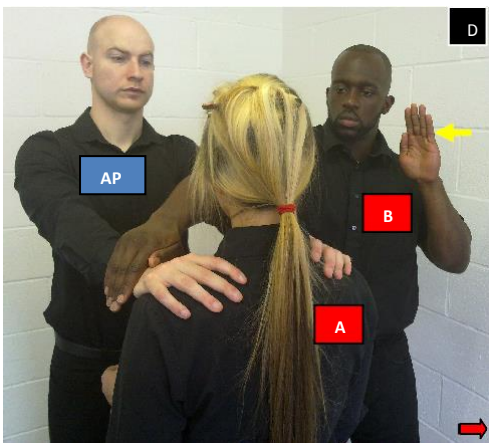
14a. AP double shoulder grasp of individual A



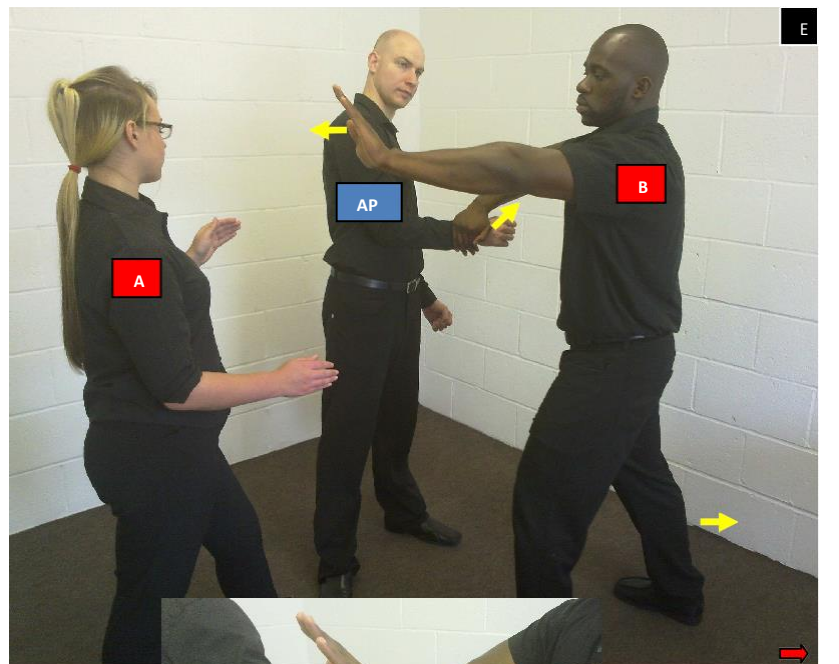
14b. Individual B using fishtail places arm across AP's arm



14c. Individual B drops fishtail over AP's wrist

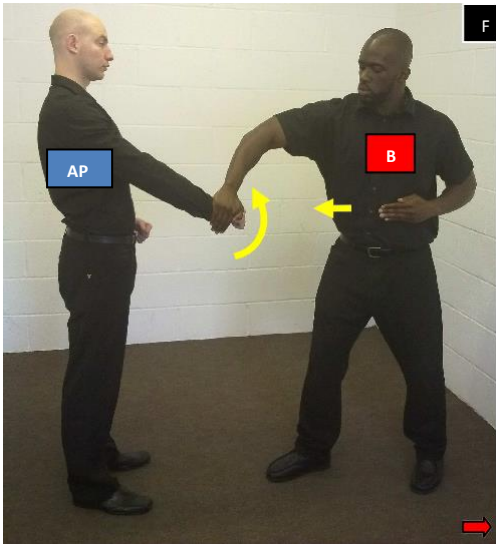


14d. Individual B raises freehand and places against individual A

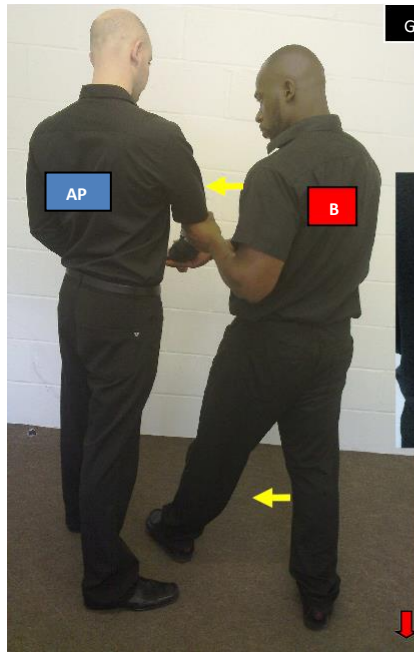


14e. Individual B pushes individual A to one side while pulling AP away from individual A whilst maintaining fishtail on AP





14f. Individual B continues to rotate AP using fishtail and moves forwards with claw



