

# Supporting staff wellbeing – policy on a page

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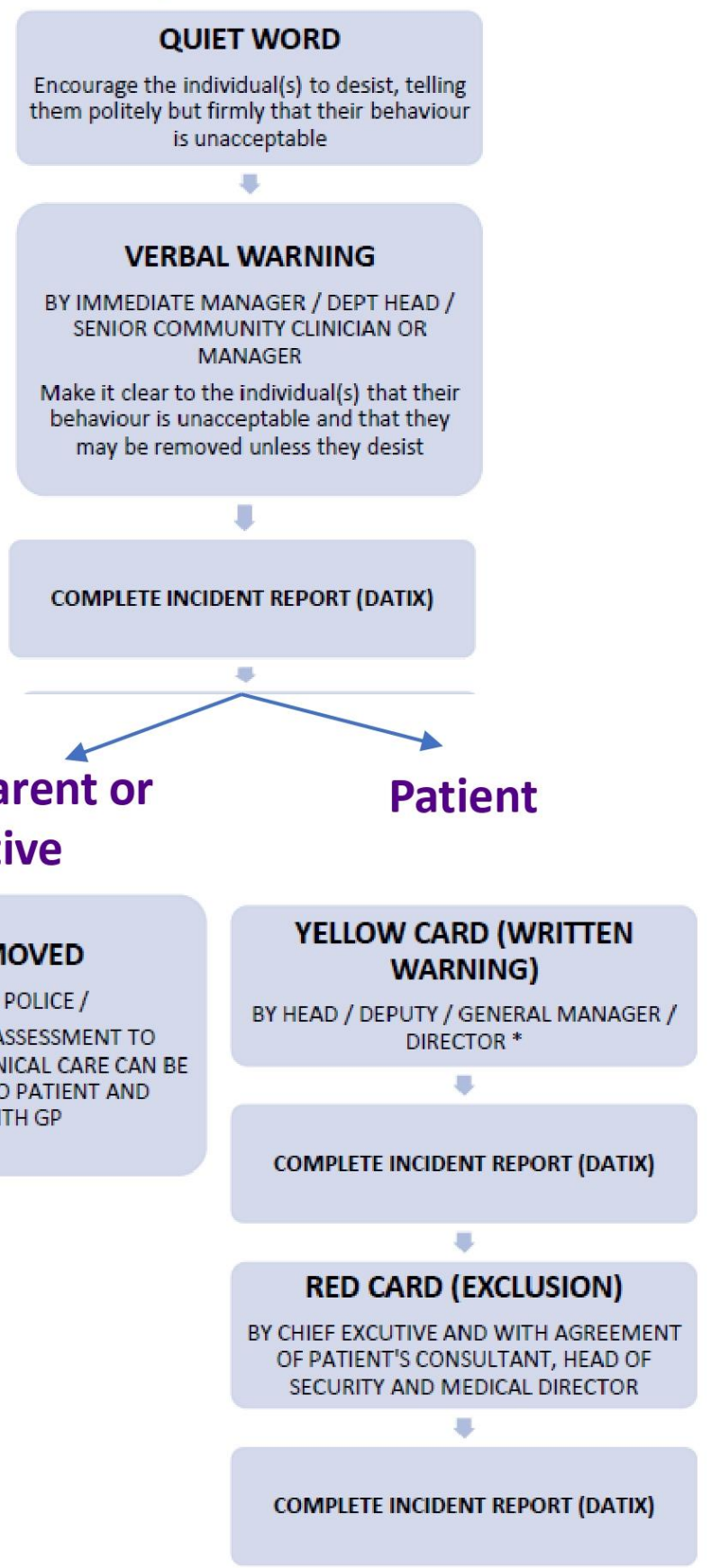


# Managing Violence, Aggression and Unacceptable Behaviour policy

This one page summary is intended for use as an aide memoire, once the policy has been read in full

