

Ref: FOI/GS/ID 6049

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Racist or discriminatory behaviour towards staff.

You asked:

- 1) *Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.*
- 2) *For the five most recent cases, please tell me*
 - a) *the job title of the member of staff against whom the behaviour was levelled*
 - b) *a brief summary of the content of the complaint (e.g. patient said he didn't want a 'black doctor', raised his voice and used profanities)*
 - c) *the action taken by the Trust*

Trust response:

1.

Security - racial abuse	4
Security - verbal abuse (swearing or other discriminatory language)	113
Totals:	117

2.

a.

Nurse - Junior Sister
Agency - Nurse

Health Care Assistant/Nursing Auxiliary/Clinical Support Worker
Nurse - Charge Nurse
Nurse - Charge Nurse

b and c.

Please see the following tables.

Please note that in order to protect patient identity further details will not be released.

Description	Action taken	Action taken (Investigation)	Lessons learned
<p>Throughout time in A&E was verbally abusive, aggressive towards staff both doctors and nurses. Required assistance of security several times due to patient shouting loudly telling staff to 'fuck off'. Patient would become extremely abusive and difficult to reason with, demanding intravenous morphine from staff. Patient was asked multiple times by staff and security to not be abusive towards staff and that this would not be tolerated. Patient pulled own cannula out after demanding IV medication.</p>	<p>Patient was asked multiple times to talk to staff in a respectful manner; patient failed to do so on every occasion, only escalating verbal abuse. Nurse in charge of shift attempted to talk to patient and was told to 'get the fuck out', to 'fuck off' and that they were not being rude to staff. Security were called, asked them to reiterate to patient that verbal abuse was not appropriate and would not be tolerated and were asked to stay with patient when receiving care from nursing staff for staff safety. Clinical site managers and matron was informed of this patient being verbally abusive.</p>	<p>Pt abusive and disruptive. Security called. Pt left department. Warning letter sent.</p>	<p>NA all processes duly followed</p>
<p>Patient attended the unit who shouted and pinpointed at me whilst I am talking on the phone to the other ward. Patient came on the unit told me that they are here to have antibiotic. Patient shouted at me how long are they going to wait an hour, 2 hours or more than. I told patient an hour, then patient shouted again that they are going to complain me big time. then walked out to bay E.</p>	<p>The agency nurse who witness the situation that happen consoled me and asked me if she wants her to attend the patient. Statement given to my manager. and IR1 is submitted.</p>	<p>Breakdown in communication and unmanaged expectations.</p>	<p>Clear and effective communication is important at all times when working with out-patients.</p> <p>Giving patients time to ask questions and for staff to provide appropriate answers is necessary.</p>

<p>Patient attacking staff & being verbally abusive towards staff</p> <p>I am constantly being called a fat bitch, giant oaf, patient is scratching, slapping, pinching, grabbing our uniforms</p> <p>Tried to bite Csw.</p> <p>Pt had called the night nurse a "Nigger"</p>	<p>I have moved to a different area in the ward and a new member of staff has taken over from me</p>	<p>This patient has cognitive impairment, memory loss, and in acute delirium state.</p> <p>Often becomes physically aggressive. This could be due to her illness.</p> <p>Staff who was involved in this was taken out of that bay and reallocated to another bay so that if this is a deliberate act, then the staff will not be victimised.</p> <p>Staff support offered.</p> <p>Reassurance to the staff given.</p> <p>Staff are advised to keep behavioural chart.</p>	<p>Staff to understand that deliberate abuse towards any staff is not tolerated.</p> <p>Staff support offered.</p> <p>Reassurance to the staff given.</p> <p>Staff are advised to keep behavioural chart.</p>
<p>Side room patient is going very aggressive and violent behaviour when I took from them the room menu card. Patient came to nurses station and very loudly shouted me badly and swearing to me also very badly and pushed my shoulder also</p>	<p>nursing charge informed and they explained to everything to patient but patient still shouted and violent mood so nursing charge called site practioners, security and after wood patient still violent mood in front them also attack me I was in staff room that's time csw blocked the door</p>	<p>This behaviour was not noted after this incident. Staff who was affected by this incident was reassured, asked to narrate the incident to understand the root cause analyse. Staff in question has already been managed for their professionalism as well as speaking loudly and shouting in the bay. Therefore this could be considered as personality clash between the staff and the patient.</p>	<p>Patients can become aggressive verbally or physically unexpectedly due to various reasons. Therefore staff must make sure that person safety and others safety must be considered at all times.</p>
<p>Patients relation came out and asked me the plan for discharge the following day. He was very verbally intimidating towards me and would not let me answer. I tried to explain that I was here the next day and would be going through the discharge with him to make sure everything was okay.</p>	<p>Tried to reassure the patient's relation that we would go through the discharge the following day and tried to explain the process fully.</p>	<p>Patient's relation had been difficult throughout the patient's stay in hospital causing upset and intimidating staff both medical and nursing. I spoke to him on several occasions about his behaviour. Staff tried to explain in a professional manner the discharge process and did their best to facilitate a safe and effective discharge.</p>	<p>To continue to treat all relatives in a professional and caring manner. However all staff should not hesitate to contact our Security department if patients become abusive or aggressive and need to be warned that they may be removed from the ward or escalate the problems to a senior nurse if available.</p>