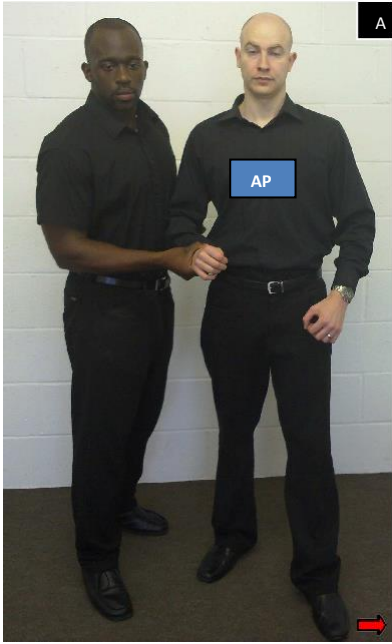
14g. Individual B places claw above AP's elbow while moving fishtail forward to AP's wrist



14h. Individual changes fishtail to claw, using both claws re-direct AP

Escort aggressive

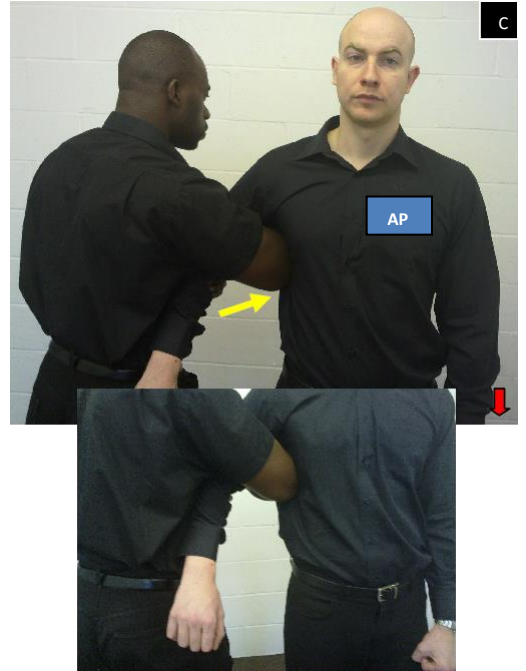
15



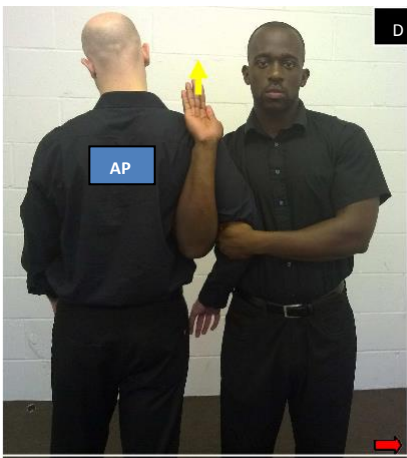
15a. Escort AP compliant



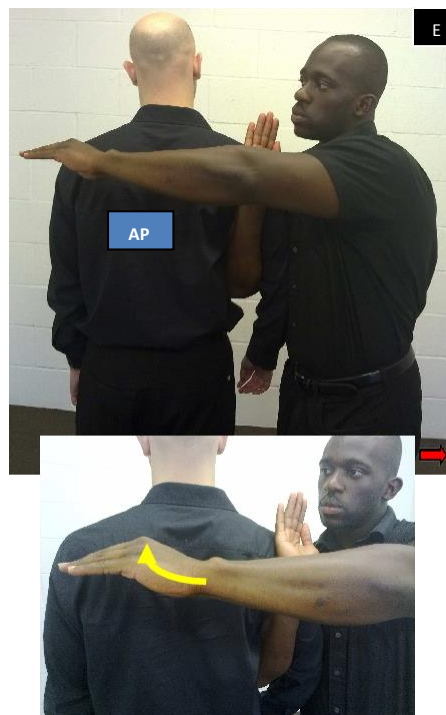
16b. AP becomes aggressive, switch from claw on wrist to fishtail and pass through AP's arm



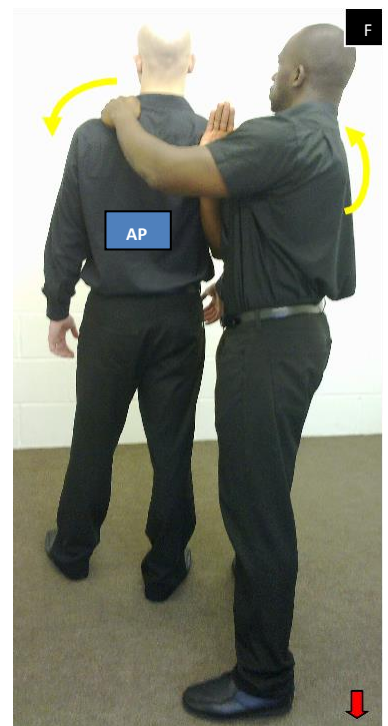
15c. Continue through AP's arm



15d. Once through, raise fishtail to AP's shoulder, lock close to the body whilst maintaining claw to AP's elbow



