

Standard Operating Procedure (SOP)

REPORTING ASSAULTS IN A CLINICAL SETTING

SETTING	Trust-wide
FOR STAFF	All staff in a clinical setting
ISSUE	NHS staff should not accept verbal or non-verbal assaults as 'part of the job'. The Trust encourages all staff to report all incidents of verbal and non-verbal assaults. The document outlines how clinical staff can seek support.

Standard Operating Procedure (SOP)

1. Purpose

- 1.1 To ensure staff are aware of the reporting mechanism following a physical or non-physical assault to themselves or other staff members.

2. Principles

- 2.1 The SOP relates to the care of the member of staff not the incident itself. All incidents of violence or aggression must be reported at the time of the incident using Datix the UHBW online incident reporting mechanism. The responsibility for follow-up and post-incident management lies with the Division.

3. Definitions

- 3.1 Physical Assault - the intentional application of force against the person without lawful justification resulting in physical injury or personal discomfort. Spitting and other bodily fluids are included in the definition of a physical assault.
- 3.2 Non-Physical Assault - the use of inappropriate words or behaviour causing distress and/or constituting harassment. This can include, but not exclusively, offensive or obscene language, verbal abuse and swearing, brandishing weapons, or objects which could be used as weapons, attempted assaults, offensive gestures, threats, intimidation, harassment or stalking, damage to buildings, equipment or vehicles which causes fear for personal safety, offensive language or behaviour related to a person's, race, gender, nationality, religion, disability, age or sexual orientation and inappropriate sexual language or behaviour.

4. Procedure for Reporting Assaults on Clinical Staff

- 4.1 The person in charge of the area is responsible for contacting the clinical site manager (CSM) at the time of the incident if they feel it is appropriate.
- 4.2 If required the CSM will attend the area within a maximum 30 minutes of being notified.
- 4.3 The CSM will assess the condition of the member of staff, arrange any immediate treatment via the Emergency Department if required and decide whether the individual needs to go home.
- 4.4 Out of Hours the CSM will inform the On-Call Manager.
- 4.5 An online incident report form is to be completed via Datix (this can be by the individual staff member, the CSM or another member of clinical staff).
- 4.6 If patient related, any alerts / updates to relevant patient records and any further action to be taken e.g. behavioural contracts will be managed locally by the clinical

team/departmental managers.

5. Post-Event Support

5.1 The division will follow up the incident with the member of staff ensuring they are adequately supported, and will be responsible for the management of the incident report generated via Datix.

5.2 Occupational Health Services are available for the member of staff should counsel or further on-going support is required.

6. Occupational Health

6.1 During office hours call: [REDACTED]

6.2 Out of hours call the number above but listen carefully to the message

Table A

REFERENCES	Nil
RELATED DOCUMENTS AND PAGES	Health and Safety Policy Conflict Resolution Policy Zero Tolerance Policy Health and Safety including Well-being and Occupational Health pages: http://connect/StaffAndLineManagersInfo/HealthandSafety/Pages/default.aspx
AUTHORISING BODY	Estates and Facilities Risk Management Group
SAFETY	Safety of staff in a clinical setting requires security to engage where required.
QUERIES AND CONTACT	Clinical Site Management Team – Ext. [REDACTED] or Bleep [REDACTED] Security Management - Ext [REDACTED] Health and Safety Department – Ext [REDACTED] Bleep [REDACTED]