



Policy:

NP 030 - Aggression and Violence: Respectful Response and Reduction

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Summary of policy

This policy is to provide guidance to SHSC staff in response to being presented with violent and aggressive behaviour

The changes made to this version of the policy are summarised on page 3 (amendment log).

Target audience

All health and social care staff working for the Sheffield Health and Social Care NHS Foundation Trust, including those seconded in, those on fixed term or temporary contracts or on the flexible workforce

Keywords

Aggression, violence, respect, response, de-escalation

Storage

This is Version 3 and is stored and available through the SHSC Intranet/Internet.

This version supersedes the previous Version 2 November 2016.

Any copies of the previous policy held separately should be destroyed and replaced with this version.

Contents

Section		Page
	Version Control and Amendment Log	
	Flow Chart <i>(not applicable to this Policy)</i>	
1	Introduction	1
2	Scope	1
3	Purpose	2
4	Definitions	2
5	Details Of The Policy	5
6	Duties	5
	6.1 Chief Executive	5
	6.2 Clinical Service Directors	5
	6.3 Trainers	5
	6.4 Ward/Team/Department Managers	6
	6.5 Shift Coordinators/Team Leaders	6
	6.6 Responsible Medical Officer, Responsible Clinician or Deputy	6
	6.7 Reducing Restrictive Practice Sub Group	6
	6.8 Educating Training & Development Department	6
	6.9 Staff Members	6
	6.10 The Resuscitation and Physical Health Team	7
7	Procedure	7
	7.1 Principles	7
	7.2 Procedures Around The Prevention And Management Of Aggression And Violence	9
	7.3 Using p.r.n. Medication	15
	7.4 Practice Issues and Physical Interventions and Taking Blood Without Consent	16
	7.5 Young People Under 18	17
	7.6 Procedure To Follow If A Weapon Is Involved	17
	7.7 Mechanical Restraint	17
	7.8 Legal and Wider Guidance Context	18
	7.9 Raising Concerns	20
	7.10 Working With Other Organisations	20
	7.11 Training	20
	7.12 Post Incident Procedures	20
	7.13 Support From Respect Trainers	22
8	Development, Consultation and Approval	23
9	Audit, Monitoring and Review	24
10	Implementation Plan	26
11	Dissemination, Storage and Archiving (Version Control)	26
12	Training and Other Resource Implications	27
13	Links To Other Policies, Standards, References, Legislation And National Guidance	28

14	Contact Details	31
	APPENDICES	
	Appendix A Post Seclusion Or Physical Intervention Review	32
	Appendix B Post Incident Review Form	35
	Appendix C Guidelines For The Care Of The Pregnant Service User In The Event That Physical Intervention Is Required For The Purpose Of Responding To Disturbed Behaviour	36
	Appendix D Guidelines For Staff In The Event That Police Use A Taser Or Irritant Spray On An Inpatient Whilst Responding To An Incident	40
	Appendix E Rapid Tranquillisation, Seclusion and Post-Restraint Physical Health Monitoring Form	43
	Appendix F Equality Impact Assessments	45

Version Control and Amendment Log

Version No.	Type of Change	Date	Description of change(s)
1.0	New draft policy created	Oct 2014	New policy commissioned by EDG on approval of a Case for Need.
2.0	Review / ratification / issue	Nov 2016	Early review undertaken to update the policy
3.0	Review / ratification / issue	Nov 2019	Full review completed as per schedule and to comply with new requirements in law and physical health monitoring.

1. Introduction

The staff of Sheffield Health and Social Care NHS Foundation Trust (SHSC) work across a wide variety of contexts. At times, staff may find themselves faced with

incidents of aggression or violence. These may involve service users, or other members of the public. They may be directed either at staff members themselves, or at other people in the environment.

SHSC acknowledges that such incidents can be distressing for all concerned, service users and staff alike. SHSC does not support the use of any physical interventions which rely on the deliberate use of pain or discomfort to ensure compliance. Further to this, SHSC does not support the deliberate use of the prone position as a means of containing an aggressive or violent service user or the maintenance of service users in the prone position.

SHSC is committed to providing a safe and supportive culture by ensuring that staff have appropriate skills, training and support to enable them to work in such a way that incidents are avoided as far as possible. Where it is not possible to avoid an incident, SHSC is committed to ensuring that staff have the appropriate skills, training and support to keep themselves and others safe, in a way that is the least restrictive of the rights and freedoms of all involved and is in line with the law.

RESPECT training highlights that it is essential to foster an open, honest, trusting and professional relationship with service users. This process must begin from the point of admission to a service, and continue throughout the time they are with the service.

If there is likelihood that the physical intervention will be prolonged with no diminishment of the aggression/violence, then consideration should be given to the use of medication or, as a last resort, to a period of seclusion as a means of mitigating risk.

SHSC is proud to be part of the “Positive and Safe Champions Network”; this network of organisations have been invited to support the implementation of the “Positive and Proactive Care initiative”(DoH, April 2014).

2. Scope

This policy applies to all health and social care staff working for SHSC, including those seconded in, those on fixed term or temporary contracts or on the flexible workforce. SHSC staff who are working in other Trusts and organisations should familiarise themselves with local policy and procedure pertaining to those other trusts and organisations. It covers the full range of SHSC services. Staff using this policy must ensure that they also make reference to other relevant policies (see below).

The policy does not cover situations in which physical interventions may be used in circumstances other than as a response to aggression and violence.

3. Purpose

The policy provides a framework for staff to respond in situations that they face with regards to violence and aggression (both where they can plan and where an incident

is unforeseen), that is set firmly within the legal context and links with other policies and procedures of SHSC. The policy is written to be entirely consistent with the RESPECT training delivered in SHSC. This document assists practitioners by promoting best practice principles and ensuring consistency across the Trust.

The Mental Health Act 1983 Code of Practice (Updated 2015) sets out a number of guiding principles which should be considered when making decisions about a course of action under the Act. These guiding principles apply to all actions taken under the Mental Health Act.

The Guiding Principles are as follows:

- Least restrictive option and maximising independence;
- Empowerment and involvement;
- Respect and dignity;
- Purpose and effectiveness; and
- Efficiency and equity.

The principles inform decisions, they do not determine them. Although all the principles should inform every decision made under the Act, the weight given to each principle in reaching a particular decision will depend on the context in each situation. (For further information on using the guiding principles please see Chapter 1-3 of the MHA Code of Practice 2015).

4. Definitions

Violence and aggression: A range of behaviours or actions that can result in harm, hurt or injury to another person, regardless of whether the violence or aggression is physically or verbally expressed, physical harm is sustained or the intention is clear (NICE Guidelines 10 (2015)).

Assault: “The intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort” NHS Security Management Service (2003, updated 2012)).

Non-physical assault: “The use of inappropriate words or behaviour causing distress and/or constituting harassment” NHS Security Management Service (2004, updated 2012)).

De-escalation: The use of techniques (including verbal and non-verbal communication skills) aimed at defusing anger and averting aggression. P.r.n. medication can be used as part of a de-escalation strategy but p.r.n. medication used alone is not de-escalation (NICE Guidelines 10 (2015)).

Restrictive interventions are defined as:

(1) 'Planned or reactive acts on the part of other person(s) that restrict an individual's movement, liberty and/or freedom to act independently in order to:
- take immediate control of a dangerous situation where there is a real possibility of harm to the person or others if no action is undertaken;

and

(2) end or reduce significantly the danger to the person or others;

and

(3) contain or limit the person's freedom'

A - Physical restraint (sometimes referred to as manual restraint)

This revised dataset seeks to record incidents that meet

(1) the MHA code of practice (2015, DH) definition of physical restraint

'any direct physical contact where the intervener's intention is to prevent, restrict, or subdue movement of the body, or part of the body of another'

and

(2) meets all parts of the above definition of restrictive interventions

and

(3) that take place in one of the following positions.

Position	Definition
Prone	A physical restraint in a chest down position, regardless of whether the person's face is down or to the side.
Supine	A physical restraint where the patient is held on their back.
Side	A physical restraint where the patient is held on their side
Standing	Where the patient is restrained in a standing position.
Seated	Where the patient is held in a seated position.
Kneeling	Where the patient is held in a kneeling position.
Restricted escort	Any restrictive hold where an individual is moved/ re-located from one area of a unit to another or between units regardless of level of hold.

Notes on physical restraint

1. Incidents where there is no resistance from the patient, such as a guiding hand or directing a patient away from an area they are not supposed to enter, (a male patient walking towards the female toilet) should not be recorded as restraint.
2. The intention of staff is irrelevant. If a patient is placed in, falls into, or put themselves into any of the above positions and the criteria for restraint to be recorded are present, the incident should be recorded as a restraint in that position.
3. Short duration of restraint is irrelevant. A restraint should be recorded if the patient is in one of the above positions however briefly and regardless of intent.
4. Where a patient is held in order to facilitate care or a clinical procedure (sometimes referred to as clinical holding) the incident must be recorded as a restraint provided that all criteria of the restraint definition are present. For example, "An older person with dementia may require restraint to be assisted with dressing and the use of the toilet as there are periods during the day when communicating this need is difficult. This plan has been agreed through a best interests meeting and relatives/carers are aware. The person lacks capacity and the use of restraint varies dependant on how the person responds to staff at the time and the level of personal care needs. Whenever possible staff will avoid restraint and wait for an appropriate opportunity to engage, however there are times when staff must intervene due to personal hygiene issues. Whenever restraint is used, even as part of planned care this must be recorded as a restraint."
5. It is irrelevant if a restraint is care planned. Any incident that meets all elements of the definition must be recorded.
6. The content of staff training and or provider policy is irrelevant If a patient is placed, falls into or puts themselves in one of the above positions and the criteria for restraint are present, the incident should be recorded as a restraint

B - Mechanical restraint

Mechanical restraint refers to: 'the enforced use of mechanical aids such as belts, cuffs and restraints to forcibly control a patient's movement for the prime purpose of behavioural control.

