

## 6 Step Reporting Flowchart

### How to report abuse and violence from patients

We want to support our colleagues in our ambition to create inclusive and abuse free working environments for everyone. Clear, constructive and robust reporting processes are an important part of this support. Here's our step-by-step guide to reporting abuse, violence and/or hate incidents from patients.

1

#### **Step 1: Complete an abuse and violence reporting form**

Reporting abuse including hate incidents will help to guide our long-term strategy to addressing it. All completed forms will be recorded on Ulysses and reported to the Trust.

2

#### **Step 2: Conversation with the senior lead in charge of the service area**

Talking through the incident will help share the effects of the incident and allows us to offer you support.

3

#### **Step 3: Assessment of the patient/service user**

A manager or ward matron will speak with the patient if it is safe and appropriate. If not, the incident will be followed up later as a matter of priority. Any outcomes will be documented including actions.

4

#### **Step 4: Discussion in team meeting**

The responsible clinician (RC)/senior manager in partnership with the MDT will provide oversight of the ongoing management of the patient.

5

#### **Step 5: Reporting to the police**

We will support all decisions to report incidents as hate crimes. This can be done online with help from administrative colleagues.

6

#### **Step 6: Recording the incident and outcome**

The incident reporting form is used to complete an EIRF on Ulysses. Racist incidents will be reviewed by Trust Board members, alongside other data.