

MANAGEMENT OF VIOLENCE AND AGGRESSION POLICY

Co-ordinator:
Risk Management
Advisor (V&A)

Reviewer:
Lone Working Policy
Development Short Life
Partnership Group

Approver:
Alexander Smith
Chief Executive NHS
Grampian

Signature

Signature

Signature

Identifier:
Risk Management
Advisor (V&A)

Review date:
December 2004

Implementation date:
December 2003

Uncontrolled when Printed

VERSION 4 (Draft)

NOTE:

As NHS Grampian includes Grampian NHS Board, Grampian University Hospitals NHS Trust and Grampian Primary Care NHS Trust, all references to NHS Grampian within this policy apply equally to each of these organisations.

**NHS Grampian
MANAGEMENT OF VIOLENCE AND AGGRESSION POLICY**

This policy is also available in large print and on computer disk. Other formats can be supplied on request.

Please call the Corporate Communications Team on [REDACTED] for a copy.

**NHS Grampian
MANAGEMENT OF VIOLENCE AND AGGRESSION**

Policy Ref: NHSG/POL/RM-OH&S/03

Controlled Document: This document shall not be copied in part or whole without the express permission of the author or the author's representative.

Expiry Date: None, reviewed annually

Author: Risk Management Advisor (Violence & Aggression)

Policy Application: The policy applies to all staff working within NHS Grampian, including agency, temporary staff, students, volunteers and those on work experience whilst carrying out duties related to their employment.

Purpose: The purpose of the policy is to ensure NHS Grampian fulfils its obligation to minimise as far as reasonably practicable all risk to staff from violence and aggression

RESPONSIBILITIES FOR IMPLEMENTATION

Organisational: Management Teams and Chief Executives
Departmental: Departmental / Line Managers/ All Staff

Policy Statement:

NHS Grampian takes extremely seriously the health, safety and welfare of all our employees. We believe that Violence and Aggression towards staff in some circumstances may be understandable however it is never acceptable. Staff within NHS Grampian should be able to work without fear of verbal abuse, threats or physical violence therefore every effort must be made to protect staff. NHS Grampian aims to promote a culture where staff feel safe and valued. Physical violence towards staff should be treated as a clinical emergency.

This policy has been developed in conjunction with the Partnership Information Network Health at Work Guidelines. NHS Grampian aims to reduce the number of violent and/or aggressive incidents towards staff by 25% compared to 2000/01 baseline figures.

Review: This policy will be reviewed annually.

Approved by: _____

Date: _____

Signature: _____

Designation: _____

Management of Violence & Aggression at Work Policy

INTRODUCTION

Violence against health care staff can come from many different sources including patients, relatives, staff, family members and intruders. It can come from many different triggering actions, predisposing factors and under many circumstances. It is therefore NHS Grampian's moral and ethical responsibility to ensure all staff are protected from the risk of violence and aggression so far as reasonably practicable.

NHS Grampian must also ensure that it meets legal criteria set within the Health and Safety at Work etc Act 1974, The Management to Health and Safety at Work Regulations 1999 and The Reporting of Injuries Diseases and Dangerous Occurrence Regulations 1995.

NHS Grampian has adopted the definition for Workplace Violence and Aggression provided by the Health and Safety Commission as being;

'Any incident in which a person working in the healthcare sector is verbally abused, threatened or assaulted by a patient or member of the public in circumstances relating to his or her employment', NHS Grampian also recognises that fellow staff may also be the perpetrators of such behaviour. Issues related to Bullying and Harassment are addressed in the Dignity at Work Policy, NHS Grampian.

RESPONSIBILITIES

Organisational:

The Chief Executives and the Management Teams are responsible for:

- Ensuring arrangements are in place for the identification, assessment and management of risk associated with Violence and Aggression at work;
- Providing resources for the implementation of the policy;
- Ensuring effective arrangements are in place for monitoring incidents of violence and aggression throughout NHS Grampian;
- Reviewing the effectiveness of this policy;
- Promoting a culture where violence and aggression is not tolerated;

Director of Human Resources:

- The provision of adequate support arrangements including Risk Management Support Unit, Occupational Health Service, Learning and development to implement supporting aspects of this policy.