Any incident recorded as mechanical restraint must meet all the criteria for a restrictive intervention.

C - Chemical restraint

Chemical restraint refers to: 'the use of medication which is prescribed, and administered (whether orally or by injection) for the purpose of controlling or subduing disturbed/violent behaviour, where it is not prescribed for the treatment of a formally identified physical or mental illness'. Any incident recorded as chemical restraint must meet all the criteria of a restrictive intervention.

RESPECT: RESPECT training is aimed at producing the safest, most effective and ethical solutions to preventing and managing behaviours that challenge. It has been designed with service user consultation and approved by service user / carer groups.

The emphasis of training is on engagement and prevention as reflected in the RESPECT model of 70% proactive, 20% active and 10% reactive strategies.

Physical Interventions: Physical restraint refers to any direct physical contact where the intention is to prevent, restrict, or subdue movement of the body (or part of the body) of another person (MHA Code of Practice (2015))

Notes on terminology:

- It is acknowledged that there are a range of terms used to describe actions that are sometimes necessary to take in response to aggression or violence and that there are varying views about the appropriateness of each. Any such action is categorised under the broad term of a 'restrictive intervention' and will be subject to audit and scrutiny by the Reducing Restrictive Practice Sub-group which is chaired by the Associate Clinical Director and reports to the Trust Board. For simplicity, this policy will use the term '*physical intervention*'. This should be taken to include actions known as '*physical restraint*', '*supportive techniques*' and '*natural therapeutic holding*' and any other synonyms for these actions;
- The policy describes legislative functions and duties and provides guidance. Whilst the whole of the policy should be followed, please note that where '**must**' is used, it reflects legal obligations in legislation (including other legislation such as the Human Rights Act 1998) or case law, and must be followed. Where the policy uses the term '**should**' then departures from the policy must be acknowledged and the rationale for this documented and recorded. Where the policy gives guidance using the terms '**may**', '**can**' or '**could**' then the guidance in the policy is to be followed wherever possible.

5. Detail of the Policy

The broad overview of this policy is as described in the introduction.

6. Duties

- 6.1 Chief Executive** is responsible for ensuring that the systems on which the Board relies to govern the organisation are effective. The Statement of Internal Control is signed annually indicating that systems of governance, including risk management are properly controlled. The Trust's Chief Executive through the Executive Director of Operations is responsible for keeping the policy updated and available for staff.
- 6.2 Clinical and Service Directors** are responsible for ensuring that all managers in their areas are aware of this policy and support its implementation and that ongoing leadership and co-ordination via a senior manager is provided to RESPECT Trainers. The Service Directors are also responsible for maintaining a suitably experienced clinical individual in a lead/co-ordination role for the continued implementation and maintenance of the training programme. Directors are responsible for delegating responsibility for risk assessing the level of resuscitation skills; training and equipment required in each service area (see SHSC Resuscitation Policy).
- 6.3 Trainers** are responsible for delivering training (as appropriate to job role requirements) within SHSC. Trainers will maintain their knowledge base. They should have up to date resuscitation training. Lead trainers will keep the training provision under on-going review in order to be consistent with current national policy, new developments, best practice guidance and evidence.

- 6.4 Ward/Team/Department Managers** are responsible for:
- Ensuring that this policy is fully implemented within the ward environment/the team/the department that they manage.
 - Ensuring that this policy is readily available to all staff at all times.
 - Ensuring that the recording and auditing of incidents of physical intervention is completed in line with this policy.
 - Responding appropriately to any concerns regarding the attitude of staff members around issues of aggression, violence or physical intervention.
 - Ensuring that there is a regular and comprehensive general risk assessment to ensure the safety of the environment (for inpatient psychiatric settings, see NICE 2005).
 - Maintaining training and equipment levels in their ward/team/department. This will include ensuring that staff are appropriately trained to monitor physical health as per risk assessment of the physical interventions that are likely to take place in that service.
- 6.5 Shift Coordinators/Team Leaders** must ensure that all relevant decisions and actions are appropriately recorded using the relevant documentation and relevant parties informed in a timely manner of incidents. The shift coordinator/team leader may delegate these duties to other staff, however their completion remains the responsibility of the shift coordinator/team leader. If a physical intervention takes place on a ward, the shift coordinator/team leader must inform the Responsible Medical Officer, Responsible Clinician or Deputy as a matter of urgency. In other environments, the shift coordinator/team leader (or the person to whom they have delegated responsibility) should take responsibility for obtaining a medical review for the person as soon as possible.
- 6.6 Responsible Medical Officer, Responsible Clinician, or Deputy** will review any service user who is on an inpatient ward and is involved in an incident requiring the use of physical intervention. They will have responsibility to determine the level of priority, in line with their other clinical commitments.
- 6.7 Reducing Restrictive Practice Sub-group**, chaired by Chris Woods – Associate Clinical Director will review the use of all restrictive interventions implemented in the organisation with the aim of identifying any misuses or misapplication of these, and how the organisation can impact on reducing the implementation of such restrictions (CoP 26.5).
- 6.8 Education, Training & Development Department.** Will maintain a database of all staff who have undergone RESPECT Training. This will specify via risk assessment the level of training different groups of staff require and the frequency of training and updates (NICE 2005).
- 6.9 Staff Members** are responsible for ensuring that their practice is safe. Clinical staff have a Duty of Care to ensure that they act in ways that are consistent with any codes of practice relevant to their profession. The Trust also has a Duty of Care towards its employees and towards service users, which is fulfilled by the implementation of this policy.

All staff members are required to ensure they (and anyone they line manage) abide by SHSC requirements as set out in this policy.

6.10 The Resuscitation and Physical Health Team are responsible for reviewing any incident that results in a cardiac arrest or deterioration of physical health. The team will also be involved in any lessons learned following any physical interventions that have impacted on the service users physical health.

7. Procedure

7.1 Principles

- This policy is set within a context of service philosophy of non-invasive interventions, increasing peoples' skills and status, and helping individuals and teams make sound judgements by taking only those actions that are appropriate in an assessed situation.
- Staff members must ensure that, at all times, they are acting within the law (see section 6.4, below). Physical intervention should always be a last resort, when all other less restrictive methods of management of the problem are not sufficient to achieve safe outcomes (that is, the least restrictive alternative under the circumstances should be used).
- Communication with the service user should take into account issues arising from having English as a second language, hearing difficulties, autistic spectrum disorders, learning disability or other sensory impairments.
- Use a restrictive intervention only if de-escalation and other preventive strategies, including p.r.n. medication, have failed and there is potential for harm to the service user or other people if no action is taken. Continue to attempt de-escalation throughout a restrictive intervention. (NICE Guidance 10, 1.4.5).
- NICE guideline [NG10] Violence and aggression: short-term management in mental health, health and community settings – recommends the following when employing supportive interventions:
 - 1.4.29 Do not routinely use manual restraint for more than 10 minutes.
 - 1.4.30 Consider rapid tranquillisation or seclusion as alternative to prolonged restraint (longer than 10 mins)
- Ensure that the techniques and methods used to restrict a service user:
 - Are proportionate to the risk and potential seriousness of harm;
 - Are the least restrictive option to meet the need;
 - Are used for no longer than necessary;
 - Take account of the service user's preferences, if known and it is possible to do so;
 - Take account of the service user's physical health, degree of frailty and developmental age.(NICE Guidance 10, 1.4.7)

- Service users with a history of abuse who are restrained may experience re-traumatisation in the form of flashbacks, hallucinations, dissociation, aggression, self-injury or depression. Where service users have an identified history of trauma, advance statements about the use of restrictive practice may be beneficial including preferences about the gender of staff who carry out such interventions (CoP 26.43).
- Service users should not be restrained in a way that impacts on their airway breathing or circulation. The mouth and/or nose should never be covered and there should be no pressure on the neck region, rib cage and/or abdomen (CoP 26.70).
- SHSC does not train staff to use the prone or face down position. Unless there are cogent reasons for doing so, there must be no planned or intentional restraint of the service users in the prone position. Should this situation occur an incident report should be made and the relevant clinical manager or on call manager informed (CoP 26.70).
- Full account should be taken of the individual's age, physical and emotional maturity, health status, cognitive functioning and any disability or sensory impairment which may all add additional risks to the service user (CoP 26.71). See 6.4 for specific guidance relating to Young people.
- A member of staff should monitor the individual's airway and physical condition throughout any use of physical intervention including vital signs, breathing, pulse, oxygen saturation levels. All staff should monitor the service user throughout for signs of distress eg. difficulty in breathing, cyanosed hands and feet, fits/seizures, vomiting and choking if any signs of distress then staff need to respond accordingly and cease restraint.
- The degree of physical intervention used must be proportionate to the risk and to the likelihood of harm a
- and consideration should be given to discontinuing with restraint if the patient is physically deteriorating.
- The RESPECT principle of "no pain, no panic" should be followed at all times. No deliberate infliction of pain is allowed as a part of routine practice or care planning. It would only ever be appropriate in extreme emergency situations in which there is no other option and life/health and safety is at serious and immediate risk. In order to be able to rely on the common law of self-defence the defence of others the person inflicting the pain would need to be able to show that they were using "reasonable force".
- "Reasonable force" is always a matter of personal judgement, as no two situations are the same. The force must be the minimum necessary to deal with the harm that needs to be prevented. Whilst the staff member involved has the right to use reasonable force, they also have a responsibility to be able to show that they did only what they honestly believed was reasonable in the circumstances.
- One member of staff should take the lead to ensure the wellbeing of other service users and move them away from the area where the incident has taken place.

