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Standing Way
Eaglestone
Milton Keynes
MK6 5LD
Tel: 01908 660033
www.mkhospital.nhs.uk
For people who have hearing loss
Minicom 01908 243924

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 04 January 2018.

I am pleased to confirm the following.

1. Provide or attach location of policy regarding one to one/specialling/bedwatch/Enhanced Care services at your Trust.?

Please find the policy request attached.

2. Does the current system fulfil the requirements of the policy?

Yes

3. Do you currently outsource any 1-1 care for patients displaying challenging behaviours or have to rely on backfilling or security?

After a risk assessment the level of support required would be set. If a Registered Mental Health Nurse is required it be would requested from an appropriate Agency. We have in-house security team which support the clinical teams with the care of a patients with challenging behaviours.

4. If out-sourced which department or individuals would be responsible for deciding to call additional staff onto site?

In working hours the Matron with the Heads of Nursing are responsible. Out of hours it will be senior nurse with the Clinical Site Manager.

4.b. Which department would be responsible for arranging the contract with the service provider?

Temporary Staffing with procurement department would be responsible for the contracts.

5. How often does the Trust require assistance with patients displaying challenging behaviours?

Every day.

6. What is the current average monthly spend on these services (last 3 months)?

The Trust system does not allow us to separate costs as all agency and bank are coded to the same account codes.

7. What specific training do staff providing these services receive?

All staff must attend an essential skills training day in which they are taught the skills of managing patients with challenging behaviours. We also have Advanced Nurses in Dementia, Mental Healthy liaison nurses and Safeguarding teams, that support and advise clinical teams with plans of care.

8. Who is the Trust Lead for these services, please provide contact details.

The Trust lead is the Head of Nursing for quality.

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If you need any further assistance, please do not hesitate to contact us at the address above.

Yours sincerely,

Freedom Of Information Co-ordinator
For and on behalf of Milton Keynes Hospital NHS Foundation Trust

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