

**Information Governance Department**

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10 January 2018

Our Ref: 4114

Lou Keeley

[request-451045-276ebff8@whatdotheyknow.com](mailto:request-451045-276ebff8@whatdotheyknow.com)

Dear Lou

Thank you for your Freedom of Information request which was received within the Trust. In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold information relevant to your request.

For completeness, I will answer your requests in full.

Specialling/1-1/Bed watch

I am seeking the feedback from suitably qualified NHS professionals regarding the above service. I would very much appreciate you taking a few minutes to complete this questionnaire.

Provision

1. Describe or provide location of policy regarding one to one/specialling/bedwatch services at your Trust. – [Please see attached policy.](#)
2. Are you satisfied with the current system? - [The current system has recently been reviewed and found to be suitable.](#)
3. Do you currently outsource 1-1 care for patients displaying challenging behaviours? - [Yes](#)
4. If out-sourced which department would be responsible for deciding to call additional staff onto site? - [Heads of Nursing and duty managers.](#)

- 4.b. Which department would be responsible for arranging the contract with the service provider? - **Procurement**
5. How often does the Trust require assistance with patients displaying challenging behaviours? - **Daily**
6. What is the current average monthly spend on these services? - **£1500 per month**
7. What training do staff providing these services receive?  
A face to face conflict resolution and escalation training is provided to all clinical staff on induction supported by a theory e-learning package. For those staff involved in the 1:1 observation of a patient with more challenging behaviours posing risk to themselves or others complete a 1 day course titled "close observation" which explores and practices low level supportive techniques which include low level control and restraint. The close observation courses are tailored to the care area, with different programs available for those caring for the patient with Dementia, working in the A&E setting, or with the paediatric patient. These courses are supported by an in house trainer holding the level 3 qualifications in control and restraint and the teaching of conflict and physical intervention awards, through the McCormack training company. The Trust at present is investing in a programme which is  $\frac{3}{4}$  complete; training 6 staff to be key support and experts to support the clinical staff on the day to day, and support the teaching and learning of escalation, physical intervention in the clinical area.
- 7.b What qualifications do they hold?  
The current in house trainer is fully certified through MC Cormack training and holds the level 3 qualifications in teaching, conflict resolution, physical intervention and breakaway.
- 7.c. Is the training provided by the NHS or the Service Provider?  
In house, internal and externally trained and qualified provider
8. What are the limitations of the current service?  
None that have been identified.

#### Contact Details

9. Who is the person or persons responsible for these services, please provide contact details of the budget holder and any other relevant staff.  
There are no specific budget holders for this service as any ward can request Specialing/bedwatch as required.

Yours sincerely



**Neill Bolderston**  
**Information Governance Manager**

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If you are not satisfied with the Trust's response you may ask for an independent internal review by writing to the:-

Information Governance Manager  
Kettering General Hospital NHS Foundation Trust  
Rothwell Road  
Kettering  
Northants  
NN16 8UZ

If you remain dissatisfied after this internal review of the Trust's decision you may wish to make an approach to the Information Commissioner.

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire,  
SK95 5AF

<http://www.ico.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with. He can issue an enforcement notice to the Trust ordering it to comply with your request.