15e. Release claw, change to fishtail and pass over AP's other shoulder

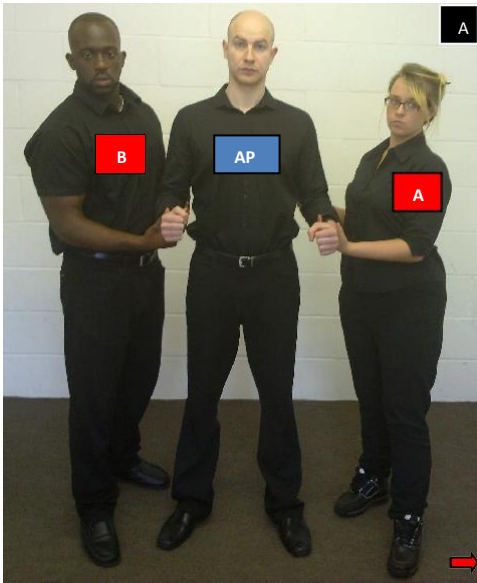


15f/g. Using fishtail pull and rotate AP and re-direct

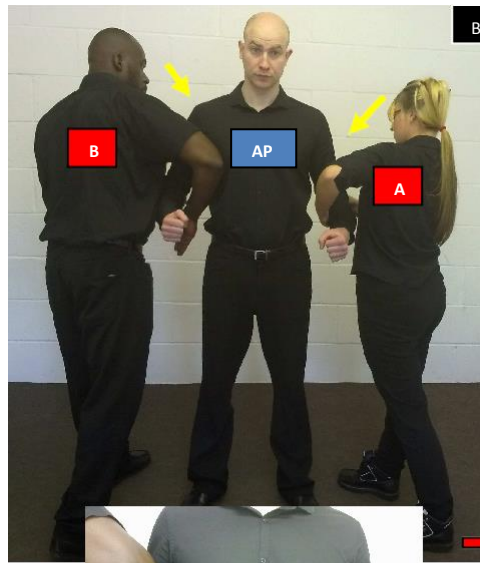


Double escort aggressive

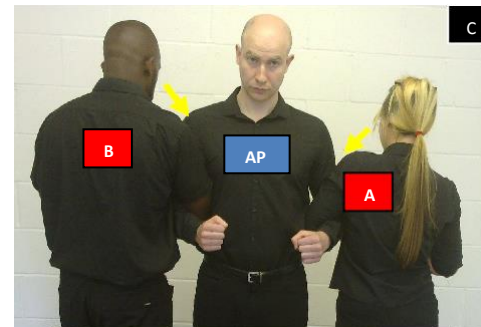
16



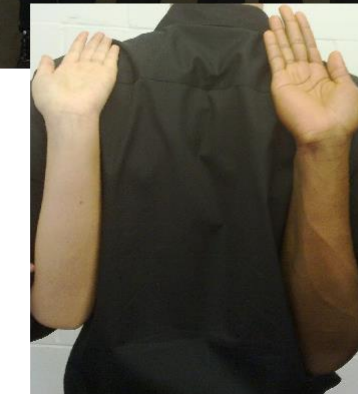
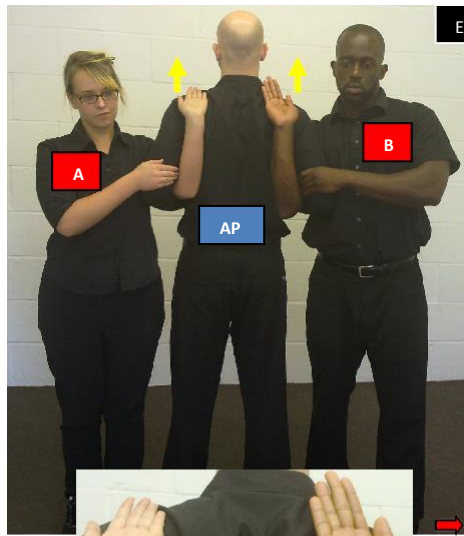
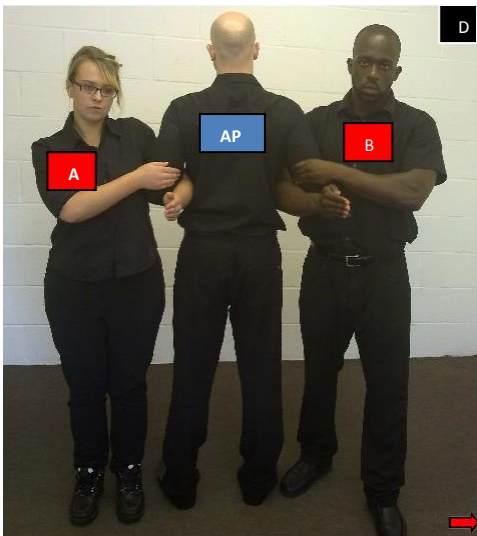
16a. Double escort AP complaint



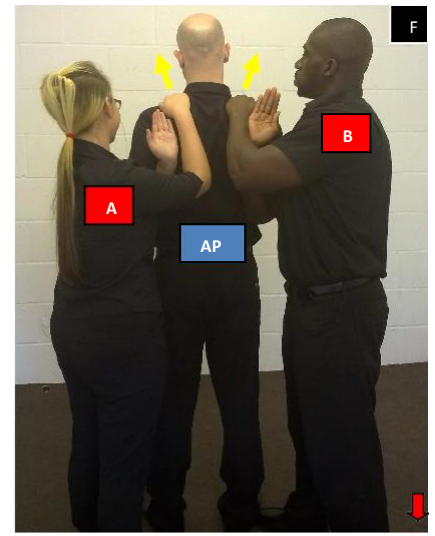
16b. AP becomes aggressive, switch from claw on wrist to fishtail and pass through AP's arm



