



## **Working with behaviour that challenges in healthcare settings; identifying and responding to triggers**

### **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.*