

Freedom of Information Request

Reference Number: EPUT.FOI.20.1476
Date Received: 03 March 2020

Information Requested:

1. Please tell me how many times your trust has logged an incident of racist or discriminatory behaviour from patients towards staff in 2019.
70
Note: The incident reporting system was searched for incidents of physical/non-physical assaults & anti-social behaviour on staff by patients, where the contributing factor was recorded as being 'Racial'.
2. For the five most recent cases, please tell me
 - a. the job title of the member of staff against whom the behaviour was levelled
 1. Health Care Assistant
 2. Staff Nurse
 3. Health Care Assistant
 4. Support Worker
 5. Staff Nurse
 - b. a brief summary of the content of the complaint (e.g. patient said he didn't want a 'black doctor', raised his voice and used profanities)
 1. Patient was sexually inappropriate towards staff member and when staff member advised they would not engage in the conversation the patient became racially abusive. (Note: Specific wording not recorded on the incident report)
 2. Patient was verbally abusive towards staff when patient attended for her medication. Calling staff 'monkeys'.
 3. Patient was unsettled coming in and out of the bedroom disturbing other patients talking in a loud voice, verbally abusive to staff on observation. (Note: Specific of the nature of the racial abuse were not recorded on the incident report)
 4. Staff member was ensuring patient privacy and dignity by ensuring her dressing gown was done up. The patient was racially abusive to the staff member saying 'That this is not like "you" Muslim covering from head to toe'.
 5. Patient due to go on leave became frustrated at restrictions in place relating to the patient taking money with them which had previously been used for gambling purposes and called the nurse 'the black one'.
 - c. the action taken by the Trust
 1. De-escalation techniques applied; nurse in charge notified
 2. Medication given and accepted.
 3. Verbal de-escalation attempted which was declined by patient. Patient escorted to communal area of ward.

4. Patient verbally de-escalated. Staff offered support and patient was informed that her behaviour was unwelcomed and unnecessary.
 5. Informed patient that this behaviour was unacceptable and quite racist. Other staff members were made aware. Police were informed but no further action was taken. Manager spoke with staff member who was affected. Manager spoke with service user who later apologised to staff member.
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Publication Scheme:

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