

# Management of Violence & Aggression (MOVA)

<b>Lead Policy Author &amp; Job Title:</b>	Nigel McClelland, Health and Safety Manager
<b>Directorate responsible for document:</b>	Finance, Procurement & Estates
<b>Issue Date:</b>	01 April 2024
<b>Review Date:</b>	01 April 2026



Working together



Excellence



Openness & Honesty



Compassion

## Policy Checklist

<b>Policy name:</b>	Management of Violence & Aggression (MOVA)
<b>Lead Policy Author &amp; Job Title:</b>	Nigel McClelland, Health and Safety Manager
<b>Director responsible for Policy:</b>	Catherine Teggart
<b>Directorate responsible for Policy:</b>	Finance, Procurement & Estates
<b>Equality Screened by:</b>	Click here to enter text.
<b>Trade Union consultation?</b>	Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>Policy Implementation Plan included?</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Date approved by Policy Scrutiny Committee:</b>	25 April 2024
<b>Date approved by SMT:</b>	12/02/2024
<b>Policy circulated to:</b>	Eg Directors, Assistant Directors, Heads of Service for onward distribution to line managers, Global email, Staff Newsletter
<b>Policy uploaded to:</b>	Eg SharePoint, Trust website

## Version Control

<b>Version:</b>	Version 2		
<b>Supersedes:</b>	Management of Violence & Aggression (MOVA) Version 1, 2014		
<b>Version History</b>			
Version	Notes on revisions/modifications and who document was circulated or presented to	Date	Lead Policy Author
Version 2	<p>Revision plus adoption and inclusion of Violence and Aggression in the Workplace HSC Framework. Update are highlighted on the left hand side of the page.</p> <p>Details are:</p> <p>(1.5) – adoption of Violence and Aggression in the Workplace HSC Framework</p> <p>(4.5) – inclusion of Violence and Aggression in the Workplace HSC Framework into the statement.</p> <p>(6.5) – update of SharePoint structure</p> <p>(6.6) – extracting “Line Managers” responsibilities for clarity and inclusion of information adopted from the Framework.</p> <p>(6.7) – new identified responsibilities for Senior Medical Staff / Professionals adopted from the Framework.</p> <p>(6.8) – new role as lead person identified within the Framework and included within the Policy</p>	29/03/2023	Nigel McClelland, Health and Safety Manager

	(6.9) – staff responsibilities updated and aligned to the Framework (7.1) – new role of MOVA Liaison Lead to oversee the provision of training identified within the Framework and included within the Policy (8.1) – inclusion of new SGN-134 (9.1) – update of the title of the general health and safety risk assessment to include document reference (12.1) – addition of new MOVA Liaison Lead person		
<i>Eg Version 2_0</i>	Click here to enter text	Click here to enter a date.	Click here to enter text

## Contents

		<b>Page</b>
1.0	Introduction	5
2.0	Definition Of Workplace Aggression And Violence	5
3.0	Purpose And Aims	6
4.0	Policy Statement	6
5.0	Scope of Policy	6
6.0	Responsibilities	7
7.0	Training	10
8.0	Policies And Procedures	11
9.0	Risk Assessment	12
10.0	Communication	12
11.0	Monitoring And Review	13
12.0	Support And Further Advice	13
13.0	Equality And Human Rights	13
14.0	Alternative Formats	14
15.0	Copyright	14

## **1. Introduction**

- 1.1. Health and Social Care staff are facing an increase in the number of physical and verbal attacks against them. Circular HSS (Gen) (3) 2007 and associated action plan, sets out the Department's commitment to protect staff to ensure that they can provide a quality service without the fear of abuse. It is however recognised that an individual's human rights must be respected and it is important to ensure that the need to provide health and social care is properly balanced against the need to protect staff.
- 1.2. The Southern Health and Social Care Trust (hereinafter referred to as the "Trust") does not accept that members of staff should be subjected to verbal abuse or physical violence of any nature. The Trust will encourage police engagement where appropriate and offer support to staff that have suffered mental and/or physical distress or trauma. Any assault on a member of staff will be treated seriously and may result in criminal charges being pursued or access to Trust sites/service provision being affected for service users.
- 1.3. In circumstances where staff are addressing and meeting the needs of service users/persons who are lacking capacity, the Trust will support and provide training to staff dealing with such situations.
- 1.4. The Trust is committed to working towards preventing attacks on staff and ensuring that support is given to staff who wish to pursue legal proceedings.
- 1.5. The Trust has adopted the Dept. of Health's framework:  
  
Violence and Aggression in the Workplace HSC Framework (published 12/12/2023). The previous version of this policy has been review and updates included in version 02.

