Decision Tree for Crisis Management in Public Incidents

This decision tree provides a structured approach for managing crises similar to the incident involving J on 07/02/2025. It ensures timely decision-making, de-escalation strategies, and appropriate engagement of emergency services to minimise risks to J, the public, and staff.

Step 1: Initial Assessment

Q1: Is J engaging in disruptive behavior in a public setting (e.g., refusing to leave, taking items, escalating distress)?
- Yes → Proceed to Step 2
- No → Continue normal support and monitoring

Step 2: De-escalation Attempt

Q2: Can staff de-escalate the situation using a preferred item, calm communication, or incentives?
- Yes → Use de-escalation strategies and monitor J's behavior
- No → Proceed to Step 3

Step 3: Assess Risk to Self or Others

Q3: Is J posing an immediate risk (e.g., self-harm, aggression, attempting to abscond, public disruption)?
- Yes → Proceed to Step 4
- No → Continue de-escalation attempts and seek additional manager support

Step 4: Engage Emergency Support

Q4: Can J be safely relocated (e.g., into a vehicle, away from the public)?
- Yes → Escort J with minimal intervention and continue de-escalation
- No → Inform the public of potential risk and call emergency services (police and ambulance)

Step 5: Secure Safe Transport

Q5: Is J willing to enter a vehicle with a familiar staff member?
- Yes → Transport J home and monitor behavior
- No → Request emergency services for assistance

Step 6: At-Home Support

Q6: Does J enter the home calmly upon arrival?
- Yes → Continue monitoring, medication support, and routine activities
- No → Assess triggers (e.g., presence of Nan, environmental stressors) and proceed to

Step 7: Manage Family and Environmental Triggers

Q7: Is a family member present and causing distress?
- Yes → Ask them to leave and provide an alternative space for them
- No → Continue supporting J with de-escalation strategies

Step 8: Emergency Action if Situation Escalates Again

Q8: Does J attempt to abscond, engage in self-harm, or pose a danger to the community?
- Yes → Call emergency services (police and ambulance)
- No → Continue to support J and reassess triggers

Step 9: Resolution and Follow-Up

Q9: Has J stabilised (e.g., taken medication, entered home, calmed down)?
- Yes →
  - Conduct debriefing with staff and review actions taken
  - Inform manager of the outcome and discuss next steps
  - Log the incident for future reference
  - Review and reinforce de-escalation strategies with the team
- No →
  - Rotate staff to ensure fresh support
  - Continue monitoring and engage with emergency services if necessary

Key Takeaways for Staff

✅ Always attempt de-escalation first using preferred items, calm communication, or redirection
✅ If J refuses to comply but there is no immediate risk, continue de-escalation and involve additional staff
✅ If J presents a risk to herself or others, call emergency services immediately
✅ Avoid known triggers, including certain family members, and have a plan for managing their involvement
✅ Ensure clear communication between staff, emergency responders, and family to reduce confusion and escalation
✅ Use structured debriefing after incidents to improve future response strategies

This decision tree ensures a structured, consistent, and safety-first approach to handling similar incidents in the future, reducing harm and improving overall crisis management.