

FOI 2458

2nd September 2024

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

I am writing to you under the Freedom of Information Act 2000 to request the following information from Southern Health and Social Care Trust. Specifically, I am seeking information pertaining to the acute NHS hospitals within your purview but excluding hospitals specialising in mental health or psychiatric care.

Please may you provide me with:

1.	Copies of all policies related to violence by patients and/or their visitors against staff. Please include all policies related to the following:	Appendix 1 Health and Safety at Work Policy Statement <ul style="list-style-type: none"> • HS Policy • Responding to Stress Policy • Management of Violence & Aggression Policy • DoH regional Policy Restrictive Practices • DoH Violence and Aggression in the workplace HSC Framework Please see attached.
1.1	Any physical, verbal, or sexual aggression, assault, or stalking.	Health and Safety Dept. <ul style="list-style-type: none"> • HS Policy • Management of Violence & Aggression Policy Please see attached.
1.2	Violence both experienced and witnessed by staff.	Health and Safety Dept. <ul style="list-style-type: none"> • HS Policy • MOVA Policy • Management of Violence & Aggression Policy Please see attached.

1.3	Any separate policies for different types of violence, different staff groups, or different phases of violence, e.g. during and following the event.	Health and Safety Dept. <ul style="list-style-type: none"> • HS Policy • MOVA Policy • Management of Violence & Aggression Policy Please see attached.
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2	Copies of all policies/procedures related to the following post-violence measures, if not included within the above (1):	Health and Safety Dept. SGN-122 – Investigating Health and Safety Incidents Please see attached SGN-105 – Datix Reporting Please see attached
2.1	Immediate sanctions for aggressor(s) (e.g. discharge)	This will be departmental decision and management and will be based on individuals presentation etc
2.2	Processes for incident reporting	Health and Safety Dept. SGN-105 – Datix Reporting Please see attached
2.3	Processes for debrief with staff member(s) and/or aggressor(s)	Within Safety Intervention Training a ‘Coping model’ and ‘Ibera model’ is taught across all levels of training. Within TCI they utilise post crisis response. Operational teams utilise their own debrief tools. Professional Supervision models reference debrief.
2.4	Follow-up with aggressor(s) (e.g. accountability letter, behaviour contract)	Included as part of debriefing and an action care plan for the individual would be created by department. Police involvement and criminal charges as per MOVA policy
2.5	Counselling or similar longer-term psychological support for staff member(s)	Responding to Stress Policy Management of Sickness Absence Procedure Please see attached

		Trust support via Inspire, Occupational Health Psychology Team, Shwartz rounds, Unions etc.
2.6	Incident investigation (e.g. root cause analysis) and feedback to relevant parties	Health and Safety Dept. SGN-122 – Investigating Health and Safety Incidents Please see attached
2.7	Longer-term sanctions for aggressor(s) (e.g. card system)	Information not held.
2.8	Examples of processes for tailored management plans for patients with a known history of aggressive behaviour (including use of a flag/alert system)	Within the electronic Patient Record system (Paris) there is functionality to manage patients with a known history of aggressive behaviour. This includes the use of flag/alert system.
2.9	Staff sickness absence and/or returning to work following work-related injury	Responding to Stress Policy Management of Sickness absence policy Management of Sickness Absence Procedure Interim Variation to the Procedure for the Management of Sickness Absence Please see attached Occupational Health – Staff wellbeing, review of duties, hours of work etc, Lone Policy etc.

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