- Emergency resuscitation equipment should be available and staff should be trained in its use (CoP 26.71).
- For an extremely small number of people (e.g., individuals with particular physical issues) it is possible that risk assessments will indicate that there may be no appropriate, standard RESPECT techniques. In such cases, advice should be sought as a matter of urgency from the RESPECT trainers, who will help to care plan for that individual.
- For guidelines on the safe use of physical interventions with service users who are pregnant (see Appendix C).
- The Policy aims to create a culture of open acknowledgement of when physical intervention is used and the reasons for this. This enables the organisation to derive an accurate view of the levels of violence and/or aggression in services.
- In all parts of the service, consideration should be given to whether environmental alterations could reduce the possibility for aggression and violence or mean that it is less likely that physical intervention would be needed if that occurred. Environments should be welcoming, clean, homely and convey respect. Wear and tear or damage to the environment however caused should be rectified promptly. De-escalation techniques as taught in RESPECT training should be employed as a first line where possible before any recourse is given to physical interventions. It may be of benefit to access the Green Room space for the purposes of de-escalation. Green Rooms exist on Endcliffe Ward, Maple ward and Burbage ward. All other inpatient areas will have access to Green Boxes, which contain items which may support the process of de-escalation.
- Consideration should always be given to equality and diversity issues, to make sure that the work of the Trust is carried out in a person-centred way.

7.2 Procedures Around The Prevention And Management Of Aggression And Violence

There are a number of different contexts in which aggression and violence may occur. The principles for how these are responded to will always be the same (see above). However, the level of planning possible will be different depending on the situation. Situations can broadly be divided into two types:

- An anticipated risk – if a service user has been referred into the service or has an existing relationship with the service and some information is known about them and the risks that may be present;
- An unanticipated risk – this may be a risk posed by a service user that has not been anticipated, or a risk posed by someone who is not a service user.

It is always worth considering the following before physically intervening with a service user:

1. Do I need to do this?
2. Do I need to do this now?

3. What is the worst outcome should I not do anything?

Note: Physical intervention is not always the best or the safest course of action to take. Active steps to prevent behavioural disturbance, recognise early signs of aggression, de-escalation and individualised collaborative care plans and programmes of activity are to be promoted.

(i) Anticipated Situations

- Where risk assessments identify that restrictive interventions may be needed their implementation should be planned in advance and recorded (CoP 26.38).
- An appropriate risk assessment - Detailed Risk Assessment and Management plan (DRAM) or alternative record of risk assessment and plans for management should therefore be completed as soon as possible to help guide interventions for all service users under the care of SHSC. The detail and extent of this planning will differ according to the context in which SHSC comes into contact with the service user. If there is felt to be a risk of violence or aggression, an interim risk management plan should be put in place to cover the immediate situation, whilst the more detailed plan is discussed and written.
- For service users in inpatient settings, a DRAM or alternative record of risk assessment and plans for management should be put in place during the admission process if one is not already in existence.
- For service users not in inpatient settings, local guidelines should be followed regarding when a DRAM needs to be completed.
- Where other agencies are also involved in the care/support of a service user, discussions with those agencies should take place at the earliest opportunity. This will be to establish how they will work together with SHSC around risk assessment and management and to determine clear lines of responsibility for doing this. This should preferably be done with the service user's consent. Where it is not possible to obtain consent (for example, before contact is made with the service user), the person does not have capacity to consent or consent is withheld, then the level of information sharing should be determined in line with SHSC's Confidentiality Code of Conduct.
- Where a risk of aggression or violent behaviour is discussed or identified as a possibility in the risk assessment, appropriate interventions and management strategies (and the service user's preferences regarding these) should be recorded in the service user's risk management plan. Such planning, where possible, should be carried out collaboratively and should identify service user's preferences. Due consideration must be given to service user requests and Advance Statements and careful consideration must be given to trigger factors and ways in which potentially violent situations can be avoided/defused. Service users' views about their trigger factors and early warning signs should be sought and documented.
- Consideration should be given to giving a copy of the care plan to the service user as standard practice (NG 10 2015). Where there are reasons not to give a copy of

the care plan to the service user, then these should be clearly documented and the decision reviewed regularly.

- In completing the DRAM or alternative record of risk assessment and plans for management staff should consult related documents including Advance Statements (as well as any other relevant people) to improve knowledge regarding risk history and awareness of the service user's views on management of risk. The DRAM must be reviewed regularly and updated in terms of the service user's risks.
- Care should be taken to ensure that risk assessment is based upon as accurate information as possible and not upon stereotypes or reputations.
- Whilst a services user's history is important in assessing current risk staff should not assume that a history of behavioural disturbance means that the service use will necessarily behave in the same way in the future (CoP 26.9).
- Risk management plans should include details about the risks involved in any physical interventions and how these can be minimised. This process should be led by an appropriate staff member who has completed the four day Level 3 RESPECT course and who is therefore aware of the risk factors. Staff working with people with learning disabilities should use the Alternatives to Restraint processes in order to do this. Risk plans must be reviewed regularly and updated in line with the DRAM or alternative record of risk assessment and plans for management
- When a risk is anticipated, all staff involved in planned restraint must be respect trained to use any RESPECT techniques that may be required. Only staff trained to use particular techniques should be involved in the application of those techniques. Staff should follow procedures outlined in the Physical Health policy for monitoring the health of the person being restrained and should document their findings and actions as soon as possible after the incident using the Early Warning Score.
- Where a **service user's health deteriorates**, or there are any concerns medical help should be sought immediately (via on-call medical staff or by contacting the ambulance service on 2222).
- Particular plans will need to be put in place around people with disabilities or health conditions, pregnant women and people with infectious diseases. When a service user who may be subject to physical intervention falls into one or more of these categories, then the RESPECT trainers should be contacted as soon as possible so that they can provide support in devising safe and appropriate plans.
- Consideration should be given to the environment that an anticipated intervention takes place in for example the removal of objects not required or the amount of space required to undertake an intervention.
- In all situations, the aim must be to achieve a situation in which the probability of violent incidents (and resultant interventions) is reduced as far as possible.

(ii) Unanticipated situations

- On some occasions behavioural disturbance may not have been predicted by risk assessment. The use of physical intervention will be based on clinical judgement considering NICE guidance and available knowledge of the service user's circumstances (CoP 26.39).
- In unanticipated situations, there is no opportunity to plan. Therefore, staff will be making decisions about how to act in what can be very challenging and pressurised circumstances. The key is to follow the principles above in making sure that the response is proportionate to the situation and legally justifiable.
- To support effective de-escalation and considering the safety of those present it may be necessary to support others to exit the situation.
- If it is safe to do so, the first course of action should be for the situation to be de-escalated, staff should try to:
 - Act calmly and confidently and continue to listen to the service user;
 - Recognise the early signs of agitation, irritation, anger and aggression and if possible meet the service user's need which may successfully de-escalate the situation at this point;
 - Understand the likely causes of aggression or violence, both generally and for each service user;
 - Use techniques for distraction and calming, and ways to encourage relaxation or alternative ways to ventilate frustration or anger;
 - Respond to a service user's anger in an appropriate, measured and reasonable way and avoid provocation;
 - Recognise the importance of personal space;
 - If physical interventions are required de-escalation attempts should continue throughout.
 - However, there may be situations in which the only safe course of action is to use reasonable force for the protection of the worker and others. In an emergency, untrained staff may have to become involved in a physical intervention. The incident must be documented, an incident report completed and a senior clinical manager for that area be informed.
 - Any registered nurse or appropriately trained staff member involved should monitor the physical health of the person subject to physical interventions. This will include use of the procedures outlined in the Physical Health policy. If a service user's health deteriorates, medical help should be sought immediately via on-call if available or by contacting the ambulance service. If medic is not immediately available contact Ambulance via 2222.
 - If, for whatever reason, any physical interventions employed with a service user deviate in any way from prescribed RESPECT techniques, then it is expected that this will be indicated and explained in full in all associated documentation on the e-

incident system and on Insight ensuring that the RESPECT Team are alerted to this in Additional Staff to Notify. In such cases it is essential that staff members are open and honest as this allows the RESPECT trainers to analyse any such incident with a view to understanding what the difficulty was and how it may be circumvented should it arise in the future. It is through this process that the RESPECT trainers will identify any additional training issues.

- Staff not involved in the physical intervention must ensure that the environment is made safe for their colleagues by removing any clutter e.g. furniture which may impede the staff attempting to implement physical interventions to contain a violent situation. Note: If SHSC staff have been assaulted by a service user this may have an impact on their judgement, if possible they should not be involved in that incident (i.e. if restraint is required).
- No action will be taken against a member of staff for the use of reasonable force if, after investigation, it is found that they have acted honestly, instinctively, within the spirit of this Policy, the spirit of the RESPECT training and best practice. This will include their actions being proportionate to the risk that was present and using no more than reasonable force to bring the situation under control.
- In both anticipated and unanticipated situations any physical interventions (restraint) must be for the shortest time possible.
- If, for whatever reason, there is a need to physically intervene (restrain) with a service user repeatedly or for a prolonged period, consideration should be given to administering PRN medication, rapid tranquillisation or to implementing seclusion; this is advisable as any form of physical intervention may potentially increase the risk of a service user experiencing compromised physical health e.g. positional asphyxia if repeatedly exposed to this risk within a short time period or if exposed to this risk for a prolonged period.