The Risk Management Advisor (Violence & Aggression):

- The provision of the Management of Violence and Aggression Policy for NHS Grampian;
- Provision of operational / strategic support and advice. Contact by calling extension [REDACTED] or direct line [REDACTED] or by bleeping [REDACTED]

- Updating the Management of Violence and Aggression Associated Policies and Guidelines NHS Grampian Status Index appended at the back of this policy on a quarterly basis;
- Reviewing the effectiveness and implementation of the policy NHS Grampian wide.

Departmental:

Departmental / Line Managers are responsible for:

- All aspects of the management of violence and aggression in their area;
- The Provision of competent persons to implement this policy;
- Making sure that all staff are aware of the policy;
- Ensuring risk assessments are conducted and reviewed regularly;
- Putting procedures and safe systems of work into practice, which are designed to reduce the risk of violence towards staff to an absolute minimum;
- Ensuring that all staff who have been identified as being at risk have adequate information, training, instruction, supervision and support. This includes refreshing staff skills when necessary;
- Ensuring that all staff know what type of incidents should be recorded, how to record them and where the information should go once documented;
- Carrying out suitable incident investigations;
- Making sure that appropriate post incident support is given to staff involved in any incident of violence and aggression. This will include supporting staff with the prosecution of an aggressor where appropriate;
- Monitoring the effectiveness of procedures and safe systems of work through incident reporting, investigation and management inspections;
- Ensuring that local policies and guidelines are developed to address issues including emergency response procedures;

All Staff are responsible for:

- Taking reasonable care of themselves and other people who may be affected by their actions;
- Co-operating with procedures/ safe systems of work that are in place to minimise risk to staff;
- Reporting of all incidents of violence and aggression including; antisocial behaviour, threats, verbal abuse and physical violence;
- Attending the appropriate training;
- Bringing to the attention of their manager any risks associated with their work as they arise or assisting managers with the identification of risk during the assessment process.

Local procedural framework for implementation

➤ Risk Based Approach

Risk Assessment is the fundamental process in reducing violence and aggression towards staff. As violence and aggression can come from many different factors, in

many circumstances, involving many triggers and targets and being influenced by the environment, a generic approach should be adopted when assessing the risk of violence and aggression in each service. All patients should be assessed for the risk of violence, appropriate control measures implemented where necessary and this information should be transferred into the patients care plan.

Local managers will be responsible, however the process may be delegated to competent people.

A new NHS Grampian Risk Assessment tool and process will be developed as part of this process, led by the Head of Risk Management. Existing systems will continue to remain valid, but must be linked to the organisational Risk Register for corporate planning purposes.

As a result of risk assessment all areas should have effective control measures in place manage violence and aggression.

Core policies and guidelines will continue to be developed over time on a NHS Grampian basis. Information will become available on the Intranet site over time. A list of policies, guidelines and protocols associated to this policy has been attached. This list shall be regularly updated to address the needs of NHS Grampian as they arise. Local managers are responsible for developing, implementing and monitoring local policies and guidelines. Each line manager should address the following subjects:

➤ **Emergency Response**

All areas should devise a local emergency response protocol, as emergency requirements will differ between sites in NHS Grampian.

The default emergency response details for NHS Grampian are as follows:

- All members of staff have a duty of care, therefore in the first instance and if it is safe to do so, an attempt must be made to de-escalate the situation;
- Staff must continually risk assess the situation for escalating danger;
- Help can be summoned from colleagues within the area (some staff may be trained in the Management of Violence and Aggression and have practical skills training)
- Contact the police on (9) 999.

Consider calling the police prior to contacting a local response team as the police may take longer to respond. Do not depend on local response arrangements in serious situations, as the response team may be unable to attend due to other incidents.

The Police may be contacted if;

- you are particularly worried about the situation;
- if the situation is escalating outwith your control;
- if a weapon is involved;
- if there is an intruder that you want removed;
- If there has been an injury to a member of staff;

- Local emergency response arrangements should be activated (this may involve a response team). This could be done in conjunction with a call to the police or in a situation where police presence was not required.
- The Risk Management Advisor for Violence and Aggression may be contacted for advice and support regarding the ongoing management of the situation. This service is only available Monday to Friday 08:30 to 17:00.

➤ **Staff Training**

Management of Violence and Aggression training is a mandatory requirement for all staff in NHS Grampian who have regular patient and public contact including lone workers. As a minimum all members of staff for whom this training is mandatory must have theoretical training including de-escalation techniques. Low to high risk training courses shall be available to meet the evolving needs of staff. The degree of training required will be dictated by a risk assessment within each local area. All staff who attend practical training will be required to attend refresher training on an annual basis. Information regarding training needs analysis and courses can be sought from the Learning and Development Dept, NHS Grampian.