**DON'T FORGET**  
Check for High Intensity Users via Alert markers on Medway and RIO (community)

## Policy Flow Chart



### 1 Check the person has a right to be onsite

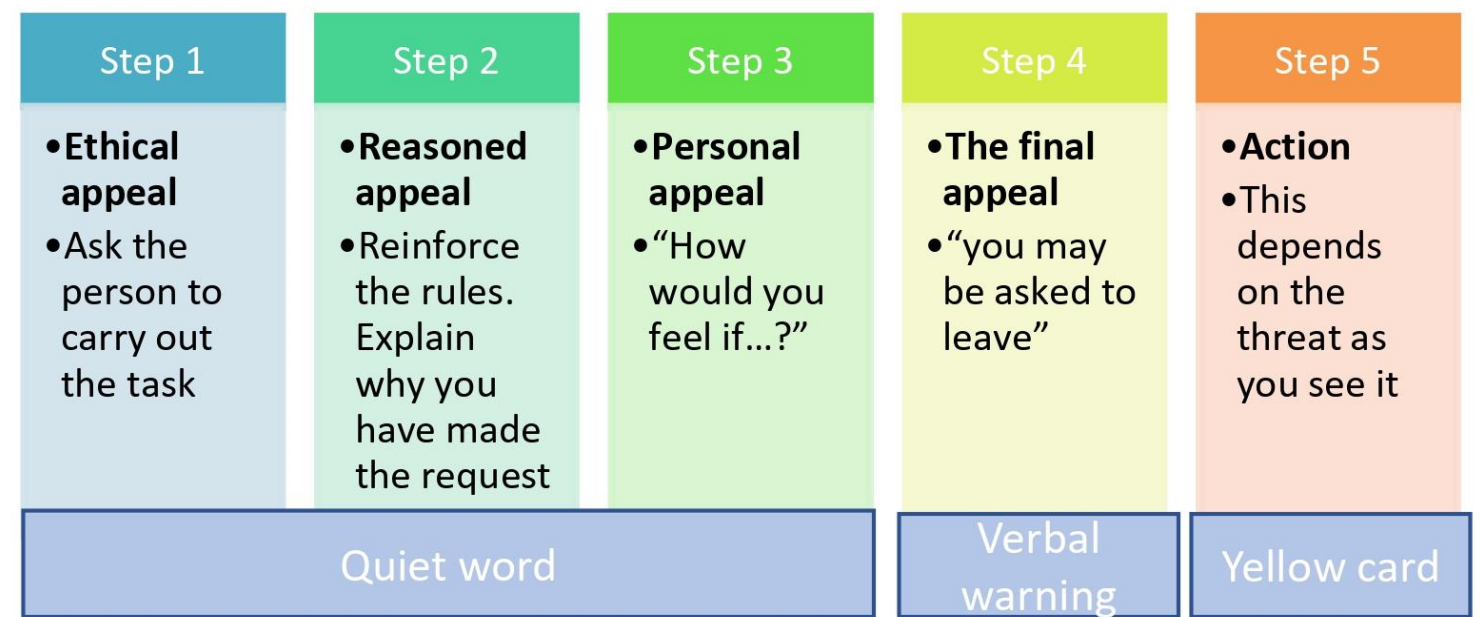
- Under UK law, anyone only has an implied right to be in a public building. This right can be removed by the property owner at any time
- If the answer is no to any of the **5 checks** below, the person does not have a right to be on site, so they should be asked to leave
- If they refuse to leave then.... In order to enact this legislation, we **MUST** follow 5 step appeal process

### 2 Check if they've committed an offence

Under the Criminal Justice & Immigration Act 2008, a person commits an offence if

- the person causes, without reasonable excuse and while on NHS premises, a nuisance or disturbance to an NHS staff member who is working there or is otherwise there in connection with work,
- the person refuses, without reasonable excuse, to leave the NHS premises when asked to do so by a constable or an NHS staff member **and**
- the person is not on the NHS premises for the purpose of obtaining medical advice, treatment or care for himself or herself.

In order to enact this legislation, we **MUST** follow 5 step appeal process below



**Hospital Security Teams**

- Stoke Mandeville via the operator (01296 315000) Duty mobile 07920 878257
- Wycombe Hospital via Helpdesk (01494 425010) Duty mobile 07436 835970
- Amersham Hospital via Helpdesk ((01494 425010) Duty mobile 07483 117333
- Thame, Buckingham, Chalfont – no security teams currently at these sites. Call Police or Stoke Mandeville for support
- Security email address [bht.security@nhs.net](mailto:bht.security@nhs.net)

No. 1	Has the person caused nuisance or disturbance to any NHS staff member (includes contractors and volunteers) on NHS premises	Record & Describe behaviour
No. 2	Confirm that person is not seeking medical attention using 'A.C.T.V' acronym • Advice (seeking medical advice) • Care (for a vulnerable person) • Treatment (receiving treatment) • Visitor (legitimate reason e.g. to see an inpatient)	Record what enquiries made
No. 3	Reasonable excuse for their behaviour? Yes or No. If yes, no offence	Record reason and any action taken
No. 4	Has the person been asked to leave? Yes or No. If no, then ask them to leave	Record who asked them and when
No. 5	Reasonable excuse for refusing to leave? o Yes * (if yes - no offence) o No	Record reason and any checks

**DON'T FORGET**  
Patients Rights under Human rights Act (the right to choose whether to accept treatment or not)  
Mental Capacity Act (standards that determine whether someone has the capacity to make decisions for themselves)