

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, disabilityism, 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](#).



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.](#)

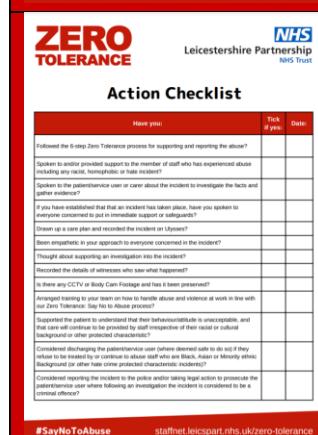


6-step reporting guide

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.](#)



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.](#)

<p>ZERO TOLERANCE</p> <p>NHS Leicestershire Partnership NHS Trust</p> <h3>Lived Experience Case Studies</h3> <p>The following lived experience case studies have occurred and continue to take place on wards as well as in community settings. We have provided an action checklist that will give you some help as to what you might do to support staff and patient/service users with empathy. Please also see the guidance on the page for what you should do if you take all the appropriate steps towards supporting staff experiencing abuse and/or violence at work.</p> <p>Case 1 A patient in an acute mental health ward subjects a member of staff to racial taunts. This is initially challenged by another member of staff but allowed to continue.</p> <p>Case 2 A patient in a community hospital refuses to be treated by a Black Caribbean health care assistant. Care is provided by another health care assistant who is White British.</p> <p>Case 3 A patient on an acute mental health ward becomes increasingly violent and aggressive towards others on the ward and is given medication against his will. Following the incident he tells the nurse who administered the medication that once he is discharged he will hurt him and his family.</p> <p>Case 4 A female patient who receives sexually inappropriate comments from a patient while treating them at a health clinic. She tells him this is unacceptable but does not report the incident. A month later the same thing happens, and the patient touches her. She reports the incident, but the patient denies anything has happened.</p> <p>Case 5 A nurse who is learning disability patients is helping a patient when without warning he punches me in the head. She loses consciousness and is treated at A&E. The sign of sick but can't have returning to work.</p> <p>Case 6 A nurse visits a patient in their own home to perform a clinical intervention to enable the patient to give urine. The patient starts to use sexual language during the procedure resulting in the nurse feeling unsafe and uncomfortable.</p> <p>#SayNoToAbuse staffnet.leicestershire.nhs.uk/zero-tolerance</p>	<h2>Lived experience case studies</h2> <p>We have collected lived experience case studies which have occurred (and continue to take place) on wards as well as in community settings. These can be used as a resource for colleagues/teams to understand further and discuss/reflect on together within meetings.</p> <p>Within the document we have also provided practical advice and guidance on how to manage harassment, abuse, and discrimination from patients and members of the public.</p> <p><u>Download me here.</u></p>
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Valuing people's differences is one of our leadership behaviours for all. With your help every one of us can stand up against all forms of abuse and violence including hate incidents and intolerant attitudes.

Here's how you can show your support:

We will be highlighting each of the resources and support on offer and sharing further messages over the coming months.

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.