



security & fraud experts

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Chair: Southwest Region NHS Security  
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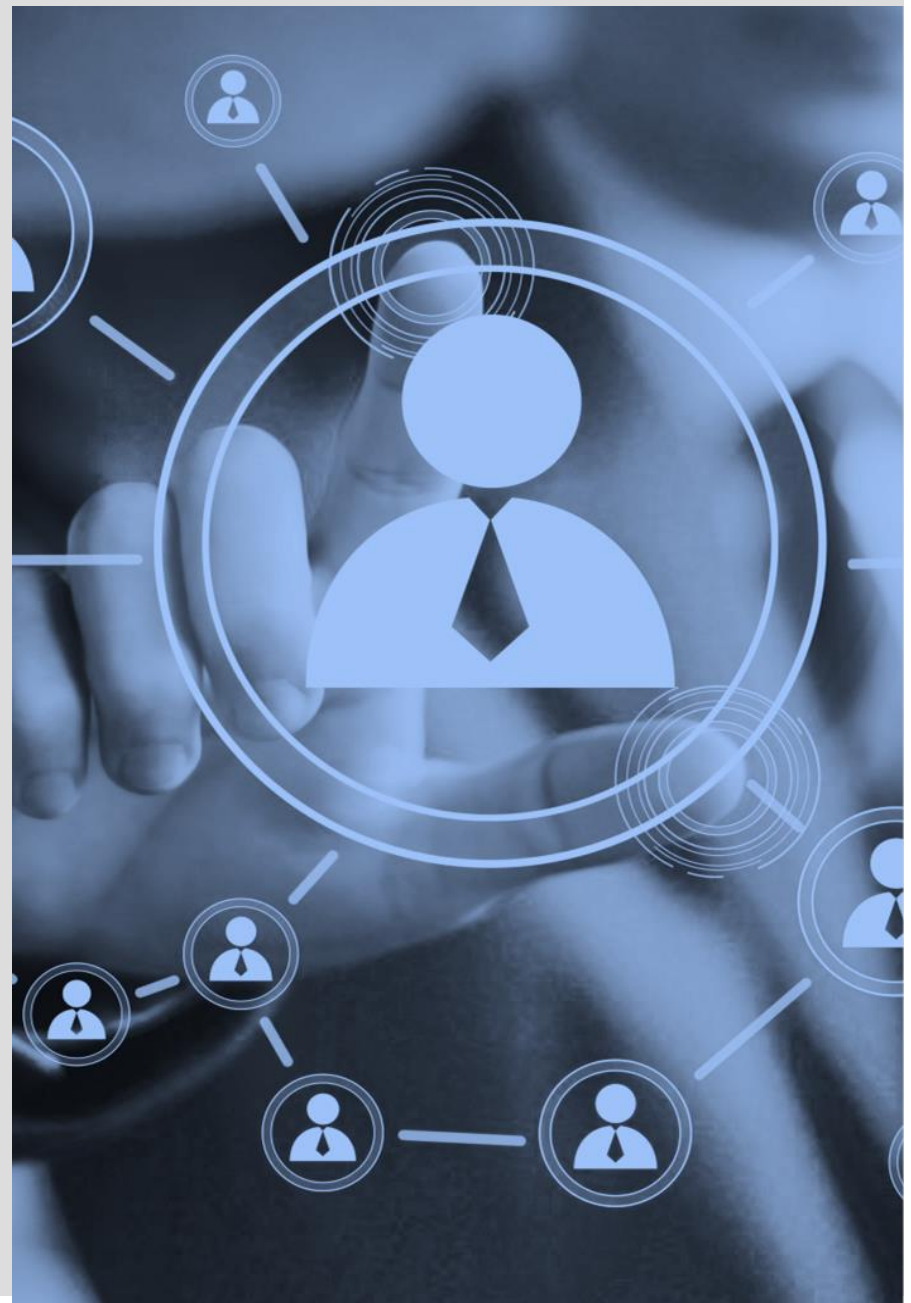
# Threat and Vulnerability

## Case Study:

- Dorset HealthCare is a MH and Community Trust with 209 sites.
- It serves a population of 800,000 people.
- In 2009 DHC reported >939 assaults on staff perpetrated by patients.

## Questions:

- Where is this happening?
- Why is this happening?
- Who are the patients responsible?
- Which staff are affected?
- What can we do to reduce incidents and support both patients and staff?