In both types of situation, consideration should be given to keeping other people in the environment safe and to maintaining the dignity of the person who is subject to the physical intervention. This is discussed in RESPECT training and may involve asking people to leave an area as safe/appropriate, or by keeping the incident as calm and low key as possible. Buildings should have their own plans about alerting people to incidents taking place and managing the environment in those circumstances. In all instances where physical interventions have been implemented staff must complete an e-incident form stating this.

Where any level of risk is anticipated, due consideration should be given to the availability of the number of people who would be needed to manage a particular situation. The Lone Worker Policy should be adhered to, as should the Visitor Guidelines.

Prolonged physical intervention is classed as being in excess of 10 minutes (Supine position – service user lying on their back)

Where a Supine Restrictive physical intervention has been used in excess of 10 minutes then medical assistance should be sought through either the Responsible Clinician or On-Call for further advice.

Consider rapid tranquilisation or seclusion as alternatives to prolonged use of physical interventions (longer than 10 minutes)

Care for the Service User Following Supportive Interventions

Once the Supportive Interventions has ceased, a series of physical observations should be carried out and recorded. The following should be monitored;

- Pulse rate
- Respiration rate
- Blood pressure
- Temperature
- Blood glucose
- Oxygen saturation via pulse oximeter
- Fluid and food intake and output
- Level of alertness and consciousness (AVPU)

Staff should also look out for

- Verbal complaints of pain and discomfort
- Non-verbal clues to pain or discomfort (especially if verbal communication is identified as difficult)

All observations should be recorded on the National Early Warning Score (NEWS 2) (will need to add as an appendix) charts (currently the Rapid Tranquillisation, Seclusion and Post-Restraint Physical Health Monitoring Form Appendix E until further notice) to indicate any necessary escalation directed by the physical observations(see Physical Health Policy). If the service user is not willing to allow physical observations to be taken, or access to them is not possible ie. if they are in seclusion, the reason as to why must be documented and observations can be taken as non-touch as directed in ILS training and in the Physical Health policy.

Physical monitoring is especially important:

- Following a prolonged or violent struggle
- If the service user has been subject to enforced medication or rapid tranquillisation
- If the service user is suspected to be under the influence of alcohol or illicit Substances
- If the service user has a known physical condition which may inhibit cardio-pulmonary function e.g. asthma, obesity

Being physically restrained can be emotionally and physically exhausting and staff should be aware post incident of the raised risk of incidences of self harm and consider levels of support and observation in all circumstances where necessary.

Some service users may not be willing or able to participate in a post incident review, or it may not be appropriate to attempt on the grounds of risk. However, for those who are, consideration should be given to supporting them to write an advanced statement/directive about how they wish to be treated in the future; this may help in the prevention and management of further incidents. If they are able to do so, service users should be given the opportunity to record their thoughts about the incident in

their notes with support from staff or Advocacy Services if required (Appendix A - Post Seclusion or Physical Intervention Review form).

(iii) Police assistance

In very exceptional circumstances, in both anticipated and unanticipated situations, staff members may feel it necessary to call the Police. This is done via a 2222 call specifying the exact location and with a brief description of the situation. SYP will respond to situations where there is a threat to life or limb or a crime has been committed.

Should SYP attend to assist with the management of a service user the mental health professional continues to be responsible for the health and safety of the person. Health staff should be alert to the risk of respiratory or cardiac distress and continue to monitor the physical and psychological wellbeing.

South Yorkshire Police will not assist in the chemical restraint of service users. If the police are present and become involved in physical intervention and restraint of a service user, it remains the duty of health care staff to remain physically present and in direct observation of the service user at all times and should advise the police of any physical health concerns which can be observed for example change in pallor, sweating, waxy looking, respiratory rate/effort/noise and rating on AVPU.

South Yorkshire Police must not be relied upon to address shortfalls in service provision.

7.3 Using p.r.n. Medication

When prescribing p.r.n. medication as part of a strategy to de-escalate or prevent situations

that may lead to violence and aggression (please refer to the SHSC Rapid Tranquillisation Policy): Prescribers should:

- not prescribe p.r.n. medication routinely or automatically on admission;
- Tailor p.r.n. medication to individual need and include discussion with the service user if possible;
- Ensure there is clarity about the rationale and circumstances in which p.r.n. medication may be used and that these are included in the care plan;
- Ensure that the maximum daily dose is specified and does not inadvertently exceed the maximum daily dose stated in the British national formulary (BNF) when combined with the person's standard dose or their dose for rapid tranquillisation;
- Only exceed the BNF maximum daily dose (including p.r.n. dose, the standard dose and dose for rapid tranquillisation) if this is planned to achieve an agreed therapeutic goal, documented and carried out under the direction of a senior doctor
- Ensure that the interval between p.r.n. doses is specified.

(NICE Guidelines 10, 2015)

Staff administering medication to service users detained under the MHA must satisfy themselves that the prescription takes into account the requirements of Mental Health Act 1983 Part 4, ie that a T2 or T3 certificate is completed appropriately after 3 months of treatment, or the procedure for urgent treatment is followed.

It is unlawful to enforce medication on an adult who is capable of giving or withholding consent, unless s/he is detained under a section of the MHA to which Part 4 applies and the medication is for treatment of his/her mental disorder.

The provisions of the Mental Capacity Act 2005 must be followed for the medical treatment of service users who lack capacity and who are NOT detained under the MHA.

7.4 Practice Issues and Physical Interventions/Clinical Holding

Physical Interventions can be used in order to undertake different forms of treatment (e.g. Vaccines, Medication, Medical investigations, etc.), where there is legal authority^[1] to treat the individual without consent. It should not be used unless there is such legal authority.

Clinical Holding

A definition of Clinical Holding as taken from the Mental Capacity Act is 'The use of restrictive physical interventions that enable staff to effectively assess or deliver clinical care and treatment to individuals who are unable to comply.'

Clinical holding may be defined as the proactive holding of part of the body to allow a procedure to be carried out, e.g. holding an arm while blood is being taken in order to prevent reflex withdrawal and consequent unnecessary pain, distress or injury to the patient, staff or accompanying persons.

Clinical Holding interventions are planned interventions and therefore must be care planned accordingly.

Clinical holding interventions should not routinely be incident reported (IR1) unless something untoward occurs (e.g. an injury to patient or staff).

Clinical Holding should not routinely require a full National Early Warning Score (NEWS 2) to be completed, unless there is a clinical need.

Authority may be gained through the use of such legislation as:

- Mental Health Act (1983),
- Mental Capacity Act (2005)
- Court of Protection

Further advice can be sought from the MH Legislation Dept.

7.5 Young People Under 18

In exceptional circumstances SHSC may have a young person receiving care within the adult Wards or with the Place of Safety.

Due regard should be taken of the young person's age, physical, emotional and psychological maturity, size and physical vulnerability. Physical and Chemical interventions should be used with extreme caution to prevent harm physically and psychologically (CoP 26.52). Guidance on dosing should be sought from the BNF.

7.6 Procedure To Follow If A Weapon Is Involved

If staff are threatened by a service user with a weapon, they must calmly request that the service user places the weapon in a neutral area i.e. somewhere away from others, guidance on this issue can be accessed in the SHSC Security policy in appendix E: 'Offensive' Weapons.

7.7 Mechanical Restraint

Mechanical restraint is defined in the Mental Health Act Code of Practice as 'a form of restrictive intervention that [involves] the use of a device to prevent, restrict or subdue movement of a person's body, or part of the body, for the primary purpose of behavioural control (CoP 26.75).

Mechanical restraint will not be used for the purpose of behavioural control in SHSC, however a very small number of service users may require the use of mechanical restraint to prevent 'self-injurious' behaviour such as falling from a chair or bed or to safely allow someone to travel in a car or bus.

In such instances the purpose of the mechanical restraint is not to control disturbed behaviour but is a risk-reduction intervention intended to maximise service user safety. The purpose of the mechanical restraint is to prevent injury e.g. to prevent falls where the service user is high at risk and vulnerable to fracture

Examples of mechanical restraint equipment that may be utilised for this purpose include safety straps in chairs, bed rails and safety helmets.

South Yorkshire Police (SYP) or contracted secure transport services may on rare occasions bring service users in to SHSC care utilising handcuffs or leg restraints. For monitoring purposes this should be reported as mechanical restraint by South Yorkshire Police and secure services and by SHSC staff in all circumstances. In very rare and exceptional circumstances Taser or irritants such as pepper spray or CS gas may have been used. On every occasion an incident report will be made and an appropriate Clinical Manager informed, if this has happened on trust premises this is to be reported to the on call service manager.

Guidance on care of the service user in this situation is in Appendix D.

Service users who are being mechanically restrained by South Yorkshire Police should remain under continuous observation throughout the period of mechanical restraint (CoP 26.80) and be medically reviewed within one hour and at 4-hourly intervals thereafter, or more frequently at the request of nursing staff (CoP 26.82). These observations must be carried out by a competent medic/paramedic.