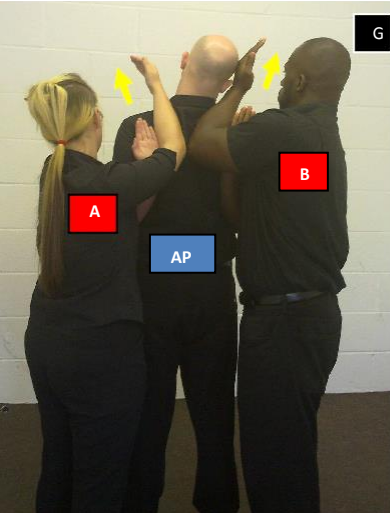
16c. Continue through AP's arm



16d/e. Once through, raise fishtail to AP's shoulder, lock close to the body whilst maintaining claw



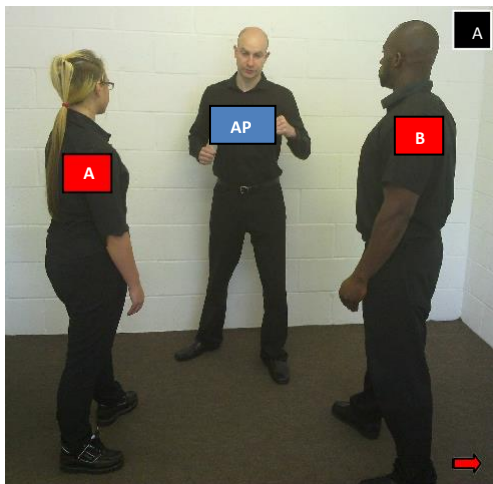
16f. Release claw, change to fishtail and place over same shoulder of AP



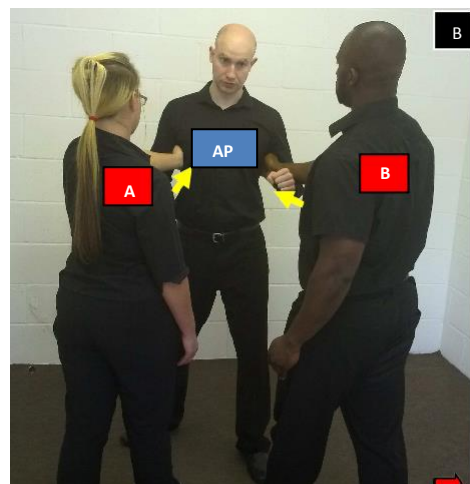
16h. If AP attempts to head butt, move fishtail up placing forearm on AP shoulder, use fishtail to protect head

Double escort
control aggressive

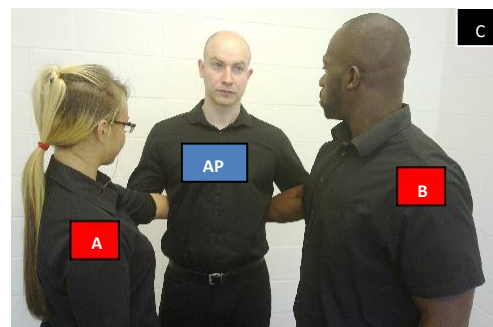
17



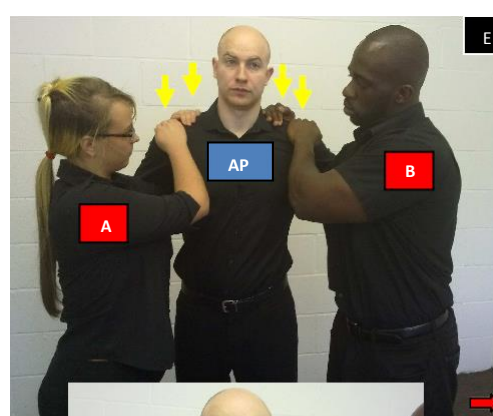
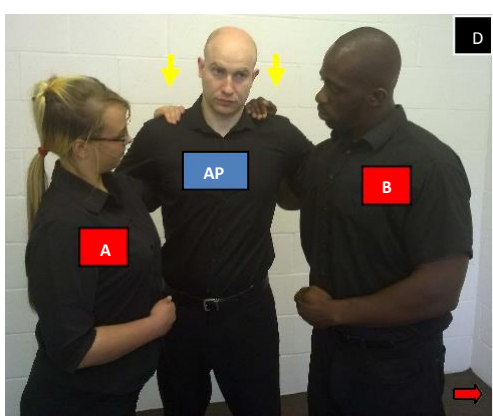
17a. Double escort AP aggressive



