

Zero Tolerance 2022:

Say No to Abuse

**ZERO
TOLERANCE**

Message from Trust Board:

We are committed to our Trust being an organisation free from discrimination, where all staff can reach their full potential and play their part in creating high quality, compassionate care and wellbeing for all.

We have reviewed and refreshed our Zero Tolerance (ZT) Campaign alongside colleagues across the Trust, to ensure we are absolutely clear on how staff can enforce our Zero Tolerance approach and how staff will be supported. The campaign aims to reduce and minimise abuse and violence of any kind - including hate incidents, such as racism, disablism, homophobia or any discrimination experienced by our staff from service users, patients or the public.

We are equally committed to ensuring that our staff do not experience such violence or abuse from colleagues. Although this campaign doesn't address this specifically, you can find out more about this in our [**Anti-bullying, harassment and victimisation \(dignity at work\) policy.**](#)

Resources to support you

We want to support our LPT family 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, so we have designed a simple 6-step approach to reporting and addressing abuse and/or violence from patients:

1. Complete an abuse and violence reporting form
2. Conversation with the senior lead in charge of the service area
3. Assessment of the patient/service user
4. Discussion in team meeting
5. Reporting to the police
6. Recording the incident and outcome

This process has been designed to complement (and not replace) existing electronic reporting processes and provide additional support.



For more information about the process please download the resources below. We have sent out printed versions to all areas too. If you would like to request additional printed copies please [**get in touch**](#).

ZERO TOLERANCE Leicestershire Partnership NHS Trust

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.

- 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.
- Step 2: Conversation with the senior lead in charge of the service area**
Talking through the incident will help you share the effects of the incident and allows us to offer you support.
- Step 3: Assessment of the patient/service user**
A manager or ward master 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.
- Step 4: Discussion in team meeting**
The responsible clinician (RC)/senior manager in partnership with the UIC will provide oversight of the ongoing management of the patient.
- 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.
- Step 6: Recording the incident and outcome**
The incident reporting form is used to complete an ERF on Ulysses. Racist incidents will be reviewed by Trust Board members, alongside other data.

#SayNoToAbuse staffnet.leicpart.nhs.uk/zero-tolerance

6-step reporting flowchart

One-page A4 poster outlining the 6-step process to reporting abuse, violence and/or hate incidents from patients.

[**Download me here.**](#)

ZERO TOLERANCE Leicestershire Partnership NHS Trust

Say no to abuse: 6 step reporting guide

Our Zero Tolerance approach to abuse and violence at work makes it clear that all forms of abuse and violence by patients or service users towards colleagues are not acceptable, and will be addressed case by case. Colleagues subject to abuse and violence will be fully supported by the trust.



This process is available to all staff (in clinical and non-clinical settings) to report abuse and violence at work. Any such unacceptable behaviours which have a racially motivated or any other hate related elements, will be seen as additional aggravating factors in any investigation and/or actions taken if proven.

This process has been designed to complement (and not replace) existing electronic reporting processes and provide additional support and resources.

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6-step reporting guide

A5 booklet containing the detail behind each of the 6-steps to reporting abuse, violence and/or hate incidents from patients.

The booklet also contains a paper reporting form which can be filled in to guide you and then recorded on the Ulysses electronic incident reporting system.

[**Download me here.**](#)

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Action Checklist

Have you?	Tick if yes	Initials
Followed the 6-step Zero Tolerance process for supporting and reporting the abuse?		
Spoken to another provided support to the member of staff who has experienced abuse including any racist, homophobic or hate incidents?		
Spoken to the patient/service user or carer about the incident to investigate the facts and gather evidence?		
If you have established that an incident has taken place, have you spoken to someone concerned to put in immediate support or safeguards?		
Drawn up a care plan and recorded the incident on Ulysses?		
Been empathetic in your approach to everyone concerned in the incident?		
Thought about supporting an investigation into the incident?		
Recorded the details of witnesses who saw what happened?		
Is there any CCTV or Body Cam Footage and has it been preserved?		
Arranged training to your team on how to handle abuse and violence at work in the with our Zero Tolerance: Say No to Abuse process?		
Supported the patient to understand that their behaviour is unacceptable, and that care will continue to be provided by staff irrespective of their racial or cultural background or other protected characteristics?		
Considered discussing the patient/service user before deemed safe to do so if they refuse to be treated by or continue to abuse staff who are Black, Asian or Minority ethnic background or other hate crime protected characteristics?		
Considered reporting the incident to the police and/or taking legal action to prosecute the patient/service user where following an investigation the incident is considered to be a criminal offence?		

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Action checklist

A4 checklist for managers/leaders to help them in supporting a member of staff who has been subjected to abuse/violence in the workplace.

[**Download me here.**](#)

If you require additional information or support please [head to Staffnet](#) or get in touch with [the equality, diversity and inclusion team](#).

We are in the process of developing a training package and will soon be rolling out sessions for teams who feel they need further support and development in this area. If you feel like your team would benefit from this training, please [let us know](#) so that we can connect with your team.

Finally, a big thank you to the colleagues involved in the Zero Tolerance task group!

Left to right:

Kartik Bhalla, external communications officer
Kamy Basra, associate director of communications
Pauline Lewitt, Freedom to Speak Up Guardian
Haseeb Ahmad, head of equality, diversity and inclusion
Andy Lee, security management advisor
Roisin Ryan, equality, diversity and inclusion specialist
Abby Reynolds, support worker
Balasubramanian Sankaran, musculoskeletal physiotherapist
Asha Day, head of international recruitment



Plus many others not pictured here who have been involved over the last few months in the task group and in the working groups that have been testing the materials.

Look out for the posters near you and engage in the posts we'll be sharing on social media!



Improving our equality, leadership and culture is one of our nine Step up to Great priorities. We will know we're Great when we value inclusive, compassionate behaviours and show pride in our collective leadership and in our Trust.