![GIG CYMRU NHS WALES - Bwrdd Iechyd Prifysgol Hywel Dda University Health Board]

PWYLLGOR IECHYD A DIOGELWCH
HEALTH & SAFETY COMMITTEE

DYDDIAD Y CYFARFOD: **DATE OF MEETING:**	13 November 2023
TEITL YR ADRODDIAD: **TITLE OF REPORT:**	Health and Safety Update
CYFARWYDDWR ARWEINIOL: **LEAD DIRECTOR:**	Mandy Rayani, Director of Nursing, Quality and Patient Experience
SWYDDOG ADRODD: **REPORTING OFFICER:**	Tim Harrison, Head of Health, Safety and Security

Pwrpas yr Adroddiad (dewiswch fel yn addas)
Purpose of the Report (select as appropriate)

Er Sicrwydd/For Assurance

ADRODDIAD SCAA
SBAR REPORT

Sefyllfa / Situation

This report is presented to the Health and Safety Committee (HSC) to provide an update on arrangements for the management of Violence and Aggression (V&A). This report also includes incident data and violence and aggression risk management arrangements.

Cefndir / Background

The table below shows a comparison with data recorded for previous quarters and shows a consistently high number of incidents being reported by staff.

Time Period	Total Incidents under Violence & Aggression
Jan 2022 - March 2022	288
April 2022 - June 2022	204
July 2022 - Sept 2022	224
Oct 2022 - Dec 2022	234
Jan 2023 - March 2023	259
April 2023 - June 2023	271
June 2023 - September 2023	294

Asesiad / Assessment

The following information has been sourced from the last quarter to provide an understanding as to the number, type, location, severity, contributory factors, sanctions (criminal and internal)

Incidents by location	Number	Incidents by location	Number
Withybush Hospital	**Total = 36**	**Prince Philip Site**	**Total = 75**
A & E	15 (4 Police calls)	MIU	6 (3 Police reports)
ACDU	2 (1 Police call)	Acute Medical Assessment Unit	1 (1Police arrest)
ICU	4	Ward 1	2

Chapel	2 (2 Police calls, sexual harassment)	Ward 3	3
Anti-coagulant services	1	Ward 4	2
Puffin ward	1	Ward 5	12
Ward 3	3	Ward 9	17
Ward 4	3	Outpatients	1
Ward 8	2	Urology	1
Ward 10	2	Diabetic Centre	1
Ward 11	1	Bryngofal MH	13 (1 Police call for transport)
		Bryngolau OAMH	16

Incidents by location	Number	Incidents by location	Number
Glangwili Site	**Total = 57**	**Bronglais Hospital**	**Total = 15**
A&E	5 (3 Police reports 2 arrests)	EUCC	2 (1 Police report)
CDU	1	CRHT in A&E	2
Cadog ward	8	ACDU	1
Dewi Ward	14	Dyfi Ward	3
Gwenllian Stroke Unit	3	Meurig Ward	3
Dinefwr ward	2	Ystwyth Ward	1
Childrens centre	1	Enlli (OAMH)	3
Teifi Ward	3		
Preseli Ward	2		
Switchboard	1		
Outpatients	1		
Morlais (MH)	16 (1 Police report)		

Incidents by location	Number	Incidents by location	Number
Cwm Seren PICU	62 (9 Police reports and assistance)	**Havenway** CDAT	3 (2 Police reports)
Bro Cerwyn St Caradogs (MH) St Nons (OAMH)	11 (3 Police reports, 1 arrest) 8	**Patients home**	7
South Pembs Hospital	3	**Begelly Bungalow**	1
Community Premises	2	**Gorwelion**	4 (2 Police reports)
Amman Valley Hospital	2	**Awel Deg** CDAT	1 (Racial)
Ty Helyg CAMHS	2	**Ty Elwyn** CDAT	1 (1 Police report threats to kill)
Neyland Surgery	1	**Milford Haven Surgery**	1 ASB Police report
Meddygfa Minafon	1 Police report of harassment and damage		
Total Number for quarter			**294**

88 out of 294 Incidents still hold no patient details despite requests by the Violence and Aggression Case Manager. This lack of information hampers the ability to progress actions and remains a clear Datix training requirement. The Violence and Aggression Case Manager scrutinises Datix coding's, a high percentage are changed to ensure the most accurate classification is recorded by the Health Board under its assurance and quality compliance.

To aid improvement National Violence and Aggression Case Managers and the Anti-Violence Collaborative are now looking to introduce and promote the use of better codes and data capture through amendments to the Datix system.