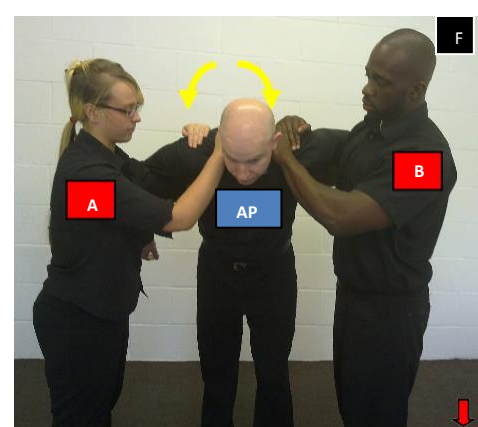
17b. Using fishtail push through between AP's arm and body



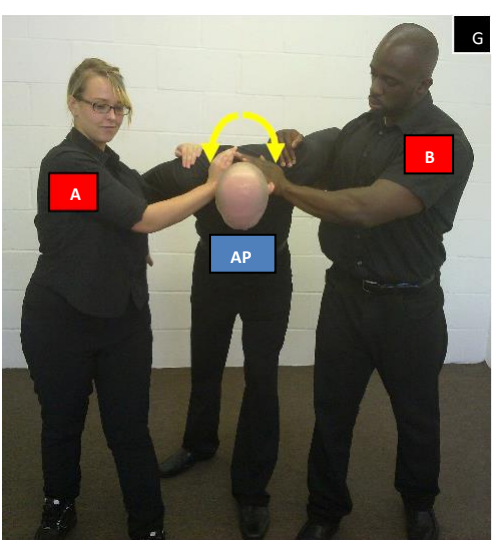
17c. Continue through AP's arm



17d/e. Once through, raise fishtail to AP shoulder, rest on shoulder

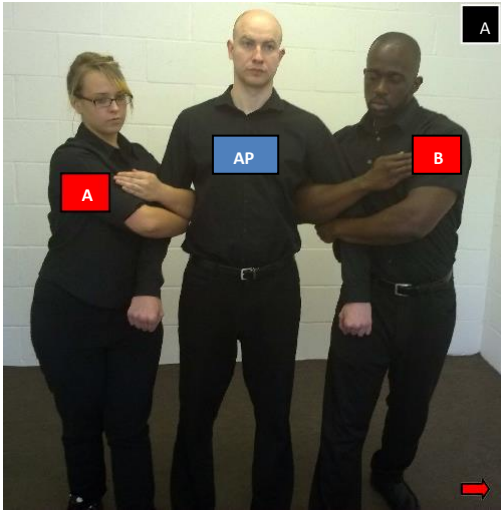


17f. Raise freehand using fishtail to AP's shoulder, pull down

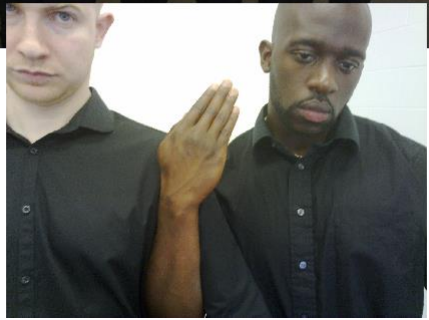
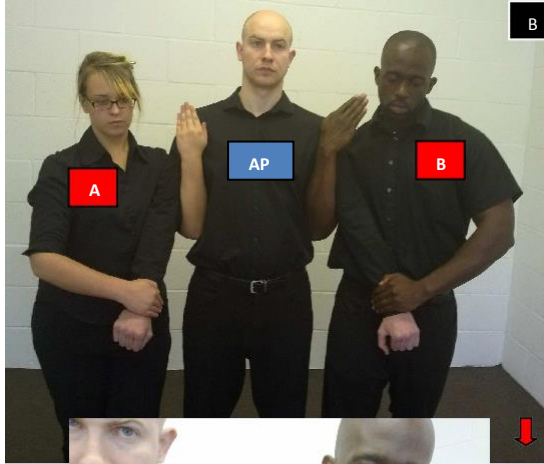


17g. To control AP place fishtail from shoulder to back of head and re-direct

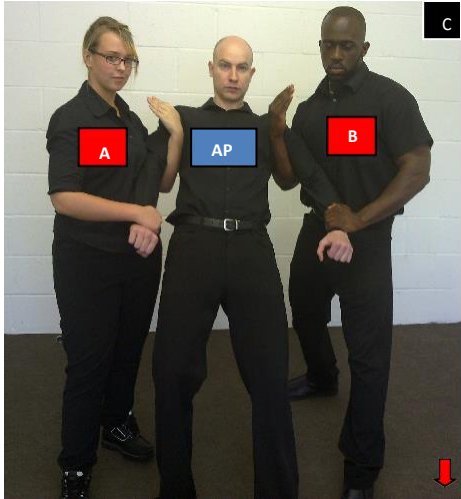
Double escort
unsteady 18



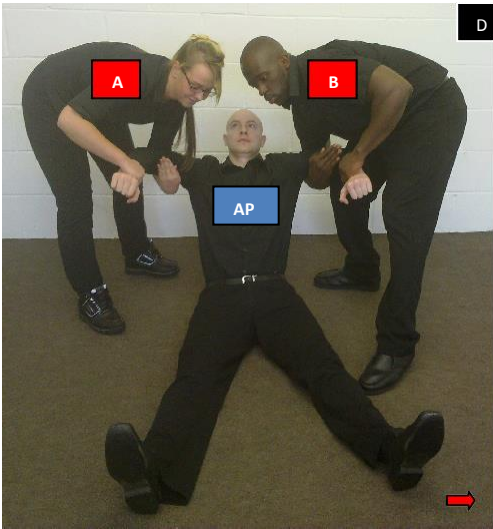
18a. Double escort AP unsteady, A and B fold arms using fishtail to support AP



