

Information Governance Office  
CR2-Clinical Records  
Maudsley Hospital  
Denmark Hill  
London  
SE5 8AZ

Email: [foi@slam.nhs.uk](mailto:foi@slam.nhs.uk)

5 November 2013

Dear Erin Gardiner,

**RE: Your Information Request**

Thank you for your request for information, which we received on 8 October 2013. You requested the following information regarding gender specific intimate care under the Freedom of Information Act (2000):

1. The following policy documents

a. Policy on Intimate Care and Chaperoning

We do not have a policy on Intimate Care and Chaperoning; we have enclosed the Trust's Privacy and Dignity Policy.

b. Policy on close and arms length observation of patients

Please find enclosed the Trust's Engagement and Observation Policy

c. Policy on physical examination of patients

Please find enclosed the Trust's Physical Healthcare Policy.

d. Policy on restraint.

Please find enclosed the Trust's Promoting Safer and Therapeutic Services Policy.

(2) Please detail what in the Trust's opinion constitutes intimate care. Please comment if any of the following is considered to be intimate care:

a. Dressing of wounds;

b. Taking routine observation requiring physical touch (e.g. blood pressure monitoring, ECG monitoring);

c. Administration of medication via injection or suppository;

d. Close or arms length observation of patient attending to personal hygiene, showering, using the toilet, getting dressed/undressed.

The Trust does not currently have a policy or its own definition of intimate care. Please find enclosed the Aseptic Technique, Management of Medical devices and Medication Management policies which are relevant to the types of care listed in your question.

(3) With regard to restraint teams only:

a. How many teams are based on site?

There is one response team per hospital site; their remit is to respond to emergency care situations. They are comprised of both male and female staff.

b. Does the Trust use security guards as restrainers?

No

c. How many of trained restrainers are male and how many female?

All of our in-patient staff are trained our response teams provide extra support in the event of a medical or psychiatric emergency. Their role is not specifically to restrain, all of our staff can do so but we aim for this to be last resort.

There are 3 members of staff in our response team the Maudsley Hospital, 5 members of staff at the Bethlem hospital, 4 members of staff at the Lambeth hospital and 4 members of staff at the Ladywell unit.

We are unable to provide the number of male or female staff in the response teams; the staff in the teams are determined by a rota system, which means there will be a mix of staff at any given time. There would always be an attempt to be gender specific to the patients in situations that require restraint.

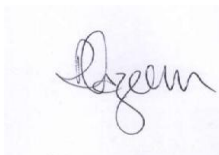
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If you have any queries about this letter or if you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, please do not hesitate to contact the Information Governance Office via [foi@slam.nhs.uk](mailto:foi@slam.nhs.uk)

If you are not content with the outcome of your complaint, you may apply to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by South London and Maudsley NHS Foundation Trust. The Information Commissioner can be contacted at:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Toyin Kazeem', on a light blue background.

Toyin Kazeem  
Information Governance Assurance Officer