



HEALTH & SAFETY ASSURANCE COMMITTEE PWYLLGOR ANSAWDD IECHYD A DIOGELWCH

DYDDIAD Y CYFARFOD: DATE OF MEETING:	07 September 2020
TEITL YR ADRODDIAD: TITLE OF REPORT:	Violence and Aggression 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 Adam Springthorpe, Health and Safety Manager

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 paper is presented to the Health and Safety Assurance Committee (HSAC) in order to provide an update on the continuing work relating to Violence and Aggression (V&A) Management. It presents the types of incidents that have been recorded during July 2020 together with the measures taken and required actions.

This report also provides the Committee with the approach being taken to improve the violence and aggression training compliance.

Cefndir / Background

The table below shows the categorised type of violence and aggression related incidents recorded for June and July 2020.

Type	June 2020	July 2020
Physical Assault	34	43
Aggressive/Threatening behaviour	9	22
Verbal Abuse	16	12
Criminal Damage	1	1
Psychological abuse/Harassment	3	2
Social media/ Malicious telecommunications		
Hate content	0	2
Sexual assault	0	2
Weapons		2

More detailed analysis is available that identifies the locations where they occur and the severity.

Violence and Aggression Training

Historically, the Violence and Aggression Training team were employed to train Mental Health staff. During the last five years further training has been requested to respond to the increase in

numbers of incidents within acute healthcare settings. This also includes the requirement to train and maintain competence for the Portering Teams who may act as first responders at the Health Board's acute and community sites.

This has resulted in the delivery of the Prevention and Management of Behaviours that Challenge in Older Adults course. This has been well received by acute hospital staff and commended as good practice by the Health and Safety Executive (HSE) during their inspection in 2019.

Asesiad / Assessment

Management of Incidents and support for staff

A number of incidents have identified repeat perpetrators where clusters of incidents at specific locations have occurred within a short timescale. This is evidenced at two mental health settings. A further repeat offender is currently being investigated by the police for offences of harassment, stalking and malicious telecommunication offences against members of staff. This matter has recently escalated to more serious allegations and postings of racism and active threats.

Police were called or were present at 14 incidents across the spectrum of services and localities within the Health Board. One arrest was made with several pending interview summons enquiries including threatening behaviours, assault, harassment and malicious telecommunications offences where the Health Board's own social media platforms were used as the medium to identify and personally attack staff members. Informal police warnings were given out on 7 occasions.

6 members of staff were repeatedly subjected to violence and aggression during the reporting period (July 2020). During the course of the July, contact has been maintained on every single occasion.

Outside of Mental Health Services, Gwenllian Stroke Unit at Glangwili General Hospital (GGH), together with coronary care and respiratory wards, have been adversely affected by challenging, confused or complex care patients.

Anti-Social Behaviour (ASB) Referrals

ASB reporting mechanisms have now been established with Dyfed Powys Police, with a small 3 ASB referrals made in July 2020 by the Violence and Aggression Case Manager.

The Health Board is an independent member on the ASB and Community Trigger Panels.

Single Point of Contact (SPOC)

A single point of contact for Mental Health issues has been identified within Dyfed Powys Police and meetings have taken place to encourage partnership working.

Progress has been made to reinstate a Police Community Support Officer (PCSO) at Prince Philip Hospital (PPH), with a willingness from Dyfed Powys Police to re-assign an officer to the site following an increase in recorded crime within the locality.

Improving Violence and Aggression Training

Currently, there is insufficient capacity within the Violence and Aggression training team to deliver the All Wales Violence and Aggression Passport Modules A-C and the Behaviours that Challenge course as well as maintaining the Mental Health Services Restrictive physical intervention (RPI) programme.

A subsequent training needs analysis identified that out of the 1,970 Health Board staff, 787 require the one day All Wales Violence and Aggression Passport (AWVAP) covering Modules A-C.

A further 1,188 staff work in areas that have been identified as requiring additional training in the Management of Behaviours that Challenge in Older Adult (Module D).

Currently, the team are unable to deliver the full extent of the Health Board's training needs. Their time is focused on the higher risk RPI programme. A plan to improve the current AWVAP compliance is being considered. The plan includes upskilling two existing members of the Health and Safety Team to support the PAMOVA trainer during the same period.

Staff requiring the 1 day AWVAP are to complete theoretical Modules A (Introduction and Awareness Raising) and B (Theory of Personal Safety and De-escalation) online. They will attend a half day training session in order to recap on the main teaching points of modules A&B, and then complete the practical core breakaway techniques contained in Module C. This equates to approximately 99 training sessions with 8 participants or 49.5 teaching days.

Argymhelliad / Recommendation

For the Committee to take assurance that the required work is being undertaken towards improving:

- The support provided to staff involved and subjected to violence and aggression incidents.
- Partnership arrangements following the appointment of the Health Boards Violence and Aggression Case Manager with Dyfed Powys Police.
- That a robust and realistic training resource is being considered in order to improve the current training needs.

Amcanion: (rhaid cwblhau)

Objectives: (must be completed)

Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	5.8 Ensure there is a process of review of findings of safety management system audits and seek assurance that corrective actions are put in place.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	2.1 Managing Risk and Promoting Health and Safety
Nodau Gwella Ansawdd: Quality Improvement Goal(s):	Focus On What Matters To Patients, Service users, Their Families and Carers, and Our Staff
Amcanion Strategol y BIP: UHB Strategic Objectives:	2. Living and working well.

Amcanion Llesiant BIP: UHB Well-being Objectives: Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019	2. Develop a skilled and flexible workforce to meet the changing needs of the modern NHS
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Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Improvement Notices Material Breaches
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Ansawdd Iechyd a Diogelwch: Parties / Committees consulted prior to Health and Safety Assurance Committee:	Violence and Aggression Control Group

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	
Ansawdd / Gofal Claf: Quality / Patient Care:	N/A
Gweithlu: Workforce:	N/A
Risg: Risk:	Detailed action plan produced highlighting the mitigation of these identified risks.
Cyfreithiol: Legal:	Breaches of Health and Safety at Work Act 1974 potential for fines if not complied with within specified timescale.
Enw Da: Reputational:	Potential for political or media interest if compliance or further enforcement action is served.
Gyfrinachedd: Privacy:	N/A
Cydraddoldeb: Equality:	<ul style="list-style-type: none"> Has EqlA screening been undertaken? No Has a full EqlA been undertaken? No