

POST INCIDENT (ZERO TOLERANCE) PROCEDURE FLOW CHART FOR MENTAL HEALTH AND LEARNING DISABILITY SERVICES

ACTION TO BE TAKEN FOLLOWING AN INCIDENT OF VIOLENCE OR CRIMINAL ACTIVITY BY A SERVICE USER



IMMEDIATE ACTION

- Ensure area is safe
- Any injured persons to be assessed and receive appropriate medical intervention (On site, A & E, GP)
- Assessment of service user's physical and mental health
- Immediate risk management plan to prevent a reoccurrence
- All involved in the incident to receive local debrief/support as needed
- Datix reporting and other relevant documentation to be completed as per trust policy



CLINICAL REVIEW OF SERVICE USER BY SERVICE TEAM WITHIN 24 HOURS

- Physical and mental health review – Was there capacity?
- Review and update Care Plan, Risk Assessment and Risk Management plan
- Key Events Chart to be updated
- Levels of observation and medication
- Consider appropriate placement of service user



POLICE INVOLVED

- If agreed to refer to police, notify on non-emergency number and obtain police UIN (Unique Identifying Number)
- Refer to LSMS
- Inform Service user if decision and gain consent to notify



POLICE NOT INVOLVED

- Refer to LSMS
- Injured party to be informed of decision, advised of their rights and supported
- Request a warning letter to be considered from the LSMS or the LSMS will ask if one is required.