## **2. Definition of Workplace Aggression and Violence**

- 2.1. The definition of aggression and violence is not limited to physical assault/injury it can range from cases of disrespect and psychological abuse, to more serious verbal aggression such as shouting swearing and/or non-verbal aggression such as invading personal space and other intimidating gestures. Physical violence may include but not limited to punching, scratching, biting, grabbing, pushing, threats, and attack with a weapon, throwing objects/furniture, sexual harassment or assault and any form of indecent behaviour or physical contact.
- 2.2. The Health and Safety Executive's definition of work related violence is:  
  
'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. (HSE INDG69 (rev) 04/06)

## **3. Purpose and Aims**

- 3.1. To achieve a positive attitude and approach towards Trust staff.
- 3.2. To prevent incidents of abuse including aggression and violence occurring. The Trust recognises that this is not always possible but strives to achieve the lowest level of incidents through exerting suitable controls including training staff in the appropriate use of risk assessment.
- 3.3. The Trust will ensure that staff receive appropriate support in recovering from the effects of an incident and in trying to prevent recurrence.
- 3.4. To ensure the Trust complies with its statutory responsibilities under the Health & Safety at Work (NI) Order 1978 and other related legislation/guidance.

#### **4. Statement**

- 4.1. The Trust will not tolerate violence and aggression towards staff or attacks on property and will take whatever action considered necessary against perpetrators.
- 4.2. The Trust is committed to ensuring, as far as is reasonably practicable,
  - a safe working environment,
  - care for staff and others following a violent or aggressive incident,
  - appropriate support of staff in their chosen course of action including reporting violence, or the threat of violence, to the police and during any prosecution process.
- 4.3. The Trust will continue to develop and implement policies, procedures and strategies aimed at preventing and managing violence and aggression at work.
- 4.4. The Trust is committed to providing learning and development opportunities in support of the prevention and management of violence and aggression.
- 4.5. The Trust is committed to implement the regional framework “Violence and Aggression in the Workplace” and adapting the standards of that framework to our organisational structures and arrangements.

#### **5. Scope**

- 5.1. Management of Violence and Aggression (MOVA) applies to violence and aggression towards staff; arising out of or in connection with work and/or those undertaking work on behalf of the Trust, whether from service users, relatives, carers, other staff or members of the public.

#### **6. Responsibilities**

- 6.1. Trust Board

The overall responsibility for these arrangements lies with Trust Board.

#### 6.2. Chief Executive

The Trust Board's responsibility for ensuring implementation is managed through the Chief Executive.

#### 6.3. Director of Finance Procurement and Estates

The Chief Executive has appointed the Director of Finance, Procurement and Estates as the identified Lead Person for Health and Safety within the Trust which includes responsibility for establishing and monitoring the implementation of the Trust policy on Management of Violence and Aggression.

#### 6.4. Directors

The Chief Executive requires Directors to establish and monitor the implementation of the MOVA policy. This includes commitment to the release of staff for training, the promotion of safe systems, and the provision of resources to minimise risk as identified through the risk assessment processes.

#### 6.5. Assistant Directors, Head of Service have the responsibility for ensuring that this policy is implemented fully and must:

Be fully aware of the risks of violence and aggression within their area of responsibility by ensuring risk assessments are undertaken and that management strategies are in place to mitigate such risk. (Refer to section 9)

Ensure arrangements for managing such risk are in place to reduce the level of risk and potential for harm to the lowest level so far as is reasonably practicable. This includes reviewing the risk and updating documentation accordingly.

Ensure all staff are made aware of the arrangements for the management of violence and aggression including risk review.

Ensure that staff are trained and updated in appropriate techniques for dealing with incidents of abuse, aggression and violence.

Ensure MOVA risk management strategies are communicated to all staff involved. (These can be located on the Trust's SharePoint Health and Safety site under the Policies tile and the Safety Guidance and Information tile).

Ensure that adequate staffing levels and other resources are maintained to meet the requirements of managing violence and aggression, particularly where there are strong indications that additional planning is critical to protect the safety of the service user and staff.

Escalate any concerns or risks including unsafe systems/practices or unsafe working practices to Heads of Service/Assistant Director for action

Supervise and monitor working practices of staff to ensure compliance/implementation of training in line with legal and professional standards.

Ensuring all incidents of violence and aggression are reported in accordance with the Trust's Management of Adverse Incident Policy.

Provide support to staff who experience abusive, violent or aggressive incidents such as debriefing meetings, referral to Occupational Health and Care Call as appropriate.

Ensure lessons learnt from incidents are brought to the appropriate governance fora for shared learning across service areas.

#### 6.6. Line Manager

All line managers need to support and protect their staff and should through risk assessment be aware of the potential for violence and aggression against their staff and the impact that this may have. Line managers are responsible for the following:

Communicating this policy, the framework and any other associated policies.

