Unacceptable behaviour
Under certain circumstances it may be necessary for LPT to modify, withdraw or refuse treatment of patients. LPT will support such action where it complies fully with the procedure detailed in the Trust policy.

All services will be supported in writing to any individual whose behaviour towards LPT staff is unacceptable. They will be required to modify their behaviour to an acceptable level to ensure the safety of staff and patients. If they do not it may be necessary to restrict the service they receive from LPT. Appendix E, F & G

Withdrawal of Treatment
Withdrawal of treatment will only ever apply in extreme cases, after taking legal advice and should be seen as a last resort. However, there may be instances when the nature of the incident is so serious that LPT, having taken legal advice, will withhold treatment immediately. The procedure applies not only to violent or abusive patients aged 18 years or over, but to carers, visitors or family members whose behaviour poses a threat to staff.

Whilst not precluding individuals from the process, where a patient has a pre-existing mental disability or medical condition that can adversely affect their behaviour, it must be demonstrated and documented that a full account of that condition is taken into consideration before any action is taken. Appendix D & H

Harassment or Bullying of Staff
LPT has an agreed Dignity at Work Policy.

Specifically, in relation to harassment or bullying by patients, service users or members of the public, the required action is very clear. It should also be followed in cases of suspected racially motivated harassment. All incidents of alleged harassment or bullying must be reported using the Trust Incident Reporting form.

For further information or advice please contact the Health and Safety Compliance Team

Local Security Management Specialist
Tel: 0116 295 6691
Mob: 07717881602

Bernadette Keavney
Head of Health and Safety Compliance
Tel: 0116 295 4097
Bernadette.keavney@leicspart.nhs.uk

Samantha Roost
Senior Health, Safety & Security Advisor
Tel: 0116 295 6713
07825 113538
Samantha.roost@leicspart.nhs.uk

Marian Dempsey
Health & Safety Advisor
Tel: 0116 295 3928
07500 782 781
Marion.dempsey@leicspart.nhs.uk

Or visit the LPT website Staff e-source and selecting “Support Services”

This guide identifies the relevant Appendices within the Trust policy.

Pocket Guide for the policy
Management of Violence and Aggression, Warning Letters and Withholding Treatment

Violence and Aggression is recognised as a risk in NHS settings. This is a guide to LPT’s policy regarding staff actions and support that can be taken to address any issues.
Preventing Violence and Aggression
Staff are responsible for making themselves aware, by consulting with line managers and colleagues, of all risks relating to violence and aggression within the area in which they work. This will include reading and familiarising themselves with current risk assessments.

Environmental Considerations within the Violence and Aggression Risk Assessment
It is recognised that having the correct environment will have a positive effect on the reduction of violence and aggression. NICE NG10 (2015).

All areas must include an assessment of their environment within their violence and aggression risk assessment. A guidance framework is provided to enable a systematic approach. This is also the case for community staff when visiting patients in their own homes. Appendix B

Clinical Risk Assessment
All patients receiving care from LPT Staff will be assessed for violence and aggression as part of their initial clinical risk assessment.

The assessment will involve a structured and sensitive interview with the service user and/or carers to ascertain service users own views and any trigger factors, early warning signs of disturbed or violent behaviour and any factors that prevent or help in reducing aggression for that individual

This process will identify appropriate care planning that includes specific interventions and may lead to establishing advance care directives.

Staff should be aware of the following factors that may provoke disturbed/violent behaviour: abuse, attitudinal, situational, organisational and environmental issues.

The Local Security Management Specialist (LSMS)
The Trust has an LSMS, who works to ensure that the Leicestershire Partnership Trust is a safe and secure place in which to work and receive treatment. The prevention and management of workplace violence and abuse is a key priority for your LSMS.

The LSMS receives professional training in the promotion of a secure and safe environment, including investigation and the prevention and deterrent of criminal activity.

Policing and the NHS
The Trust and Leicestershire Police have produced the document: Police Liaison and Guidelines for Calling the Police, which is available in the Trust Policy Library. Its purpose is to ensure that violent and aggressive incidents, which require police presence, are co-ordinated, ensuring safety for patients, staff and police attending.

Training
The Trust Prevention and Management of Aggression Training Strategy outlines the levels of training appropriate for all staff. This information is based on the local risk assessments. An up-to-date training record database is maintained by the Trust Learning and Development Team.

Staff must ensure they are familiar with and use the agreed methods for the prevention and management of violence and aggression, including de-escalation and restraint for the circumstances presented.

Guidelines for the Allocation, Monitoring and Responding of Personal Safety Alarms.
In all areas that have fixed alarm systems an agreed procedure needs to be in place for the allocation, monitoring, testing and responding to any alarm activation Appendix A of the Policy.

This will cover In-patient, out-patient and Community Team bases. This is to assist that are sufficient working alarms available for staff working in the areas covered with alarm systems.

These guidelines will need to be made specific for each area and have been developed to allow this. Each area will need to ensure these guidelines and local procedures are followed and inform all staff of their responsibilities and any new requirements.

Incident Reporting
Staff must report all incidents of violence and aggression in accordance with the Trust’s Incident Reporting Policy. Incident reports must be completed at the earliest opportunity. Appendix I, J & K of the policy.

The Welfare of Service Users and Staff
All those involved should have a local de-briefing after an incident and the opportunity of being referred to Occupational Health, if deemed appropriate.

For all serious incidents a post-incident review should take place as soon after the incident as possible, but in any event within 72 hours of the incident. This review will be led by the senior manager responsible for the ward or department concerned. The people below should be considered. Further information is in the Trust Guidelines for the provision of staff welfare and support following an incident of violence and aggression

- All staff involved in the incident(s)
- Service users involved in the incident(s)
- Carers and family where appropriate
- Other service users who witnessed the incident
- Visitors who witnessed the incident