Breakdown of incidents by service (some incidents are in more than one class)

Mental Health Learning Disability	101
Unscheduled care	82
Emergency Care	34
Older Adult Mental Health	28
CMHT/CTLD/CRHT	12
Community	10
Community Drug Alcohol Team (CDAT)	4
Administrative/Office/Site	4
Primary Care	3
Therapies/Scheduled care	3
Maternity	2
Child Adolescent Mental Health Service	2
Children services	1
Pharmacy	1

Repeat perpetrator incidents	**153**
Repeat victim/reporting person incidents	**173**

Profile by incident type – Some incidents have more than one element

Physical Assault	113
Aggressive/Threatening behaviour	116
Verbal Abuse	27
Psychological abuse/Harassment	5
Hate content	8 (6 racial, 2 homophobic)
Sexual assault/offence/inappropriate behaviour	5 (2 relate to formal warnings and Police)
Damage to property	6
Anti-Social Behaviour (ASB)	6
Smoking	5
Weapons use	2

Assault Profiles	
Punch/slap/strike/stamp/elbow	58
Grab/Hair Pull	21
Scratch/cut	18
Push/pull	17
Kick	15
Bite	8
Limb twist/squeeze	6
Head butt	6
Spitting	5
Sexual touching	4
Fluid/ Substance/aerosol	2
Hot fluid	1
Strangle/choke	1

Body parts attacked	
Body/Chest/Back/shoulders	47

Arm	32
Head/Face	31
Wrist/Hand	15
Leg/Foot	10
Neck	7
Hair	3
Genitals	2
Wrist/Hand/Fingers	2

Items used as weapons	
Walking Stick/Frame	7
Cup/water bottle/beaker	6
Metal Toy	5
Knife	3
Chair	3
Fluid / substance	3
Razor	2
Glass	1

Profile of contributory factors	
Older adult mental health	73
Mental health	70
Unknown due to lack of data	31
Learning Disability	29
Medical Confusion/Brain injury	24
None	21
Unable to meet needs/demands	15
Alcohol	9
Illicit drugs	9
Waiting times/Stress	6
Smoking	3
Age	1
Staffing levels	1

Upon reviewing and obtaining information regards reported incidents it was established that 187 incidents could be attributed to patient conditions and therefore classified as clinically challenging behaviour, 31 incidents do not contain sufficient data and the remaining incidents do not appear attributable to patient conditions.

The contributory factors required to establish correct classification codes are currently not accurately captured at the time of reporting due to the current Datix system configuration. Improvements will be made to the system once agreed by the NHS Wales V&A Case Managers Group and the Welsh Risk Pool and Datix (Once for Wales) Project Team.

Profile of incident severity by actual level of harm

NONE	LOW	MODERATE	SEVERE
47	162	65	13

The list below are descriptions of the incidents recorded as 'severe' by the reporter. Whilst acknowledging the impact any violent and aggressive incident can have on individuals this does indicate a need for staff to correctly categorise incidents when they occur.

1. Homophobic incident towards staff by patient with cognitive deficit, no physical harm caused.

2. Assault with call bell to staff and minor hand injuries.
3. Assault and aggression by learning disability patient minor injuries **x 4**
4. Assault by cognitive deficit patient- punch to leg, minor injuries
5. Theft and aggression by patient in A&E – arrested by Police, no injuries
6. Aggression by patient with cognitive deficit trying to abscond, no injuries
7. Aggression by patient in A&E Dept, removed by Porters, no injuries
8. Patient with learning disability threatening staff and public in GP surgery, no injuries caused
9. CDAT service user said he'd like to stab staff for reporting domestic violence - no injuries caused.
10. Patient with cognitive deficit, aggressive and waving a razor at staff, no injuries.

Health Board and Police Sanctions against perpetrators

Formal Police reports	33 (intelligence also submitted)
Arrests & proceedings	11 Arrests and removal from site
Inpatient discussion (challenge)	12
Code of conduct letters sent	5
Anti-social behaviour referrals	2
Violent warning marker entries	2

Porters were recorded on the Datix system as being called to 54 incidents to assist; however, this number is significantly higher and is under recorded and reported on the Datix system.

The Security Adviser and V&A Case Manager work collaboratively and during the last quarter have made numerous visits to wards throughout the Health Board area to offer support advice and challenges to inappropriate behaviours and V&A towards staff as well as assisting in the completion of risk assessments.