Completion and implementation of management of violence and aggression risk assessments (section 4) as appropriate. Ensuring that appropriate multi-disciplinary/multiagency risk assessments in relation to violence and aggression towards staff are carried out, communicated and kept up to date.

Ensuring that effective plans are in place to release staff for training as necessary, including training for new staff with regard to prevention and management of violence and aggression.

Investigating all incidents of violence and aggression promptly and communicating and sharing learning where appropriate.

Monitoring and reviewing staff working practices with regards to the management of violent or aggressive incidents.

To facilitate and implement safe working practices, e.g. buddy systems, silent alarms linked to the switchboard, personal safety alarms, etc.

Ensuring where available, that resources including alarms and CCTV are in good working order and that staff using them are appropriately trained to do so.

Ensuring that service specific procedures are in place. For example guidance on recognition of those situations when it would be appropriate to call for the assistance of the PSNI.

Recognising the rights of individual members of staff to pursue legal action against an aggressor in the context of their work and where appropriate offer support to staff (see section 5 reporting a crime).

The display of public notices in respect of the Management of Violence and Aggression where applicable.

Keeping their Co/Assistant/Head of Service informed of any significant risks or implementation difficulties.

Ensuring appropriate communication of relevant information and risks between services/other agencies. This should be considered and documented on a case-by-case basis. If in doubt about what information is appropriate to share Managers should seek advice from Senior Management or relevant information governance staff.

Providing emotional and other appropriate support to individual members of staff or a staff group involved in an incident

#### 6.7. Senior Medical Staff / Professionals

While HSC organisations have a legal responsibility to provide a safe working environment, staff also have a responsibility to recognise and identify factors that may be contributing to a patient or service user's behaviour.

Medical and professional staff will be alert to any medical, psychiatric or cognitive factors identified as part of any initial clinical risk assessment, which identify the potential for aggressive, challenging or inappropriate behaviour and should therefore ensure that plans are in place to prevent where possible violence and aggression towards staff from service users/patients.

Arrangements should be in place to manage this type of risk across multi-professional teams.

#### 6.8. MOVA (Management of Violence and Aggression) Liaison Lead

Providing a central coordination point for the gathering and monitoring of information relating to all incidents of violence and aggression

Providing a regular review for the Senior Executive team of all incidents of violence and aggression towards staff and an overview of staff personal impact assessments to capture themes and to inform decision making in the prevention and management of violence and aggression.

Undertaking regular reviews of staff personal impact assessment documentation to ensure learning.

Where appropriate, linking with line managers regarding the support of staff that have been involved in serious incidents of violence and aggression, which may include accompaniment if appropriate at civil court cases.

Liaising between staff and managers where issues arising from incidents of violence and aggression require immediate action or where further support for staff is required.

Responsibility and accountability for ensuring that appropriate training is delivered, at both the induction stage and subsequently. (Links with Section 7).

Building strong relationships with the PSNI.

6.9. Staff must:

Adhere to MOVA policy, related procedures and strategies and cooperate with supervisors and managers on all health and safety matters.

Take reasonable care of their own health and safety and that of others, including those in their care.

Advise line managers and all relevant staff of any concerns or risks including safe system/practices of work.

Familiarise themselves with the risk assessment, safe systems/practices and any subsequent changes following reviews.

Report all incidents of abuse, aggression and violence in accordance with the Trust Management of Adverse Incident Policy.

Attend and participate fully in appropriate training and carry out activities in accordance with training, instructions, policies, procedures and strategies.

Support colleagues who have been the victim of a violent incident or a witness to it.

Co-operate fully in any subsequent investigation of an incident.

## **7. Training**

7.1. The Trust has appointed a MOVA (Management of Violence and Aggression) Liaison Lead to oversee the provision of Trust training in relation to MOVA (see above).

7.2. It is the responsibility of the individual and the line manager to identify any training needs and to ensure that these are met/facilitated. Training, including updates will be available to all staff based upon the level of risk. A Training Needs Analysis is required. This should be completed and reviewed as necessary in conjunction with Trust MAPA®/TCI Trainers, to ensure training is and continues to be relevant to need.

7.3. The Trust has adopted the training models of Therapeutic Crisis Intervention (TCI) for residential childcare staff including children with disabilities and Management of Actual or Potential Aggression (MAPA®) for all other health and social care staff. This includes conflict resolution and personal safety advice as appropriate.

- 7.4. Additionally specialist training is provided for staff who have particular responsibilities and/or require additional skills in order to implement a specific strategy for the management of violence and aggression.
- 7.5. Managers are responsible for keeping and maintaining a record of staff training.
- 7.6. Additional guidance is given in:  
  
SGN-134 - Management of Violence and Aggression - Arrangements roles and responsibilities.