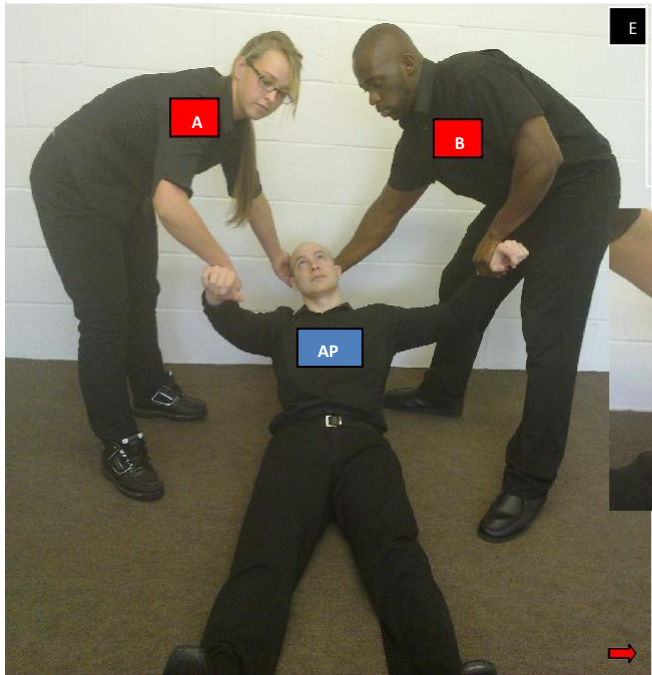
18b. AP becomes more unsteady, raise arm using fishtail straight up to support shoulder, drop freehand using claw to wrist, for added support



18c. AP faints. Take AP's weight and move gently backwards

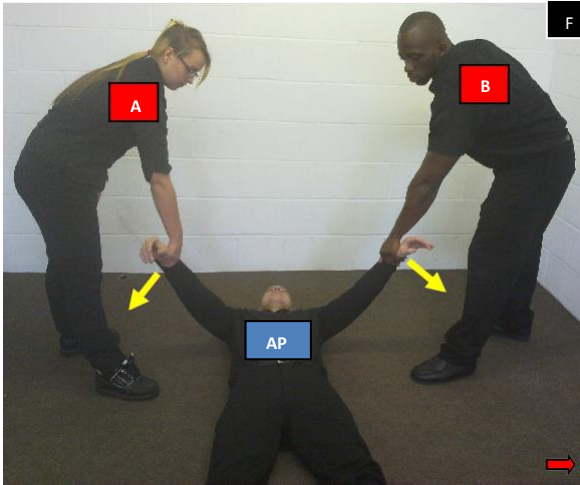


18d. Support AP to the floor, release fishtail under shoulders and move to support AP's head

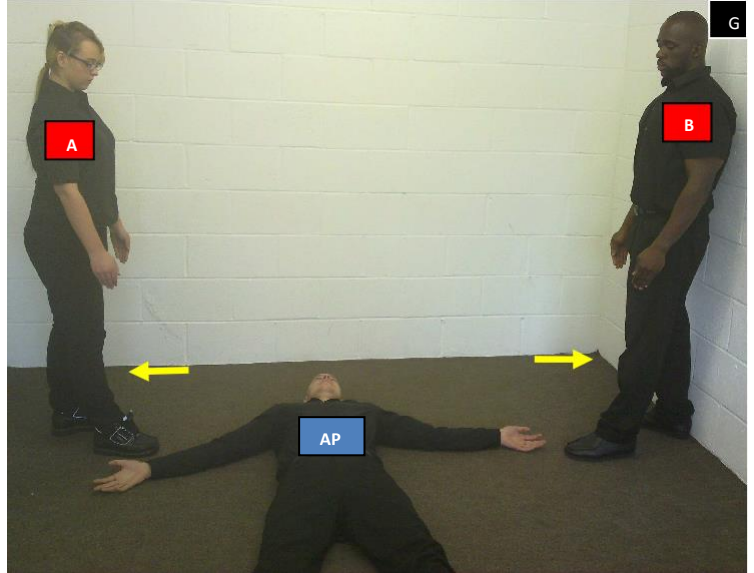


18e. Using fishtail support AP's head gently lower to floor





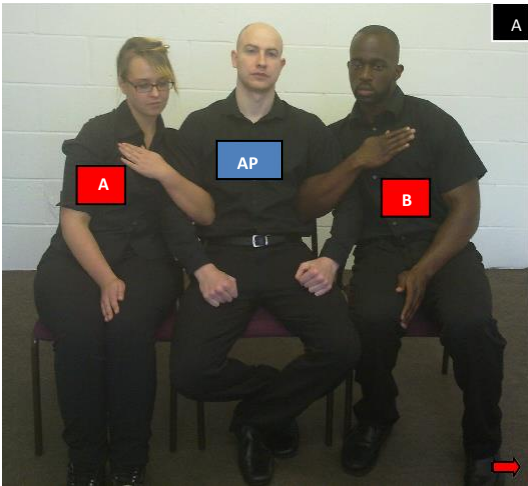
18f. Stepping back from the AP, lay AP's arms to the floor



