

Ref No. SG9312

Date: 24 March 2020

REQUEST:

- 1) Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.
- 2) For the five most recent cases, please tell me
 - a. the job title of the member of staff against whom the behaviour was levelled
 - b. a brief summary of the content of the complaint (e.g. patient said he didn't want a 'black doctor', raised his voice and used profanities)
 - c. the action taken by the Trust

OUR RESPONSE:

1. 22
2. a. Unfortunately, we do not record the specific job titles of members of staff within the incident reporting system. However, we can confirm all cases in 2019 were against nursing and medical staff, and the 5 most recent cases were against either nursing staff or health care support workers.
 - b.
 - i) Swearing at staff, using Black and Asian racially discriminative language, when trying to deliver care.
 - ii) Using joking gestures and language related to the Welsh and farm animals and black African abusive language when staff were trying to interact and administer care.
 - iii) Threatening physical and racially verbal abuse towards black African staff during care delivery.
 - iv) Abusive language related to staff members colour as a 'nigger' and encouraging other patients in his own language to share the humour when the staff were assisting with mealtimes
 - v) Family members using the word 'wog' to describe the staff caring for their family member when plan of care was being explained; the patient heard to be interacting with family members whilst the conversation was going on.
 - c.
 - Requesting patients to stop using the behaviour and explaining that it is unacceptable behaviour and could lead to ceasing of care delivery – zero tolerance
 - Racism and Hate/PREVENT have been reported to the Police which the Trust supports, following national and local policy. Considerations undertaken to ensure the altercation has not been as a result of patients acute episodes of poor mental health i.e. psychotic and paranoia escalation
 - Staff have been supported and debriefed at the time by colleagues/staff member in charge and then followed up with 1:1 supervision and debrief by their manager.
 - Reflection on whether the episode could have been prevented/managed differently
 - Patient care plans and risk assessments reviewed and updated to reflect racial/hate/PREVENT risk and likelihood