## **8. Policies and Procedures**

- 8.1. A series of Trust policies, procedures, strategies, working protocols and safe systems of work have been developed to minimise the risk of violence and aggression which can be located on the Trust intranet. Local departmental and safe systems of work are also available from your line manager. Managers should ensure staff are aware of these and that they are implemented within their area of responsibility. Staff should be encouraged to highlight difficulties with implementation to prompt a review of effectiveness. Hard copies should be locally available for ease of staff reference.
- 8.1. Additional guidance is given in:  
  
SGN-134 - Management of Violence and Aggression - Arrangements roles and responsibilities.
- 8.2. Staff must take cognisance of relevant legislation, government guidance and Trust policies and procedures including the following (this list is not exhaustive):  
  
Trust Health and Safety at Work Policy  
  
Trust Risk Management Strategy  
  
Trust Incident Management Policy and associated procedures  
  
Criminal Justice & Immigration (CJI) Act 2008

## **9. Risk Assessment**

- 9.1. Violence and aggression including lone working risks should, in the first instance, be included in the general health & safety risk assessment (SGN-102). In addition, the assessment of risk involving individual service users, environmental and service provision factors should be assessed and reviewed using the risk management strategy process or through the use of locally agreed departmental risk assessment protocols.

- 9.2. The risk assessment process identifies the safe systems of work and should be used to inform the care plan for individual or groups of service users.

## **10. Communication**

- 10.1. Managers should ensure that the Trust's expected standards of behaviour are made known at the outset of service provision to service users /relatives and visitors.

- 10.2. Legislation allows for the sharing of confidential information for the protection of health. This must be justified on a case by case basis.

(Ref: Human Rights Act 1998, HSW Order NI 1978, The Safety & Health Practitioner, November 2002)

- 10.3. Managers should ensure there are documented systems and processes in place for the communication and sharing of relevant risk information about service users/significant others between services and other agencies which may be providing service/treatment/care to the same individual.

- 10.4. All relevant disciplines providing treatment/service/care should also be informed about the potential for violence and aggression, including trigger points.

- 10.5. Managers should ensure that appropriate documentation is transferred with the patient when transfers take place within or between Trusts/other agencies.

- 10.6. Managers should proactively seek relevant risk information in advance, I or at the point of transfer from one agency or service area to another, which may have a bearing on the safety and wellbeing on staff and others.

- 10.7. All parts of the communication process should be documented.

- 10.8. Managers and staff dealing with significant incidents of violence and aggression must exercise judgement on the immediacy of reporting to senior management and not solely rely on electronic systems.

Apologies

## **11. Monitoring and Review**

- 11.1. The Trust is committed to ensuring that all policies, procedures and strategies are kept under review to ensure that they remain compliant with all relevant legislation and reflect organisational development.

- 11.2. The Trust is committed to regular auditing of abuse, aggression and violence management/practice and will also monitor agreed performance indicators as determined by the Trust Board and/or the Lead Director for Health & Safety.

- 11.3. Additionally, Trade Union Side representatives may also monitor incidents, participate in the risk assessments process and carry out workplace inspections.
- 11.4. This document will be reviewed by the Director of Finance, Procurement and Estates within two years or earlier in light of any changes in statutory legislation and/or operational experience that prevents these arrangements being implemented as intended.

## **12. Support and Further Advice**

- 12.1. Further information and advice with regard to the Management of Violence and Aggression is available from the Health & Safety Department, Trade Union Side representatives and/or the MOVA Liaison Lead and other specialist advisors.
- 12.2. This policy and procedure should also be read in conjunction with other relevant Trust policies and procedures, for example:
  - Procedure and Strategies for the Management of Violence and Aggression
  - Health & Safety at Work Policy
  - Policy for the Management of Adverse Incidents
  - Risk Management Strategy
  - Lone Working Policy and Procedure
  - Staff Health and Wellbeing Policy
  - Security Management Policy
  - Harassment at Work Procedure
  - Equal Opportunity Policy

## **13. Equality and Human Rights**

- 13.1. This document has been screened for equality implications as required by Section 75 and Schedule 9 of the Northern Ireland Act 1998. Using the Equality Commissions screening criteria, no significant equality implications have been identified. It is therefore not subject to equality impact assessment.
- 13.2. This document has been considered under the terms of the Human Rights Act 1998 and was deemed compatible with the European Convention Rights contained in the Act.

## **14. Alternative Formats**

- 14.1. This document can be made available on request in alternative formats, eg plain English, Braille, DAISY, audiocassette, disk and in other languages to meet the needs of those who are not fluent in English.

## **15. Copyright**

- 15.1. The supply of information under the Freedom of Information does not give the recipient or organisation that receives it the automatic right to reuse it in any way that would infringe copyright. This includes, for example, making multiple copies, publishing and issuing copies to the public. Permission to re-use the information must be obtained in advance from the Trust.