

Freedom of Information Request: Our Reference CTMUHB_291_24

You asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information from Cwm Taf Health Board. Specifically, I am seeking information pertaining to the acute NHS hospitals within your purview, but excluding hospitals specialising in mental health or psychiatric care.

Please may you provide me with:

1. Copies of all 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.**

Cwm Taf Morgannwg University Health Board have an adopted guidance document approach, which is available to staff on the intranet Violence and aggression web pages. Please see the attached guidance documents.

- Attachment 1 - The Management of a Verbally Aggressive Incident.
- Attachment 2 - Managing a Potentially Physical Violent Incident.
- Attachment 3 - Definitions & General Information.
- Attachment 4 – Telephone Abuse Procedure.
- Attachment 5 - Policy for The Recognition, Prevention and Therapeutic Management of Violence and Behaviours that Challenge

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

- **Immediate sanctions for aggressor(s) (e.g. discharge)**
- **Processes for incident reporting**
- **Processes for debrief with staff member(s) and/or aggressor(s)**
- **Follow-up with aggressor(s) (e.g. accountability letter, behaviour contract)**
- **Counselling or similar longer-term psychological support for staff member(s)**
- **Incident investigation (e.g. root cause analysis) and feedback to relevant parties**
- **Longer-term sanctions for aggressor(s) (e.g. card system)**
- **Examples of processes for tailored management plans for patients with a known history of aggressive behaviour (including use of a flag/alert system)**

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

These topics are covered within the attachments listed below:

- Attachment 6 - Policy for the Recognition, Prevention and Therapeutic Management of Violence and Behaviours that Challenge.
- Attachment 7 – Incident Management Framework.
- Attachment 8 - What is Anti-Social Behaviour?
- Attachment 9 - Anti-Social Behaviour Referral Pathway.
- Attachment 10 - Violent Warning Marker Process.
- Attachment 11 - Guidance for Staff Upon Finding a Violent Warning Marker.
- Attachment 12 – Patient Warning Marker Pathway.
- Attachment 13 – Code of Conduct Letters.
- Attachment 14 – Code of Conduct Letter Stage 2.
- Attachment 15 – Code of Conduct Letter Pathway.
- Attachment 16 - Code of Conduct Letter Stage 1.
- Attachment 17 – Employee Wellbeing Policy.
- Attachment 18 – NHS Wales Managing Attendance at Work Policy.