➤ **Occurrence Recording**

All staff within NHS Grampian should report all incidents of violence and aggression including humiliating behaviour, verbal abuse and near misses. Different systems for reporting incidents exist within NHS Grampian. Currently the OR1 and IR1 forms are in operation alongside local arrangements within some services. Until Occurrence Recording (OR) is rolled out across NHS Grampian existing recording systems should be used. The incident recording form should be completed and processed as soon as possible following the incident, to ensure NHS Grampian complies with RIDDOR 1995. All incidents should be recorded to ensure accurate information enabling intelligent trend analysis, as this is a valuable tool when planning future reduction target initiatives.

➤ **Staff Support Post Incident and Prosecution of Aggressors**

Local managers must ensure procedures are in place to support staff following an incident of violence and/ or aggression towards them if necessary. Advice can be sought from the Risk Management Advisor (Violence and Aggression) when formulating an Incident De-brief Framework and protocol for Post Incident Support. First Aider provision should be clearly identified within all areas where appropriate and if necessary emergency treatment is available within local Accident and Emergency Departments. Smaller Accident and Emergency (A&E) and Casualty departments may not be able to provide some facilities/services therefore serious injuries should be taken directly to A&E Aberdeen Royal Infirmary. Professional Psychological Counselling is available to all staff on a confidential basis from the Occupation Health Service, which can be through either self-referral or management referral.

NHS Grampian will fully support any member of staff who reports an incident to the police and will continue to support staff with the prosecution of an aggressor. Advice and support can be sought from local managers, Risk Management Advisor (V&A), Central Legal Office, The Procurator Fiscal Advice and Information Service, Victim Support and NHS Grampian Security Personnel.

➤ **Compensation**

The Criminal Injuries and Compensation Scheme provides a system whereby compensation is made available for any victim of violence and aggression. Under the scheme staff can make a claim for any personal injury resulting from an assault. Guidance on eligibility can be sought by contacting The Risk Management Advisor (Violence and Aggression) and Victim Support. Should an incident result in any loss of earnings a claim may also be made to the NHS Injury Benefits Scheme. Guidance on eligibility and advice on making a claim can be obtained from Human Resources.

MONITORING ARRANGEMENTS

Local managers will be expected to monitor progress against the implementation of the Management of Violence and Aggression Policy. The framework for doing so will be provided by Risk Management Support Unit. Progress will be measured and incorporated into the performance assessment framework.

REVIEW ARRANGEMENTS

Risk Management Support Unit alongside Senior Managers and Partnership Representatives will review corporate progress in relation to the effectiveness of the Management of Violence and Aggression Policy. A report will be submitted annually to the HSMC and NCRMC and the associated Partnership Committees.

DISTRIBUTION LIST

Health and Safety Management Committee
Non Clinical Risk Management Committee
Health and Safety Co-ordinators
Departmental Health and Safety Committee Chairs
Learning and Development
Human Resources
Occupational Health Service
Facilities, Security Services
Corporate Communications Global Mail NHS Grampian
GUHT Intranet site – Risk Management Support Unit/ Violence and Aggression
(This will evolve into NHS Grampian Intranet)

Management of Violence and Aggression Associated Policies and Guidelines
NHS Grampian Status Index

Title	Status	Lead Person	Available	Estimated Completion Date
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Lone Working	Policy		No	January 2004
Withholding Treatment	Policy		No	December 2004
Occurrence Recording related to V&A	Protocol	Vincent Shields	Partially	
CS Incapacitant Spray	Guideline		Yes	N/A
Dealing With Difficult Patients (General Practice)	Policy	Dr Pauline Strachan	Yes	N/A
Removal of Weapons	Policy	Stewart Rogerson	No	December 2004
Suspected Illicit Drug Misuse	Policy	Stewart Rogerson	No	December 2004
Hostage Management	Policy		No	
Emergency Response (core NHS Grampian)	Guidelines		Yes	N/A
Post Incident	Guidelines		Yes	N/A

Support Framework				
Prosecution of Aggressors	Guidelines		No	April 2004
Rapid Tranquillisation	Policy	unidentified	No	
Drug Withdrawal	Policy	unidentified	No	
Alcohol Withdrawal	Policy	unidentified	No	