7.8 Legal and Wider Guidance Context

Staff must ensure that, at all times, they are acting within the law. There is guidance and a number of laws and that are particularly relevant to situations involving violence and aggression. A brief, non-exhaustive, list of these is given below. When responding to (potential) violence and aggression, staff must consider the relevant pieces of legislation/guidance and seek appropriate advice and support if they are unclear about their responsibilities in relation to these:

(i) **The Mental Capacity Act (2005):** The Mental Capacity Act (2005) concerns people who lack the mental capacity to make decisions about aspects of their lives. In terms of physical intervention involving people who lack capacity, it states that any action intended to restrain a person who lacks capacity will not attract protection from liability, unless the following **two** conditions are met:

1. The person taking action must reasonably believe that restraint is necessary to prevent harm to the person who lacks capacity, **and**
2. The amount or type of restraint used and the amount of time it lasts must be a proportionate response to the likelihood and seriousness of harm.

All staff have a responsibility to be aware of the Deprivation of Liberty Safeguards and highlight to the manager responsible for the service if they feel that a person's care plan (including, but not limited to, the use of physical intervention(s)) amounts to a deprivation of their liberty. Managers should make relevant applications for authorisation under the Deprivation of Liberty Safeguards (see Mental Capacity Act 2005: Deprivation of Liberty Safeguards - Code of Practice, 2008) or via the Court of Protection. Any questions around this should be directed to the Sheffield Mental Capacity Act Hotline on 0114 205 3783.

(ii) The Mental Health Act 1983 (Amended 2007)

"The Mental Health Act is largely concerned with the circumstances in which a person with a mental disorder can be detained for treatment for that disorder without his or her consent. It also sets out the processes that must be followed and the safeguards for patients to ensure that they are not inappropriately detained or treated without their consent. The main purpose of the legislation is to ensure that people with serious mental disorders which threaten their health or safety or the safety of the public can be treated irrespective of their consent where it is necessary to prevent them from harming themselves or others" (MHA 2007: An overview. Dept of Health, 2009).

There is no specific guidance to staff within the Act on the management of violent and/or aggressive behaviour. Chapter 26 of the Mental Health Act Code of practice 2015 gives specific guidance on management of service users presenting with particular problems. Staff working within the service should be familiar with the guidance it sets out.

(iii) The Human Rights Act (1998)

The Human Rights Act (1998) gives further effect to rights and freedoms guaranteed under the European Convention on Human Rights (ECHR) The use of physical interventions potentially infringes some of these rights, and must therefore be justified by a clear rationale. This should explain why other considerations are believed to override individual freedom of action. (RCN, 2008). Organisations have a duty to work in line with the Act and current interpretations. Of particular interest in this context are Article 2 (Right to Life), Article 3 (Prohibition of Torture (inhuman or Degrading Acts), Article 8 (Right to respect for Private and Family Life) and Article 14 (Prohibition of Discrimination).

(iv) Duty of Care

Duty of Care is “the legal obligation to safeguard others from harm while they are in your care, using your services, or exposed to your activities” (Collins English Dictionary). By law all staff (regardless of job role) have a duty of care towards their service users. Staff should act in ways that are consistent with the legalities of duty of care as set out by any codes of practice relevant to their profession and the Trust staff handbook. The Trust has a duty of care towards its employees and towards service users, which is fulfilled by the implementation of this policy.

(v) NICE Guidance (relating to inpatient psychiatric settings)

1.4.5 Use a restrictive intervention only if de-escalation and other preventive strategies, including p.r.n. medication, have failed and there is potential for harm to the service user or other people if no action is taken. Continue to attempt de-escalation throughout a restrictive intervention.

1.4.6 Do not use restrictive interventions to punish, inflict pain, suffering or humiliation, or establish dominance.

1.4.7 Ensure that the techniques and methods used to restrict a service user:

- Are proportionate to the risk and potential seriousness of harm
- Are the least restrictive option to meet the need
- Are used for no longer than necessary
- Take account of the service user's preferences, if known and it is possible to do so
- Take account of the service user's physical health, degree of frailty and developmental age.
- Also specified in CoP 26.36

(vi) Health and Safety Legislation

SHSC has a duty under health and safety legislation to have processes in place to risk assess, manage and report risks to their staff around violence and aggression (see www.hse.gov.uk).

(vii) Mental Health Units (Use of Force) Act 2018

An Act to make provision about the oversight and management of the appropriate use of force in relation to people in mental health units; to make provision about the use of body cameras by police officers in the course of duties in relation to people in mental health units; and for connected purposes. It includes:

Accountability – Mental health Units to have a responsible person.

Policy on the use of force.

Information about the use of force.

Training in appropriate use of force.

Reporting – Recording the use of force.
Statistics prepared by mental health units.
Annual report by the Secretary of State.

Investigation of deaths – Investigation of deaths or serious injuries.

Delegation - Delegation of responsible persons functions.

Guidance - Guidance about functions under this act.

Video recording – Police body cams.
Interpretation.

7.9 Raising Concerns - Links To Other Systems

This policy operates in tandem with existing systems through which concerns can be addressed:

(i) Duty of Candour and Being Open Policy and Procedure: Communicating Patient Safety Incidents with Patients and their Carers. Candour and being open simply mean apologising and explaining what happened to service users and/or their carers who have been involved in a complaint or service user safety incident. A service user safety incident is defined as: 'any unintended or unexpected incident that could have or did lead to harm for one or more service users receiving NHS funded healthcare' (NPSA 2005).

(ii) SAFEGUARDING ADULTS/CHILDREN POLICIES AND PROCEDURES – Inappropriate use of physical interventions and some other responses to situations may be considered abusive. If a staff member (or anyone else) feels that an abusive incident has occurred, the appropriate Safeguarding procedures should be used. Links to the South Yorkshire procedures can be found below:

- Adults - <http://www.sheffield.gov.uk/caresupport/policy/abuse/adultabusepolicy>
- Children - <http://sheffieldscb.proceduresonline.com/index.htm>

(iii) DISCIPLINARY POLICY/CAPABILITY POLICY – These may be used when the conduct of a staff member is deemed to constitute a disciplinary or capability issue.

7.10 Working With Other Organisations

When SHSC staff are working in partnership with staff from other agencies to provide services to people, plans should be developed at a management level about the prevention and management of aggression and violence in that particular situation, in ways which allow staff to remain compliant with the Policy requirements of their own organisations. Incidents of incompatibility of policy should be raised with senior clinical managers.

7.11 Training

See Section 12

7.12 Post Incident Procedures

In all situations anticipated and unanticipated, as part of the risk management plan, due consideration should be given to what will happen following a physical intervention incident. This should include procedures for staff, service users and members of the public.

Post-incident procedures should include monitoring of physical health, obtaining medical help where required (including if there has been any infection risk, for example from bodily fluids) and recording on the NEWS 2.

After all incidents that have involved physical intervention (anything amounting to more than a two person escort or release techniques), staff members should contact a doctor and request a physical review for the person as a matter of urgency including

assessment for positional hypoxia. They should pass on information to the doctor about what has happened. For service users not on inpatient wards, the General Practitioner should be contacted. The level of priority given to this will be at the discretion of the doctor. If the service user is deteriorating and scoring high on NEWS2 then a 2222 call may be needed. If it is of lesser severity then medic assessment or GP/111 may be more appropriate.

Support for Staff Following Supportive Interventions

All SHSC staff can have access to Workplace Wellbeing as a source of support by self-referral

A post incident review must take place for all who have been involved in an incident. This should be led by a senior staff member in the service area. The purpose is to learn lessons from what has happened and to identify what went well and what did not go so well. These should be documented and shared with the staff team.

There should also be feedback to RESPECT trainers, for consideration about whether any outcomes should be incorporated into future training.

Good practice would be to have a further post incident review which is conducted by a senior member of staff who is not part of the affected team and by a service user who is also external to the team; such a post incident review should take place within 72 hours or as soon as possible after the incident.

All incidents need to be fully documented using the e-incident system and on insight. This will include documentation of the reasons behind any decision to use reasonable force. This will support a review of the reasons for the incident. If possible, this should be done in collaboration with the individual involved. The form must be submitted to the SHSC Risk Department.

If staff believe that they have been **physically assaulted at work**, then they must:

- Complete an incident form and submit this to the risk department;
- Inform their line manager. The line manager should then contact the SHSC Local Security Management Specialist (LSMS) via the SHSC switchboard;
- They are also entitled to contact the police and request an incident number (this could also be done by a manager or relevant colleague).

The LSMS will guide the through the staff member through the rest of the process, including the process for seeking a witness statement from the Responsible Clinician (as appropriate), This will be supported by the individual's line manager.

If a staff member believes that they have been **assaulted by a service user who is not under the care of SHSC** at that time (for example, if a staff member encounters a service user/former service-user in the street), then the staff member should seek support directly from the police.

Further information about procedures for when staff members feel that they been physically or non-physically assaulted can be obtained from the following documents:

- Tackling violence against staff : Explanatory notes for reporting procedures introduced by Secretary of State Directions in November 2003 (updated June 2009)
- A framework for reporting and dealing with non-physical assaults against NHS staff and professionals: Non-physical assault explanatory notes (November 2004).

If staff members are in any doubt as to the procedures to be followed (including whether or not to involve the Police), then they should contact the LSMS via the SHSC switchboard. They can also talk to their manager.

If staff believe that they have been non-physically assaulted at work, then they must:

- Complete an incident form and submit this to the risk department;
- Inform their line manager. Who should contact the LSMS via the SHSC switchboard.

The LSMS can help with the decision about whether or not to report the incident to the Police. However, the staff member is at liberty to do this themselves and must not be discouraged from doing so. The LSMS will guide the through the staff member through the rest of the process

For both alleged physical and non-physical assaults, service users and members of the public may choose to involve the Police, should they wish to press charges after an incident.

