



Ref: FOIA Reference 2021/22-176

Date: 19th July 2021

Email foi@uhnm.nhs.uk

Dear

I am writing to acknowledge receipt of your email dated 21st June 2021 requesting information under the Freedom of Information Act (2000) regarding uncooperative patients

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 I am a journalist who is researching the training and use of hospital security guards in an acute hospital setting.

The data you kindly provide will be compiled with other responses from each of the acute hospital trust across England to help produce a clear picture of the situation across the country.

In is anticipated that this data will be used as part of a report.

Using the Freedom of Information Act, please could you search your database (DATIX/ULYSES or other) and provide the data in response to the following inquiries:

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.

A1 Incidents are recorded as ‘Abusive, violent, disruptive or self-harming’

- 2020: 980
- 2019: 927
- 2018: 742

Q2 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

A2 See below:

- 2020: 767

- 2019: 578
- 2018: 605

Actions are not recorded as chemical, environmental, mechanical, physical or psychological. Mechanical restraint is not used at UHNM.

Q3 What is your Trust policy on the restraint and detention of “uncooperative” patients?

A3 Attached C33 “Use and Reduction of Restrictive Interventions” policy, though a revised policy is currently going through ratification

Q4 Which nationally recognised training framework and to which standards are your security staff trained? Eg: MAYBO, SAFESKILLS etc ...

A4 See below:

- County: BTEC Level 2: Breakaway & Disengagement’
- RSUH: MAYBO

Q5 What level of DBS checks are used when hiring your security staff?

A5 See below:

- County: Enhanced
- RSUH: Standard

Q6 How often are your security staff DBS checked?

A6 See below:

- County: On commencement of employment
- RSUH: On application of SiA license

Q7 What are the minimum training standards and qualifications required of security staff carrying out patient “bed watch” duties?

A7 RSUH: Minimum requirement is a Door Supervisors License.

Q8 Year on year and for the last three calendar years, how many patient “bed watch” shifts did your hospitals need?

A8 See below:

- 2020: 116.5 hours
- 2019: 173 hours
- 2018: 283.5 hours

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.

Where the Trust owns the copyright in information provided, you may re-use the information in line with the conditions set out in the Open Government Licence v3 which is available at <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>. Where information was created by third parties, you should contact them directly for permission to re-use the information.

An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

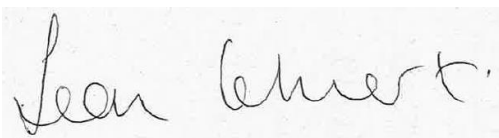
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 671612.

Yours,



Jean Lehnert
Data, Security & Protection Manager