

Policy Ref. No SABP/WORKFORCE/0009

POLICY

NAME OF POLICY:	Aggression, Conflict and Violence Management
REASON FOR THE POLICY:	A consistent Trust wide approach to dealing with acts of violence and aggression
WHAT THE POLICY WILL ACHIEVE:	Provide a framework for the staff, people who use services and others in relation to managing conflict in the workplace
WHO NEEDS TO KNOW ABOUT IT:	All staff who work with people who use services
DATE APPROVED:	May 2011
VERSION NUMBER:	3.0
APPROVING COMMITTEE:	Risk
DATE OF IMPLEMENTATION:	May 2011
DATE OF FORMAL REVIEW:	May 2014
AUTHOR/REVIEWER:	Nikki Percival/ Stephen Livesley
DIRECTORATE RESPONSIBLE:	Learning And Development
DISTRIBUTION:	All staff who work with people who use services

Aggression, Conflict and Violence Management

Introduction

The Trust provides specialist services for people with mental health problems and or learning disabilities. It is recognised that some of the individuals who use our services may display behaviour that presents a direct risk to themselves, others, objects or the environment.

The Trust promotes the use of proactive strategies to prevent conflict; interpersonal skills, de-escalation and non-physical interventions when responding to situations of conflict, aggression and violence; however the use of physical interventions should be seen as a last resort when all other strategies have not been effective.

1. Aims

- 1.1 The aim of this policy is to ensure that all staff employed by Surrey and Borders Partnership NHS Foundation Trust (The Trust) are provided with the appropriate skills to deal with conflict safely.
- 1.2 The Trust is committed to minimising the risk of harm both to persons in the Trusts employ and to users of the Trusts services and recognises that some of the aims of the Counter Fraud Security Management Services (CFSMS), may not be rigidly applied due to the nature of the service users.
- 1.3 The Trust is committed to its responsibility under the Health & Safety at Work etc Act 1974, to ensure the safety of its employees, visitors, people who use services , by providing working arrangements and environments that are safe, and guidance on practices that promote the well being of all.
- 1.4 The Trust recognises the need for clear and effective communication in the management of conflict. Confidentiality is essential in providing health/social care, however, this should not jeopardise the health and safety of staff, people who use services, or the public.
- 1.5 The Trust recognises that creating a respectful and holistic inpatient setting will minimise the risk of violence, aggression and incidents occurring during inpatient stay

2 Policy Statement

It is the Trusts stated policy that violence and aggression towards its employees or people that use its services is unacceptable.

The key objectives for the Trust in this respect are:

- To provide all staff members, agency and other staff, volunteers with clear responsibilities and guidance
- To provide appropriate training for staff in recognition, avoidance and management of situations of potential conflict

- To minimise the risk of violent outcomes from both physical and other means eg verbal or written threats
- To encourage the reporting of both incidents and near misses
- To give personal support to employees and others after violent incidents have occurred
- To ensure that incidents are correctly reported to the Counter Fraud & Security Management Service and actively pursued where this course of action is deemed appropriate.
- To recognise that there may be a need, in the interest of safety, to support staff using the minimum physical restraint, as a last resort, in certain circumstances of serious threat or danger.

3 Definitions

The NHS Security Management Service (NHS SMS) has provided clear definitions of physical assault and non physical assault – to ensure a consistent approach across the NHS.

Physical Assault

The intentional application of force to the person of another, without lawful justification, resulting in physical injury or personal discomfort.

Non physical assault

The use of inappropriate words or behaviour causing distress and/or constituting harassment.

It will be a matter of professional clinical judgment to assess whether assault or verbal abuse in some situations can be considered in the context of this policy. A useful guide for all staff might be to identify whether they feel threatened by the situation, in which case, the substance of this policy would apply.

Risk

The likelihood that harm, injury, illness, disease or some other loss from a particular hazard is realised. Risk reflects both the likelihood of occurrence and its severity of outcome.

4. This policy should be read in conjunction with:-

- **Seclusion Policy**
- **Rapid Tranquillisation**
- **Risk Management**
- **CPA**
- **Lone Working Policy**
- **Health and Safety Policy**
- **Incident Management Policy**
- **The Human Rights Act**
- **First Aid at Work Policy**
- **Local Guidelines**
- **Management of Attendance**
- **Mental Capacity Act**