When an incident has been reported to the Police, the multidisciplinary team must make a decision about whether and when it is clinically appropriate to tell the person about that (prior to any visit by the Police).

In some circumstances, the Trust may elect to withdraw treatment for service users where there has been evidence of wanton, deliberate aggression and violence. Consideration needs to be given to alternative options for treatment delivery, which may include different provider organisations. The Trust's Clinical Risk Manager must be involved in decisions to withdraw treatment, so that appropriate legal guidance and duty of care considerations are incorporated.

7.13 Support from RESPECT trainers

Each clinical area where staff receive mandatory Level 3 RESPECT course should have an allocated RESPECT trainer or Technical Assistant as a point of contact for advice and support. The allocated RESPECT trainer (or their nominated replacement if they were off work) will work with staff to care plan around specific situations in which there may be difficulties with using RESPECT techniques. Their role will be in a supportive capacity, rather than to take the lead around the management of a situation. The RESPECT team can be contacted regarding issues surrounding the management of behaviours that challenge and are actively encouraged to do so within training.

The Technical Assistants within each area where staff receive mandatory level 3 training will have been trained to a higher level than the other staff in that area. Technical Assistants will assist staff in maintaining their skills and techniques in terms of RESPECT physical interventions. Technical Assistants are not expected to lead and

give direction on physical interventions in every situation, this responsibility remains with the registered nursing staff on the shift.

For areas that do not have an allocated RESPECT trainer, the RESPECT professional lead or assistant professional lead should be contacted.

8. Development, Consultation and Approval

- Greg Hughes Respect Professional Lead
- Guidance followed; Mental Health Act Code of Practice 2015 / Mental Capacity Act 2005. NICE Guideline 10 Violence and Aggression : short term management in mental health and community settings May 2015. Mental Health Services Dataset (MHSDS) introduced from 1st April 2019 to ensure compliance with the Mental Health Units (Use of Force) Act 2019.
- To be reviewed by the Reducing Restrictive Practice sub-group
- The Equality Impact Assessment will be undertaken and stored separately in conjunction with Corporate Governance and the Head of Equality and Inclusion.
- Sent out for Consultation from Staff side – comments acted on.

9. Audit, Monitoring and Review

Monitoring Compliance Template						
Minimum Requirement	Process for Monitoring	Responsible Individual/group/committee	Frequency of Monitoring	Review of Results process (e.g. who does this?)	Responsible Individual/group/committee for action plan development	Responsible Individual/group/committee for action plan monitoring and implementation
Duties	Statement on Internal Control	Chief Exec through Exec Director of Operations/Trust Board through Audit and Assurance Committee	Annual	Board assurance process monitored through Audit and Assurance Committee	Director of Planning, Performance and Governance/ Audit and Assurance Committee	Director of Planning, Performance and Governance/ Audit and Assurance Committee
How the organisation carries out risk assessments for the prevention and management of violence and aggression	By using risk assessment and management processes (DRAM)	Lead clinician e.g. CPA Co-ordinator, Named Nurse	At least annually, more often if required	Through CPA or care planning process	Lead clinician e.g. CPA Co-ordinator, Named Nurse/CPA or care planning meeting	Lead clinician e.g. CPA Co-ordinator, Named Nurse/CPA or care planning meeting
Timescales for review of risk assessments	Through directorate and Trust governance processes	Trust Clinical Risk Group/ Directorate Clinical Risk leads reporting to Directorate Governance Groups Overview at Quality Assurance Committee	Quarterly	Clinical Risk Group reviews implementation of clinical risk training and use of DRAM.	Trust Clinical Risk Group/ Directorate Clinical Risk leads reporting to Directorate Governance Groups Overview at Quality Assurance Committee	Trust Clinical Risk Group/ Directorate Clinical Risk leads reporting to Directorate Governance Groups Overview at Quality Assurance Committee

How action plans are followed up	Through CPA or care plan review	Lead clinician e.g. CPA Co-ordinator, Named Nurse	At least annually, more often if required	Through CPA or care Planning process	Lead clinician e.g. CPA Co-ordinator, Named Nurse/CPA or care planning meeting	Lead clinician e.g. CPA Co-ordinator, Named Nurse/CPA or care planning meeting
Arrangements for making sure Lone workers are safe	Lone working policy implementation	Line manager	At induction for New staff and at least annually	On induction, Through supervision and annual PDR as appropriate	Line manager	Line manager
How the organisation trains staff in line with the TNA	RESPECT training at Appropriate level, Basic life Support training, ILS, Physical health eg EWS, Clinical Risk provided by SHSC Education, Training & Development Dept. Reports on staff Completing training sent to Directorate managers for monitoring	Line manager/team Governance group/ SHSC Training Committee	At least annually in PDR	Through supervision and annual PDR for individuals/ through team governance for teams/through Training Committee for training delivery and uptake	Line manager/team governance group/SHSC Training Committee	Line manager/team governance group/SHSC Training Committee

The policy review date is 30 June 2023.

*Policy documents should be reviewed every three years (**FOUR YEARS FOR MOST**) or earlier where legislation dictates or practices change.*

10. Implementation Plan

Action / Task	Responsible Person	Deadline	Progress update
Upload the revised policy onto intranet and Trust website and remove/ archive the old version.	Director of Corporate Governance		
Issue a communication to front line staff and managers.	Director of Corporate Governance		
Ask the Education, Training and Development team to review the policy to update future training.	Respect Professional Lead		Already Incorporated in to the RESPECT Training.

11. Dissemination, Storage And Archiving (Version Control)

Version	Date on website (intranet and internet)	Date of entry in Connect (all staff communication)	Any other promotion/ dissemination (include dates)
1.0	Oct 2014		Email Oct 2014
2.0	Nov 2016	Nov 2016 (Communications Digest)	Email Nov 2016
3.0	July 2020	July 2020	

This is Version 3 and is stored and available through the SHSC Intranet/Internet.

This version supersedes the previous Version 2 November 2016

Any copies of the previous policy held separately should be destroyed and replaced with this version.

12. Training and Other Resource Implications

All staff of SHSC will attend a RESPECT training course (and regular refreshers/updates) that is relevant to their job role and covers the skills and knowledge necessary for them to perform that role safely. This is set out in the SHSC Training Needs Analysis. Not every situation and eventuality can be covered on a course. In these situations, staff are expected to work in a way consistent with the spirit of the training they have received and seek extra support as necessary. The content of the training will not be repeated in this policy.

Staff must also attend other training deemed mandatory to their role. The training that is mandatory for each role will be decided locally (responsibility for this will be delegated by Service Directors), in line with the SHSC Mandatory Training Policy and Training Needs Analysis.

When considering training for a specific area, a local risk assessment should be carried out to ascertain the level of training suitable to that area, prevalent risks and responsibilities of staff in the area in question. This should be done by the Ward/Team/Department Manager.

All staff who will be involved in clinical care of service users will receive RESPECT Training as appropriate to their level of service user contact.

SHSC acknowledges the requirement for all staff trained in RESPECT to be trained in Basic Life Support or (as appropriate) Immediate Life Support and to be up to date in this training.

The identification of individual staff training needs is the responsibility of line managers, in line with the SHSC training needs analysis.

Training is in line with the Restraint Reduction Network standards which are a requirement by 1st April 2020.

Training provided must include training on the following topics—

- (a) how to involve patients in the planning, development and delivery of care and treatment in the mental health unit,
- (b) showing respect for patients' past and present wishes and feelings,
- (c) showing respect for diversity generally,
- (d) avoiding unlawful discrimination, harassment and victimisation,
- (e) the use of techniques for avoiding or reducing the use of force,
- (f) the risks associated with the use of force,
- (g) the impact of trauma (whether historic or otherwise) on a patient's mental and physical health,
- (h) the impact of any use of force on a patient's mental and physical health,
- (i) the impact of any use of force on a patient's development,
- (j) how to ensure the safety of patients and the public, and
- (k) the principal legal or ethical issues associated with the use of force.

Not all of which is provided by the Respect team.

13. Links To Other Policies, Standards, References, Legislation (Associated Documents) and National Guidance

This policy links with and overlaps a number of other SHSC policies and good practice guidelines, which it should be read in conjunction with –

Capability Policy

Complaints Policy

Confidentiality code of conduct

Deprivation of Liberty Safeguards Policy

Disciplinary Policy

Education, Training and Development Policy

Good Practice Guidelines on the Prevention and Management of the Use of Restraint

Incident and Investigation Policies

Interpreting and Translating Policy

Lone Worker Policy

Management of Medicines Policy

Observation of Inpatients Policy

Personal Search Policy

Physical Health Care Policy

Rapid Tranquillisation Policy

Records Management Policy

Resuscitation Policy

Safeguarding Adults Policy

Safeguarding Children Policy

Seclusion Policy

Security Policy

Visitors Policy

References/Further Reading

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<http://www.collinsdictionary.com/dictionary/english/duty-of-care> (accessed 11/12/12)

Conflict resolution training: implementing the learning outcomes, NHS Protect (2013)

www.hse.org.uk

Human Rights Act 1998

Listening to experience, an independent inquiry into acute and crisis mental health, Mind (2013)

Mental Capacity Act 2005

Mental Capacity Act 2005 Code of Practice (2007)

Mental Health Act (1983, revised 2007)

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Mental health crisis care: physical restraint in crisis, a report on physical restraint in hospital settings in England, Mind, (2013)

Navigo (2011). Management of Violence and Aggression Policy

NHS Security Management Service (2003, updated 2009) - Tackling violence against staff: Explanatory notes for reporting procedures introduced by Secretary of State Directions in November 2003 (updated 2009)

