

Request under Freedom of Information Act 2000

Thank you for your request for information which we received on 12 October 2018.

I am pleased to confirm the following.

I am very interested to know the guidelines set down (or policy & procedure) around patient interface. For example; what are the rules for restraining or handling out-patients; what circumstances can force be used in; what kind of interaction are security staff advised to favour when working with the public?

The following is taken from the **Managing Unacceptable Behaviour Policy**

Physical Restraint

In the event of a potential physical restraint episode, the Security Team and Support Team Supervisor will attend and will act upon the instructions of the Duty Hospital Manager. The Security Team in attendance will take control of any physical disturbance and advise if further Support Team members are required.

Restraining is only to be used as a very last option and is only permitted if the person using it reasonably believes it is necessary to prevent harm to the person who lacks capacity and if the restraint used is a proportionate response to the likelihood and seriousness of harm. Reference to the Trust Mental Capacity and Deprivation of Liberty Safeguarding Policy should be referred to.

In all circumstances where it is necessary to restrain an individual, only reasonable force may be used. The law does not justify any method of restraint, which involves force in excess of reasonable force

Only staff trained in the safe use of restraint should carry out control and restraint techniques. In the event of an episode where control and restraint techniques may be needed staff must contact the Duty Hospital Manager or LSMS and Security Team. The Duty Hospital Manager, Lead clinician or LSMS will authorise for any restraining techniques to be used and this will be carried out by the Security Team who have all been trained in the use of Control and Restraint. In the event of an emergency staff can be summoned using a Code Victor (ringing 2222).

The following is taken from the **Restrictive Physical intervention and Therapeutic Holding for Children and Young People Policy**

Involvement of Security staff in Restrictive Physical Intervention of Children and Young People.

Situations may arise when additional support is required. In these cases security staff and the support team should be contacted. The aim of this service is to assist staff in maintaining the health and safety of children and young people, staff and visitors.

It is important to be aware that the hospital security staffs are trained in Control and Restraint, as will be Support Team Supervisors but the other support team members are not trained in this way.

Situations in which the support team are required to assist should be treated as critical incidents and a review undertaken following the event including all those involved.

- Such reviews should be coordinated by the Ward/Dept Manager, with the support of the Matron/Head of Children's Nursing Services.

Any review should be multi-disciplinary where possible. In relation to violence and aggression incidents staff are reminded that they must follow the 'Trust protocol for reporting of Violence and Aggression Incidents'.

In most instances porters/security staff will not know the child or young person or the circumstances surrounding their care and treatment. Staff who know the child or young person will therefore have a greater knowledge as to what is in the child's 'best interests' and should advise the security staff or support team staff accordingly. The Security and/or Support Team staff will take the lead from the DHM or Senior nurse in charge where restraint is required.

The issues in relation to patient confidentiality should be taken into consideration when sharing patient details with non-clinical staff.

In terms of infection control, all staff including Support Team members and security staff should use universal precautions, as per Trust Infection Prevention and Control Policy when intervening in a way that will or might involve contact with blood or body fluids.

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If you are unhappy with the information received in response to this request, please address your complaint to the Patient Affairs Office at Milton Keynes Hospital NHS Foundation Trust, Standing Way, Eaglestone, Milton Keynes MK6 5LD. If, after exhausting our internal process, you are still unhappy with the information received, you may write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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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