Police Activity

Police were recorded as being called on 33 occasions, but the actual resource demand based upon Police data is higher than the information captured via Datix. Typically, this can relate to staff seeking Police assistance, searching for absconding patients, undertaking welfare checks as well as conveyance of higher risk or violent patients.

Police practice of dropping off persons at locations without adequate risk information or appropriate handover has been identified as an area of bad practice and concern, resulting in several incidents particularly within Health Board Emergency Departments. These concerns have been raised with Dyfed Powys Police Senior Management and information cascaded to Operational Officers.

The following are examples of the Police actions during the last quarter.

1. Patient arrested for assault at Emergency Department. Convicted of offences and restraining order obtained.
2. Police attended at Community Mental Health premises and arrested aggressive service user.
3. Police attended at Emergency Department and arrested a patient who had kicked staff in the stomach.
4. Police attended at Emergency Department and arrested patient who was aggressive and found to have stolen Health Board property.
5. Police attended at Emergency department, arrested and removed aggressive patients x 5

6. Police attended at a Mental Health unit where an intoxicated member of the public was aggressive and attempting to force entry.

Risk Management and Prevention
The requirement for all departments and locations to have suitable and sufficient violence and aggression risk assessments is currently being promoted by the V&A Case Manager in response to reported V&A incidents. The risk assessments and management information pack have been revised and updated to include further aspects of security in order to safeguard staff and patient safety.

Prevention and Management of Violence and Aggression (PAMOVA) Team
The team have provided expert advice to several departments over the last quarter in different localities.
This advice has included;
- Best interests process;
- Training and advice;
- Safety pod training;
- Advice on transporting detained patients to care homes;
- Nasogastric feeding whilst restrained;
- Support and guidance on person centred support plans.

Reducing Restrictive Practice Training
- There have been 794 places available on training courses, with 364 places being utilised.
- 23 extra courses have been provided when the team have been able to accommodate.
- Bespoke training has been completed by district nurses, school nurses and some older adults' areas, which has resulted in an additional 147 staff being trained.
- There has been a good uptake of staff from the general wards completing the Restraint Reduction in Older Adult Care training, with the majority of courses being full. Cadog ward GGH, Meurig ward BGH, PPH ward 9, PPH ward 1 are some of these wards that have been trained, with excellent feedback at the end of the course.
- The team has re-introduced training for Community Mental Health Teams in all localities, offering the All-Wales Violence and Aggression training Passport.
- Training at Hafan Derwen, Carmarthen can accommodate 12 participants per session. The training venue in Pembrokeshire can accommodate 12 participants but unfortunately Aberystwyth University have issued formal notice to vacate the training room used in Ceredigion by the end of December 2023.

Argymhelliad / Recommendation
The Health & Safety Committee is asked to:

- **TAKE ASSURANCE** that the Health Board has various measures in place to review and learn from the incidents of violence and aggression towards its staff. Improvements to violence and aggression case management continue to take place along with Directorate risk management arrangements

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	2.1 Provide assurance around the UHB arrangements for ensuring the health, safety, welfare and security of all employees and of those who may be affected by work-related activities, such as patients, members of the public, volunteers, contractors etc.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	N/A
Galluogwyr Ansawdd: Enablers of Quality: Quality and Engagement Act (sharepoint.com)	2. Culture and valuing people
Parthau Ansawdd: Domains of Quality Quality and Engagement Act (sharepoint.com)	2.1 Managing Risk and Promoting Health and Safety
Amcanion Strategol y BIP: UHB Strategic Objectives:	1. Putting people at the heart of everything we do
Amcanion Cynllunio Planning Objectives	2a Staff health and wellbeing
Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2021-2022	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Contained within the body of the report.
Rhestr Termau: Glossary of Terms:	Contained within the body of the report.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Ansawdd Iechyd a Diogelwch: Parties / Committees consulted prior to Health and Safety Committee:	Health and Safety Advisory Group

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	Not applicable.
Ansawdd / Gofal Claf: Quality / Patient Care:	There is a positive impact on staff and patient safety, health and wellbeing through compliance with health and safety regulations.
Gweithlu: Workforce:	Sickness/absence and injury from staff subjected to violence and aggression
Risg: Risk:	Risk to health and safety management
Cyfreithiol: Legal:	Health and Safety at Work Act
Enw Da: Reputational:	N/A
Gyfrinachedd: Privacy:	N/A
Cydraddoldeb: Equality:	No evidence gathered to indicate a negative impact on any protected group/s