NHS Security Management Service (2004) - A framework for reporting and dealing with non-physical assaults against NHS staff and professionals: Non-physical assault explanatory notes

NICE Guidelines - Violence and aggression: short-term management in mental health, health and community settings. <http://nice.org.uk/guidance/ng10>

Offensive weapons NHS Security Management Service Guidance
Positive and Proactive Care: Reducing the need for restrictive interventions, DoH, (2014)

Prevention and Management of the use of Restraint: Framework for Good Practice (2011)
– Sheffield City Council and NHS Sheffield

Prevention and Management of Violence where withdrawal of treatment is not an option (NHS Security Management Service Division)

Recognising Deteriorating Patients

Royal College of Nursing (2008) Let's talk about restraint – rights, risks and responsibilities

Service user experience in mental health: improving the experience of care for people using adult NHS mental health services (December 2011)

Tackling violence against staff : Explanatory notes for reporting procedures introduced by Secretary of State Directions in November 2003 (updated June 2009)

Tackling violence and antisocial behaviour in the NHS Joint Working Agreement between the Association of Chief Police Officers, the Crown Prosecution Service and NHS Protect

14. Contact Details

Job Title	Name	Phone	Email
Respect Professional Lead	Greg Hughes		Greg.hughes@shsc.nhs.uk

Appendix A

REDUCING RESTRICTIVE PRACTISE

Post Seclusion or Physical Intervention (Restraint) Review

Name	Ward	Insight No
Seclusion Review	<input type="checkbox"/>	Restraint Review
	<input type="checkbox"/>	
Date and Time of Start and Termination		Date and Time of Restraint
Date Of Post Seclusion Review		Date of Post Restraint Review
Name and Designation	Name and Designation	
Area for Discussion		
Did someone tell you why you where secluded or restrained?		
Did you agree that seclusion or restraint was necessary?		
Did you feel anything could have been done to prevent the use of seclusion or restraint?		
Do you have an advance statement to help direct staff in your care?		

<p>What would help prevent seclusion or restraint in the future?</p>	
<p>Did you feel that your privacy and dignity was maintained?</p>	
<p>Did staff talk to you and explain what was happening with</p> <ul style="list-style-type: none"> • Your care and treatment? • Seclusion Reviews? 	
<p>Did you feel safe?</p>	
<p>Were your needs met whilst you were in seclusion?</p> <ul style="list-style-type: none"> • Communication • Clothing and hygiene • Activities • Fresh air • Spiritual or Cultural • Food and Drink 	
<p>Any other information</p>	
<p>Completed by</p>	

Appendix B

POST INCIDENT REVIEW FORM

This review should take place within 72 hours of the incident

Surname(s)	Forename(s)	Date of Incident	Date of Review

- What happened during the incident?

- What were the trigger factors?

- Each person's role in the incident and how they felt about the incident:

- Any concerns that need to be addressed further:

- Action Plan (if required):

Name of Team Manager: _____ Signature of Team Manager _____

Date of Completion: _____ Time of Completion: _____

(PTO if required)

Appendix C – Guidelines For The Care Of The Pregnant Service User In The Event That Physical Intervention Is Required For The Purpose Of Responding To Disturbed Behaviour

Admission Process

Careful consideration should be given when admitting a pregnant service user to an inpatient clinical area.

Every effort should be taken to manage any identified risks accordingly.

The current stage of pregnancy should be identified to clarify the current trimester and inform the management plan as early as possible if there is a risk of disturbed behaviour being exhibited from the service user.

Where possible, inpatient admission to an area which is attached to an Acute Trust with obstetric care should be the first option.

For those on the Care Programme Approach a CPA meeting should be undertaken as soon as possible following an admission (either as an inpatient or to community services) to consider psychiatric care in labour and post delivery.

The pregnancy planning meeting should include the service user, partner and those involved in the care from both mental health, obstetrics and other professions as necessary.

Those not on CPA and having a minimal level of care may still require a meeting, but it may be sufficient just to have liaison between relevant professionals.

The important thing is that the obstetricians have copies of psychiatric clinic letters where appropriate and they and the service user/partner have information about how to access psychiatric care in an emergency.

Single sex accommodation must be available to service users admitted to mixed sex units.

Male and female service users will not share sleeping accommodation, and will not share toilet and washing facilities. They will not have to pass through sleeping, toilet or washing areas of the opposite sex to access their own.

Recognising Pregnancy

All women of child bearing age should be asked if they are pregnant or planning a pregnancy.

The current stage of pregnancy should be identified to clarify the current trimester and inform the management plan as early as possible.

There are three stages of pregnancy:

First Trimester: (1st three months of pregnancy)

Second Trimester. (2nd three months of pregnancy)

Third Trimester. (Last three month of pregnancy)

It is essential that clinicians are aware which trimester a service user is in before proceeding with an intervention. Every effort should be made to establish this, but don't delay interaction. There are specific risks associated with the use of physical and pharmacological interventions which differ throughout the three trimesters and further advice should be sought.

Obstetric Care

If service users are prescribed medication then liaison should take place between obstetricians and paediatrician to discuss management of possible neonate withdrawal.

Arrangements for the service user to visit and familiarise themselves with staff and the surroundings within the obstetric department should be made.

Discussion between the obstetric staff and the service user should take place considering any chosen birth plan, breast feeding etc. and this should be incorporated into the service users care plan.

Responsibilities of all staff in relation to the physical and social wellbeing and safety of the mother and unborn baby

The earlier relevant agencies and professionals are aware of the mother's admission the more effective arrangements will be for both inpatient care and discharge planning.

All staff must be aware of the SHSC Safeguarding Children policy.

The midwife providing antenatal care must be contacted to inform her of the mother's admission and condition.

Ensure you consider risks to unborn babies e.g., maternal substance misuse, domestic violence, history of maternal abuse and discuss any concerns with the SHSC named person(s) for safeguarding children.

The Use of Physical Interventions with Pregnant Service Users

This section should be read in conjunction with the SHSC Policy on Aggression and Violence: Respectful Response and Reduction. This policy can be found on the SHSC intranet.

ALWAYS QUESTION if physical intervention is absolutely necessary? Consider alternatives e.g. increased observation status.

The use of physical intervention should always be a last resort and the least restrictive technique should always be used following an assessment of risk.

The use of verbal de-escalation techniques should be used throughout.

How to use physical interventions with a pregnant service user as safely as possible :

The use of physical intervention escort techniques using large sofas should always be the first choice. Care should be taken not to bend the woman too far forward and to avoid undue pressure to the abdomen as this will impair breathing / slow her heart rate especially during the later stage of the 2nd and the 3rd trimester (although this can be earlier with twins, triplets etc)

Where a sofa is not available a kneeling position can be adopted until de-escalation is successful.

If a restrictive supine position is felt to be required then the use of a bean bag or pillows to cushion the descent to the floor should be used to reduce the risk of any uterine and foetal damage.

During the latter stages of the 2nd and the 3rd trimester women who are held in a supine position can suffer from supine hypotension leading to a loss of consciousness due to supine inferior vena cava compression from the unborn child. To minimise the risk of this the woman's RIGHT hip needs to be elevated with the use of a wedge 2-3" high to improve venous return.

As soon as possible the woman is to be moved into a semi-recumbent escort position using pillows following a supine restrictive technique.(Laying back on pillows or a bean bag at 45°)

Support can be sought from the Resuscitation and Physical Health Team. If any concern or rapid deterioration/cardiac arrest BLS to be carried out as appropriate. The wedge or pillows are to be replaced by manual displacement of the gravid uterus to the left side. If a pregnant woman is admitted please inform the Resuscitation and Physical Health Team as soon as possible to facilitate specialist resuscitation training.

The woman is **not** to be stood up using escort techniques as there is a reduction in blood pressure when pregnant women stand up. Staff can assist the woman but this should be done at her pace!

It is essential that the woman's physical wellbeing is monitored at all times during the use of physical interventions and if any signs of distress are noted then the physical intervention should be terminated immediately and medical assistance sought.

Following a physical intervention the unborn child should be monitored by a midwife for any signs of distress or complications at the earliest opportunity.

Post incident – carry out a review with patient. Use information to inform risk assessment and plan for future prevention.

Complete an incident form as per the SHSC Incident Reporting Policy.

Complete a Physical Interventions Monitoring form as per the Violence and Aggression: Respectful Response and Reduction Policy.

Seclusion

Seclusion is not a recommended choice of management plan as levels of observations are decreased and for this reason should be avoided. However, in exceptional circumstances, if seclusion is deemed to be absolutely necessary, then guidance can be found in the SHSC Seclusion policy.

Recording and Reporting

Document in service users notes detailing reason for interventions, de-escalation techniques used to avoid high-risk interventions. A physical interventions monitoring form must be completed in all instances of use of physical interventions.

Update service users Positive Behavioural Support Plan/DRAM/BRAM/risk management plan and notify all professionals accordingly.

Appendix D - Guidelines for Staff in the Event That Police Use a Taser or Irritant Spray on an Inpatient Whilst Responding to an Incident

Tasers are handheld, electronic incapacitation devices that are designed to fire two barbs at an individual. The device is aimed with the intention of embedding the barbs in the clothing or superficial skin on the torso and/or lower limb, but a barb may occasionally embed in an arm or hand. The current flowing into the body is sufficient to induce temporary disruption of voluntary muscle control and intense pain.

Removing the barbs

The removal of the barbs is the responsibility of the police. However, there may be occasion when assistance is needed from the Nursing staff to reassure the patient and gain their co-operation for the safe removal of the barbs.

