



Ref: FOIA Reference 2018/021

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 9th February 2018

Tel: 01782 676474
Email Leah.Carlisle@uhn.nhs.uk

Lou Keeley
request-456829-40af5218@whatdotheyknow.com

Dear Mr Keeley

I am writing in response to your email dated 12th January 2018 (received into our office 15th January) requesting information under the Freedom of Information Act (2000) regarding supervision services.

On 26th January 2018 we contacted you via email as we required a time period for question 6

On 31st January 2018 you contacted us via email with the following:

“October, November, December 2017 please”

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Provide or attach your policy regarding one to one/specialling/bed watch/enhanced Care services at your Trust?

A1 Please see attached document.

Q2 Does the current system fulfil the requirements of the policy?

A2 The Trust is in the process of undertaking a clinical audit into the impact of this Policy

Q3 Do you currently outsource any 1-1 care for patients displaying challenging behaviours or have to rely on backfilling or security? Please state your current arrangements.

A3 If 1:1 care is recognised we usually book additional bank staff. These staff will attend the ward and enable the ward team to provide the 1:1 supervision. Security guards are not usually used unless there is increased aggression or a request for police assistance has been required. The security guards are in house. We have staff training in therapeutic handling which helps de-escalate situation

Q4 If out-sourced which department or individuals would be responsible for deciding to call additional staff onto site?

A4 Not applicable as we do not out source for security guards.

Q5 Which department would be responsible for arranging the contract with the service provider?

A5 Not applicable.

Q6 How often does the Trust require assistance with patients displaying challenging behaviours?

A6 We are unable to provide some of the information you require in the requested format as to release this data could lead to the identification of the person(s) involved due to the low numbers involved, and would breach the Trusts obligations under the Data Protection Act 1998. Accordingly, this aspect of your request is exempt from disclosure under the terms of Section 40(2) of the Act. *Personal information*. However as the Trust is committed to openness and transparency we can band some of the numbers of patients displaying challenging behaviours. Please see the figures below for patient abuse towards staff.

	2017 /10	2017 /11	2017 /12
Physical abuse, assault or violence	27	29	10
Racial	less than 5	0	0
Verbal abuse or disruption	25	26	33
Assault etc. with a weapon	0	less than 5	less than 5
Totals:	53	56	44
	2017 /10	2017 /11	2017/ 12
Delayed attendance/assessment of RAID Team	17	19	less than 5
Totals:	17	19	less than 5

Q7 What is the current average monthly spend on these services (last 3 months)?

A7 We are not able to split this out as the spend is not for all one to one challenging behaviour.

Q8 What specific training do staff that are providing these services receive?

A8 Staff at the Trust receives the following training:

- Therapeutic handling
- Dementia
- MCA/DoLs (Mental Capacity Act/Deprivation of Liberty Safeguards)
- Therapeutic interventions

Q9 Who is the Trust Lead for these services, please provide contact details.

A9 Helen Inwood: Deputy Chief Nurse. Helen.inwood@uhnm.nhs.uk

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Leah Carlisle
Deputy Head of Quality, Safety & Compliance