

FOI 2598

2nd September 2024

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

I would like information relating to the time period of last 6 months.

- 1. How many incidents of “families” verbally abusing care home staff have been reported to the Trust?**

Response:

Nil recorded.

- 2. How many incidents of “families” verbally abusing care home staff in a racist manner, have been reported to the Trust?**

Response:

Nil recorded.

- 3. What form should the Care Home manager fill in to report to the Trust that a “family” have verbally abused a care home employee?**

Response:

The Care Home is expected to complete a SHSCT Adverse Incident Report form and submit it to the Trust’s Corporate Governance Office.

- 4. Under what policy do the Trust investigate a complaint of a “family” verbally abusing a care home staff member?**

Response:

In the first instance, the Care Home will investigate this as an incident. If they are unable to resolve the issue, they can make contact with the Trust to support them. The Trust would support the Care Home via the Policy for reporting and management of adverse incidents.

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