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Request for Information Reference: 05.24.45

FOI Direct line: 01325 743700  
Email: [cdda-tr.cddftfoi@nhs.net](mailto:cdda-tr.cddftfoi@nhs.net)

Email only

17<sup>th</sup> June 2024

Dear

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 21<sup>st</sup> May 2024 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Violence Policy and Trust Self-Assessment and I am providing the following information in response to your specific questions:

#### **Please may you provide me with:**

- 1. Copies of all trust policies related to violence by patients and/or their visitors against staff. Please include all policies related to the following:**
  - Any physical, verbal, or sexual aggression, assault, or stalking.
  - Violence both experienced and witnessed by staff.
  - Any separate policies for different types of violence, different staff groups, or different phases of violence, e.g. during and following the event.

Please see the attachment documents:

- Attachment 1: Security Policy
- Attachment 2: Violence, Prevention & Reduction Policy
- Attachment 3: Violence, Prevention & Reduction Strategy

**2. Copies of all trust policies/procedures related to the following post-violence measures, if not included within the above (1):**

- **Immediate sanctions for aggressor(s) (e.g. discharge)**

Please see Attachment 4 – Warning Letter Information Sheet

- **Processes for incident reporting**

Please see Attachment 5 – VPR Quick Capture Guide

- **Processes for debrief with staff member(s) and/or aggressor(s)**

Please see Attachment 6 – VPR Action Card

- **Follow-up with aggressor(s) (e.g. accountability letter, behaviour contract)**

Please see Attachment 7 – Acceptable Behaviour Agreement

- **Counselling or similar longer-term psychological support for staff member(s)**

Please see the attached documents:

- Attachment 8: TRiM Leaflet
- Attachment 9: EAP Poster
- Attachment 10: Supporting our People Handbook

- **Incident investigation (e.g. root cause analysis) and feedback to relevant parties**

Not applicable

- **Longer-term sanctions for aggressor(s) (e.g. card system)**

Please see the attached documents:

- Attachment 11: Formal Warning Letter
- Attachment 12: Yellow Card Warning Letter
- Attachment 13: Red Card Exclusion Letter

- **Examples of processes for tailored management plans for patients with a known history of aggressive behaviour (including use of a flag/alert system)**

Please see the attached documents:

- Attachment 14: Patient Alert
- Attachment 15: Patient Alert (Incident)

- **Staff sickness absence and/or returning to work following work-related injury**

Please see the attached documents:

- Attachment 16: Management of Stress in the Workplace
- Attachment 17: Management of Attendance & Well-Being

- 3. The trust's most recent self-assessment against the NHS Violence Prevention and Reduction (VPR) Standard, including evidence showing the criteria have been met for each indicator. The compliance assessment template can be found in the VPR Standard published by NHS England, available here (template on pages 7-14): <https://www.england.nhs.uk/publication/violence-prevention-and-reduction-standard/>**

Please see attachment 18

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddffoi@nhs](mailto:cdda-tr.cddffoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**