

OCDEM, Churchill Hospital, Oxford OX3 7LE

SOP number: OCDEM RA 4

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WORK RELATED VIOLENCE RISK ASSESSMENT

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Introduction

OCDEM recognises that some tasks undertaken by employees of the University may involve association with persons who could be violent; violence in this context being taken as ‘any incident in which a person is abused, threatened or assaulted in circumstances relating to their work’.

The safety of University and NHS staff in relation to verbal or violent abuse by intruders, visitors and patients is an important safety concern. As such, a risk assessment of work related violence has been conducted in line with University Policy Statement S7/05.

An initial walk through and hazard spotting exercise identified two groups of employees where the risk of work related violence could be deemed as significant. The two groups were:

- CRU nurses – nationwide travel to visit study volunteers in their own home, lone working, visiting people with learning difficulties.
- Reception staff – greeting patients for NHS clinics and University studies.

Risk assessment undertaken by Sandy Humphreys, 29th November 2015

Work Related Violence Risk Assessment

ACTIVITY	HAZARD	PERSONS AT RISK	RISK RATING	CONTROL MEASURES IN PLACE	FURTHER ACTIONS NECESSARY TO CONTROL RISK
CRU Nurses					
Visiting private homes.	Work related violence – verbal/ physical abuse.	CRU nurses	Medium	<ul style="list-style-type: none"> Log kept in work diary of all visits to be made, including time of visit, along with addresses and contact numbers. Car registration number logged on notice board in nurses office. Co-worker is made aware worker is off-site, co-worker contacted on arrival and on leaving. If co-worker is not contacted when expected the CRU manager must be alerted All patients screened for study. Therefore, can identify any problematic cases. Patients with learning disabilities are not screened, but are supposed to have a carer with them at time of visit. Provision of mobile phones. 	<ul style="list-style-type: none"> Lone worker risk assessment has been compiled – SOP CRU 010. Procedures are in place for workers to communicate progress throughout the day. Appointment times should be confirmed with carers before visiting patients with learning disabilities. All incidences need to be reported, reviewed and acted upon All staff should receive violence and aggression awareness training.
Contact with patients in clinical rooms	Work related violence – verbal/ physical abuse.	CRU nurses	Low	<ul style="list-style-type: none"> All patients screened for study. Therefore, can identify any problematic cases. No lone working, a number of colleagues present in adjacent rooms. All clinical rooms have panic buttons. NHS security personnel available in emergencies. 	<ul style="list-style-type: none"> The emergency alarm / response arrangements need to be examined and documented. The emergency response of NHS security personnel needs to be examined and documented. All incidences need to be reported, reviewed and acted upon All staff should receive violence and aggression awareness training.

Work Related Violence Risk Assessment

ACTIVITY	HAZARD	PERSONS AT RISK	RISK RATING	CONTROL MEASURES IN PLACE	FURTHER ACTIONS NECESSARY TO CONTROL RISK
CRU Nurses					
Out of hours working in CRU, which is open to the public.	Work related violence – verbal/ physical abuse, by intruder or wandering patient.	CRU nurses	Low	<ul style="list-style-type: none"> • Door leading to CRU locked after entering. • All clinical rooms have panic buttons. • NHS security personnel available in emergencies. 	<ul style="list-style-type: none"> • Lone worker/out of hours risk assessment has been compiled – SOP CRU 010. Procedures are in place for workers to communicate progress throughout the day. • The emergency response of NHS security personnel needs to be examined and documented. • All incidences need to be reported, reviewed and acted upon. • All staff should receive violence and aggression awareness training.

Work Related Violence Risk Assessment

ACTIVITY	HAZARD	PERSONS AT RISK	RISK RATING	CONTROL MEASURES IN PLACE	FURTHER ACTIONS NECESSARY TO CONTROL RISK
Reception Staff					
Manning reception, in contact with NHS patients and University study volunteers	Work related violence – verbal/ physical abuse	Reception Staff	High	<ul style="list-style-type: none"> All aggressive patients reported to Manager, who will then deal with them. No lone working, a number of colleagues present in adjacent rooms. Except for early mornings when not many people around. NHS security personnel available in emergencies. <p><i>There are no provisions for emergencies or for monitoring the reception area, such as panic buttons or CCTV cameras.</i></p>	<ul style="list-style-type: none"> Reception area should be reviewed by security to give greater protection to staff, particularly in the event of violence/aggression/threatening behaviour by member(s) of the public. The emergency response of NHS security personnel needs to be examined and documented. Panic alarm for reception staff should be implemented. Possible installation of a CCTV system needs to be investigated to cover vulnerable areas. Signs / notices should be prominently displayed (internally and externally) warning that violent / aggressive or otherwise objectionable behaviour will not be tolerated. All incidences need to be reported, reviewed and acted upon. All staff should receive violence and aggression awareness training.