Management of Violence and Aggression (V&A)(including Lone Workers)

Situation

Welsh Health Circular (WHC) WHC/2021/012 Implementing the agreed approach to preventing Violence and Aggression towards NHS staff in Wales (issued April 2021).

In 2017, the NHS Anti-Violence Collaborative (AVC) was formed, and collaborated with NHS organisations in Wales and Police and Crown Prosecution Service (CPS).

This work culminated in the publication of the Obligatory Responses to Violence in Healthcare (ORV) which was signed on 21 November 2018.

Requirements of WHC

1. Identifying responsibility for anti-violence and aggression at Board level within each organisation.

2. Ensuring organisations assign appropriate resource to the critical Case Manager role to enable them to play a proactive role, including:

- Support and guide victims through the criminal justice system and signpost them to well-being support available in the National Health Service (NHS).

- Provide monthly reports to the Health and Safety Department and the lead director for V&A in their own organisation.

Requirements of WHC

3. Provide a six monthly report to the AVC to enable them to identify issues and progress at an all-Wales level.

4. Provide an annual report that follows the example report set out in Annex M of the ORV agreement, to its Board for formal ratification. The report will be provided to the Anti Violence Collaborative by the 28th February 2022.

5. The AVC will provide an annual review of implementation of the ORV from the reports received to Welsh Government (WG) by 1st April 2022.

Compliance with WHC

- All actions are being complied with against the requirements of this WHC.

- Director of Nursing, Quality and Patient Experience and the Head of Health, Safety & Security are members of the AVC.

- The V&A Case Manager provides monthly reports to Directorates and submits reports to the Chair of the AVC.

- Hywel Dda University Health Board (HDdUHB) will contribute to the AVC annual report submitted to WG when required.

Lone Working

HSE definition of lone worker

"if you work by yourself without close or direct supervision"

Under the Management of Health and Safety at Work Regulations, we must manage the risk to lone workers.

Risks that particularly affect lone workers include:

- violence in the workplace;
- stress and mental health or wellbeing;
- a persons medical suitability to work alone;
- the workplace itself, for example if it is in a rural or isolated area.

Risk Mitigation

- Lone Working Policy in place.

- Department lone working procedures including 'buddy' systems.

- HDdUHB issued mobile phones.

- Audible alarms.

- Peoplesafe lone working devices.