18g. Continue to closely observe AP and call the ambulance

Double escort
seated unsteady

19



19a. Double escort AP unsteady, A and B fold arms using fish-tail to support AP in the seated position



19b. AP becomes more unsteady, place hand on forearm



Moving a person up or down stairs

Background

Moving a person up or down the stairs is a risky procedure. No one should be moved up or down stairs if they are violent or if you reasonably foresee that they might become violent during the manoeuvre. Always consider if there is an alternative procedure or an alternative route that avoids the use of stairs.

A person who has been asked to leave the premises should be informed that their invitation to remain on the premises has been revoked and are thereby trespassing. Inform them that if they don't leave the premises voluntarily they will be escorted off the premises and that if they resist that attempt it will be treated as aggravated trespass and the police will be called.

Circumstances

It is envisaged that a person may be moved up or down stairs in two different circumstances:

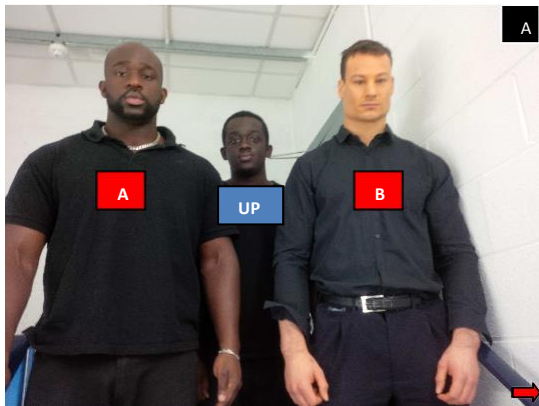
1. if they are intoxicated or ill and require assistance
2. if they are non-compliant

Risk assessment

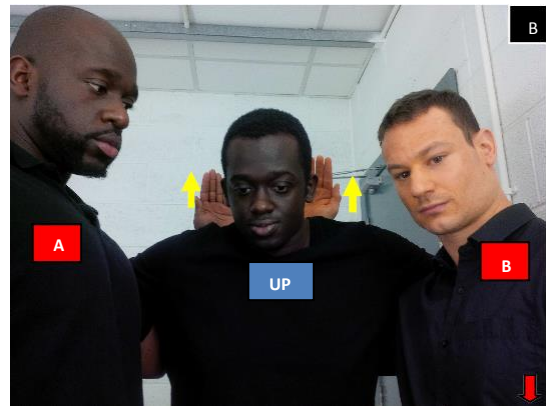
In all cases you must conduct a dynamic risk assessment before considering any move with a person up or down stairs. A dynamic risk assessment is a mental assessment of risk which should be used when any delay would increase the risk of harm. A dynamic risk assessment can also be used as the initial step in formal risk assessment. A good definition of a dynamic risk assessment is:

“The continuous process of identifying hazards, assessing risk, taking action to eliminate or reduce risk, monitoring and reviewing, in the rapidly changing circumstances of an operational incident.”

20
Double escort
unsteady going down
the stairs



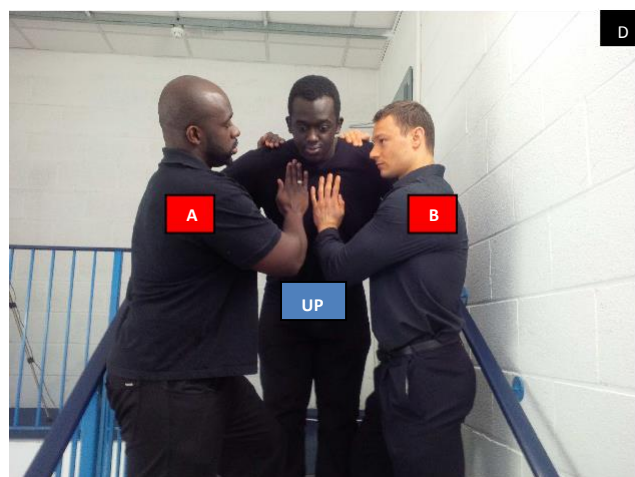
20a. A and B need to stand in front of the unsteady/intoxicated or ill person. This is to prevent the unsteady person from falling down the stairs.



20b. A and B use fishtails to go between the unsteady person's arms and body



20c. A and B use fishtails to rest on the unsteady person's shoulders. Where possible get the unsteady person to get hold of the handrail (if there is one). A and B should provide constant reassurance to the unsteady person during the descent.



