Violence and aggression

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All trusts are required to appoint a local security management specialist. Part of the LSMS role is to advise and support staff following incidents of violence and aggression. The LSMS is based in the corporate health and safety and non clinical risk service and works closely with patient safety to ensure all risks associated with violence and aggression are managed appropriately within the organisation. The LSMS is made aware of all reported violence and aggression incidents immediately and investigates all physical and verbal incidents. Violence and aggression incidents can include assault, verbal abuse and racial abuse towards staff, patients or visitors. Where a violence and aggression incident is deemed to have been intentional staff are encouraged to report these incidents to the police.

**Trust policy**

The Trust will not tolerate violence and aggression towards staff, patients or visitors and will work closely with the police to ensure perpetrators of violence and aggression are dealt with appropriately and victims of violence and aggression are supported fully.

**NHS definition of assault**

The intentional application of force against the person of another without lawful justification, resulting in physical injury or personal discomfort.

**Non-physical assault**

The use of inappropriate words or behaviour causing distress and constituting harassment.

**How the LSMS can offer support**

- Liaise with local police officers as and when necessary
- Deliver conflict resolution training
- Investigate assaults and abuse towards staff
- Assist with assessing risk and identifying control measures
- Carry out crime reduction surveys
- Access CCTV footage to establish incident facts

**Following an incident of violence and aggression**

- Serious or intentional incidents contact the police immediately
- Report all incidents onto the DATIX system
- Record names of all witnesses to the event
- Contact your LSMS as soon as possible after the incident

Correct at May 2015