

Freedom of Information Request

Ref: 21-347

24 June 2021

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we hold some the information you are requesting

1/ Year on year and for the past three calendar years, please could you provide figures for the number of times a DATIX/ULYSES or (please state other) your records keeping system holds, that relate to a report of “uncooperative patient behaviour” (or similar description which may include “violence and aggression”) was raised.

	2018	2019	2020	Total
Physical Assault By Patient to Staff	359	327	414	1100
Racial Abuse By Patient to Staff	24	19	36	79
Threatened With Weapon	18	20	24	62
Verbal Abuse By Patient to Staff	395	407	619	1421
Total	796	773	1093	2662

2/ Year on year and for the past three calendar years, how many of the above reports of “uncooperative patient behaviour” (or similar description which may include “violence and aggression”) resulted in an action by hospital security and how is this action described: eg: chemical, environmental, mechanical, physical or psychological

Please note, the Trust does not hold the data in a format that would enable us to fully respond to your request to the level of detail required and a manual trawl for this information would significantly exceed the 18 hours limit set down by the FOI as the reasonable limit. Section 12 of the FOIA provides that we are not obliged to spend in excess of 18 hours in any sixty day period locating, retrieving and identifying information in order to deal with a request for information and therefore we are withholding this information at this time.

3/ What is your Trust policy on the restraint and detention of “uncooperative” patients?

Please see link to Zero tolerance policy, please refer to section 6.11

<http://nww.avon.nhs.uk/dms/Download.aspx?r=1&did=7777&f=ZeroTolerancePolicy-5.pdf>

Also the Handcuffing and Response to Incidents documents attached.

4/ Which nationally recognised training framework and to which standards are your security staff trained? Eg: MAYBO, SAFESKILLS etc ...

Skills for Justice Level 3 Health care security officer training.

5/ What level of DBS checks are used when hiring your security staff?

Enhanced against adults & children's barring lists

6/ How often are your security staff DBS checked?

No rechecks, contractual obligation for staff to notify us if there any new convictions, cautions or warnings during employment

7/ What are the minimum training standards and qualifications required of security staff carrying out patient "bed watch" duties?

Bed watch duties are not carried out.

8/ Year on year and for the last three calendar years, how many patient "bed watch" shifts did your hospitals need?

We do not hold this information

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Director of Corporate Governance
University Hospitals Bristol and Weston NHS Foundation Trust
Trust Headquarters
Marlborough Street
Bristol
BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

Freedom of Information Team
University Hospitals Bristol and Weston NHS Foundation Trust