20d. A and B can steady the unsteady person by using fishtails on their chest or they can get hold of the handrail.

Double escort unsteady going up the stairs

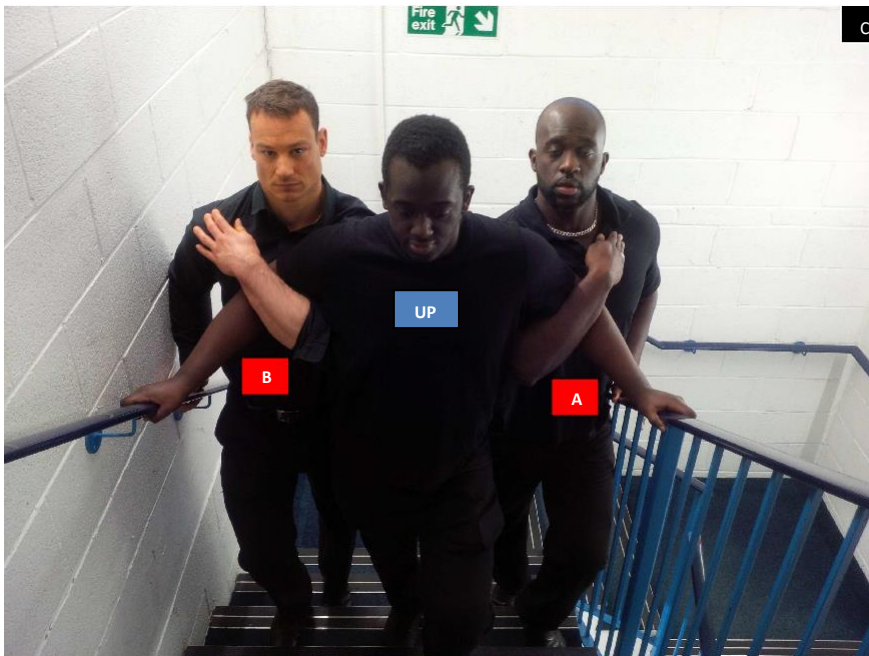
21



21a. A and B use fishtails to go between the unsteady person's arms and body and stand behind to prevent the unsteady person from falling.



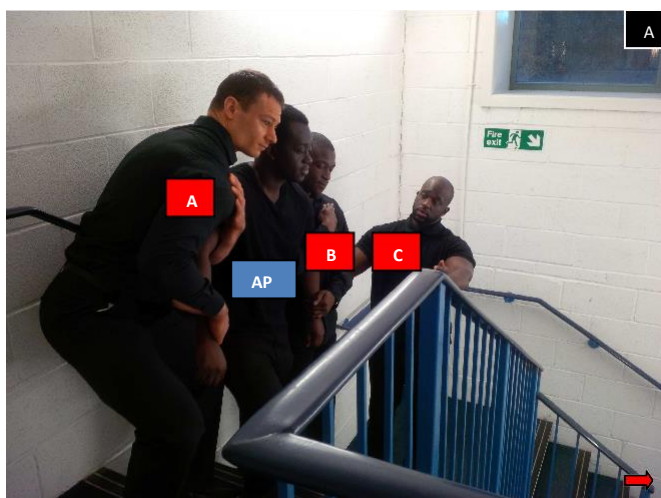
21b. A and B use fishtails to reach across their chest and hold onto the handrail (if there is one).



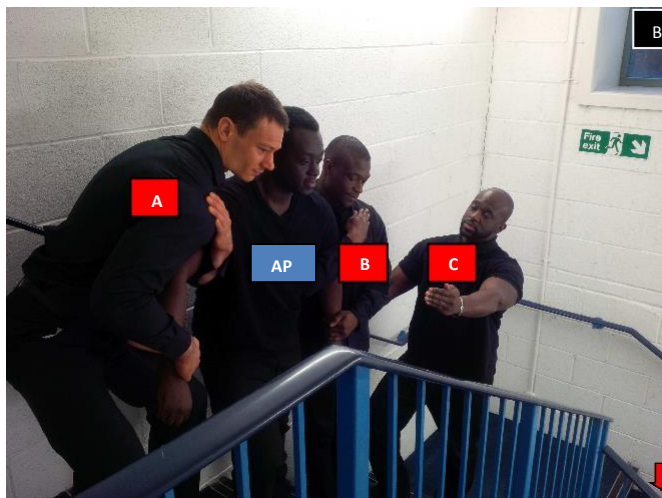
21c. The unsteady person should take hold of the handrail (if there is one) A and B should provide constant reassurance to the unsteady person during the ascent.

Agitated person going down the stairs

22



22a. This procedure requires a minimum of three people. A and B use fishtails in between the agitated person's arms and body and across their chest to secure the agitated person's arm on their respective side.



22b. The team should ensure the agitated person faces inwards towards the centre of the stairs so that if there is a wall the person's back is to the wall.



22c. The third person, C should act as supervisor/anchor. The supervisor/anchor must position themselves on the downside of the person to prevent them falling down the stairs and also to provide stability to the team and to clear people away from the staircase if necessary.