Post Taser care of the patient

Staff will monitor and record their early warning score every 15 minutes for at least 1 hour post -Taser use, in line with the Physical Health Monitoring Form. The service user will be offered the opportunity to speak with staff about the incident which led Police assistance being required. (Staff are to refer to the patient debriefing guidance in the main policy).

NB: Staff need to be aware that the patient's pulse rate will be slightly raised post-Taser use, but should return to a normal rate within 30 minutes (dependant on other conditions which may be present).

Special consideration needs to be given to :

Pacemakers and other implanted electronic devices

The evidence concerning damage or disturbance to implanted devices (such as pacemakers) is limited and equivocal so staff need to be aware of the potential risk of damage.

Pregnancy

At present the risks to the foetus are thought to be very low but the evidence upon which this assessment is based is continually reviewed.

Irritant sprays

The effects of irritant spray on an individual can depend on where and how the spray has been used.

Factors that will influence the effects upon an individual are:

- If the spray has been used out of doors or in a confined space
- Hot and moist conditions - which make the spray more effective than cold dry conditions
- The accuracy of its delivery

The primary effects of the spray on an individual usually occur within 10-15 seconds but can take longer. However, there is variation between individuals and some are more susceptible to the effects of the spray than others, with up to 10% not being affected enough to be subdued.

The effects are temporary and reversible and usually last for between 15 minutes and one hour after exposure. They can last up to 45 minutes for the immediate environment.

The primary signs and symptoms of exposure to the spray include:

- Intense pain and redness in the eyes
- Excessive watering of the eye

- A burning sensation in the throat
- Constriction of the chest
- Choking, coughing, retching
- Excessive mucus production
- Irritation of the skin

Post exposure management and care

On admission or immediately after contamination (or as soon as practicable):-

Staff

If the person requires assistance to get undressed and washed, staff must wear protective clothing, ie Gloves, Plastic gown and Eye protection is advisable if liquid capacitant is still on the clothing

If staff feel the effects of the spray, they should remove themselves from the area immediately (if safe to do so) into fresh air.

If the contaminant is on the skin, wash with copious amounts of cold water. If there is a concern, consult a doctor.

Service User

- The contaminated person should be advised to rinse the face and eyes with copious amounts of cold water, or on the coldest setting available. For extensive contamination, or if the effects are felt on the body, the contaminated person should have a shower, on as cold a setting as possible
- **Hot water re-activates irritants used in the Spray.** If necessary, use a bowl of cool water for the most contaminated areas (probably the face, hair, neck etc.) then a shower.
- Ordinary soap may be used, but it is not essential.
- Skin irritation/blistering can occur up to 72 hours post exposure. Refer to a doctor for advice on treatment if this should happen.

The clothing

- All contaminated clothing is to be removed as soon as possible. Ideally all clothing to prevent further contamination and placed in a sealed plastic bag
- Hand clothing to carer on next visit (or person on discharge) with advice to open bag in well-ventilated area or outside preferably. Also give the carer/person a copy of the instructions on the next page
- Clothing should be hung out to ventilate for a couple of hours before putting through a normal wash cycle using ordinary detergents.
- Contaminated clothing should be washed separately to avoid cross contamination
- Clothing may need to be washed twice to fully remove the Irritant Spray particles.

Note: These instructions may be superseded by infection prevention and control procedures which may be required.

The Area

- The irritant Spray degrades naturally and requires no special procedures other than ventilate the area for 30 – 50 minutes.
- However, excessive use may leave a residual film of particles on surfaces. A simple wipe down with a wet or damp cloth will suffice. If a film is present, it will be potentially uncomfortable if the film is touched, then the eyes rubbed

**ADVICE NOTES FOR PEOPLE CONTAMINATED BY IRRITANT SPRAY ON THE
DECONTAMINATION OF CLOTHING**

You have been given a sealed bag of clothing.

THIS CLOTHING HAS BEEN CONTAMINATED BY AN
IRRITANT SPRAY AND NEEDS CAREFUL HANDLING
IN LINE WITH THE GUIDANCE BELOW.

The substances used in the irritant sprays are basically harmless, however care should be taken to prevent contamination.

Although the risks are very small, anyone who is prone to asthma should not be involved in managing the contaminated clothing until it has been washed once.

Follow these instructions;

1. OPEN THE BAG IN A WELL VENTILATED AREA, PREFERABLY OUTSIDE
2. USE GLOVES OR TONGS TO HANDLE THE CLOTHING
3. HANG CLOTHING OUTSIDE TO ALLOW IRRITANT SPRAY PARTICLES TO BLOW OFF THE CLOTHING NATURALLY (1-2 HOURS)
4. WASH IN A NORMAL CYCLE USING ORDINARY DETERGENTS. WASH SEPARATELY FROM OTHER CLOTHING FOR THE FIRST WASH
5. CLOTHING MAY NEED TWO WASH CYCLES TO FULLY REMOVE IRRITANT SPRAY PARTICLES

If you feel the effects of the spray, it has not been left outside long enough for the particles to dissipate. Leave the clothing outside, wash your hands and face in cold water. If you have any concerns consult a doctor.

Rapid Tranquillisation, Seclusion and Post-Restraint Physical Health Monitoring Form

Service user's details

Forename :	
Surname :	
NHS no.:	Date of birth:
Gender:	Ethnicity:
Insight number:	Date of form:

Following administration of **Rapid Tranquillisation** medication
(IM Lorazepam, IM Haloperidol, IM Aripiprazole, IM Promethazine)
YOU MUST MONITOR AND RECORD

<ul style="list-style-type: none"> Pulse BP Respiratory rate 	<ul style="list-style-type: none"> Temperature Level of consciousness Hydration
---	--

Either

- Every hour until no concern and at least twice.
- Every 15 minutes if above BNF limits.
- Every 15 minutes if used alcohol/substances, is asleep or sedated, has physical health concerns or experienced harm during physical intervention.
- Following **restraint for service users with a physical health** condition observations should be recorded as above initially until no concerns and continue 4-6 hourly for 24 hours.
- DISCUSS ANY CONCERNS WITH MEDICAL STAFF.**

Medicines administered and date and time of administration.

X all that apply

Rapid Tranquillisation		Seclusion		Restraint	
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Time									
Pulse (bpm)									
BP (mmHg)									
Respiration (rpm)									
Oxygen sats (% indicate air or O ²)									
Temp (°C)									
Level of consciousness (AVPU)									
Staff initials									
Hydration: When did the service user last have a drink? Record of fluids offered post Rapid Tranquillisation.									

IF UNABLE TO TAKE / SERVICE USER REFUSING PHYSICAL OBSERVATIONS PLEASE COMPLETE THE FOLLOWING AT THE SAME FREQUENCY AS IDENTIFIED ABOVE.
USE AN ADDITIONAL FORM IF REQUIRED.

WHERE YOU ARE UNABLE TO TAKE PHYSICAL OBSERVATIONS,
you must use A, B, C, D, E and continue to attempt to
take observations at the earliest opportunity.

Reason why:

Time:				
(A) Airway. Is the airway clear? Is the service user able to speak – if so their airway is clear Is their breathing noisy – snoring or added sounds – their airway is compromised coming from the throat?				
(B) Breathing. Can you see the chest rising? Can you see if rising equally? Is breathing noisy – coming from the chest?				
(C) Circulation. Has the service user's colour changed – blue lips or fingertips?				
(D) Disability – level of consciousness. Use AVPU (A lert, responds to V oice, responds to P ain, U nresponsive).				
(E) Exposure, Examination ie. Any signs of bruising or rash				

Hydration: When did the service user last have a drink? Record of fluid offered post Rapid Tranquillisation				
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DISCUSS ANY CONCERNS WITH MEDICAL STAFF

Appendix F

Equality Impact Assessment Process and Record for Written Policies

Stage 1 – Relevance - Is the policy potentially relevant to equality i.e. will this policy potentially impact on staff, patients or the public? This should be considered as part of the Case of Need for new policies.

<p>NO – No further action is required – please sign and date the following statement. I confirm that this policy does not impact on staff, patients or the public.</p>	<p><i>I confirm that this policy does not impact on staff, patients or the public.</i> Name/Date:</p>	<p>YES, Go to Stage 2</p>
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Stage 2 Policy Screening and Drafting Policy - Public authorities are legally required to have due regard to eliminating discrimination, advancing equal opportunity and fostering good relations in relation to people who share certain ‘protected characteristics’ and those that do not. The following table should be used to consider this and inform changes to the policy (indicate yes/no/ don’t know and note reasons). Please see the SHSC Guidance and Flow Chart.

Stage 3 – Policy Revision - Make amendments to the policy or identify any remedial action required and record any action planned in the policy implementation plan section

SCREENING RECORD	Does any aspect of this policy or potentially discriminate against this group?	Can equality of opportunity for this group be improved through this policy or changes to this policy?	Can this policy be amended so that it works to enhance relations between people in this group and people not in this group?
Age	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Disability	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Gender Reassignment	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.

Pregnancy and Maternity	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Race	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Religion or Belief	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Sex	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Sexual Orientation	No Specific impact identified	The policy encourages respectful responses to violence and aggression in a positive way in line with best practice.	Due consideration given in developing policy, particularly in relation to the MHA 1983, MHA code of practice 2015 and the MCA. Nice guidelines 2015, Senies Law 2019.
Marriage or Civil Partnership	No Specific impact identified		

Please delete as appropriate: - Policy Amended / Action Identified (see Implementation Plan) / no changes made.

Impact Assessment Completed by: Greg Hughes 15/06/2020