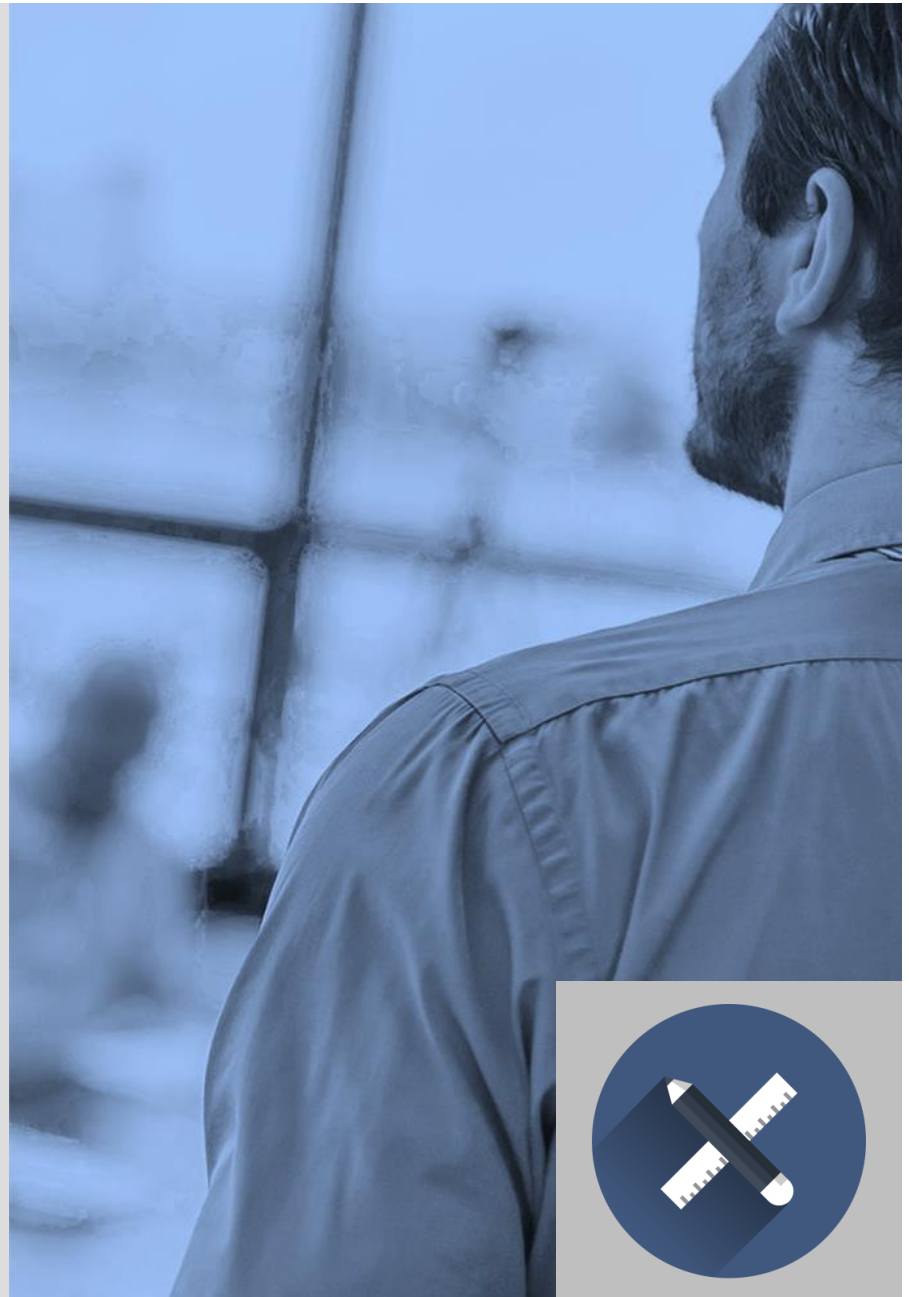
# Impact

The impact of violence and aggression against staff cannot be underestimated.

Workforce metrics:

- Low morale.
- Staff refusing to work with certain patients.
- Sickness absence.
- Recruitment and retention.
- Bank and agency spend.
- Litigation.

NHS England estimate the cost of violence and aggression against NHS staff to be >£1.37bn per annum.



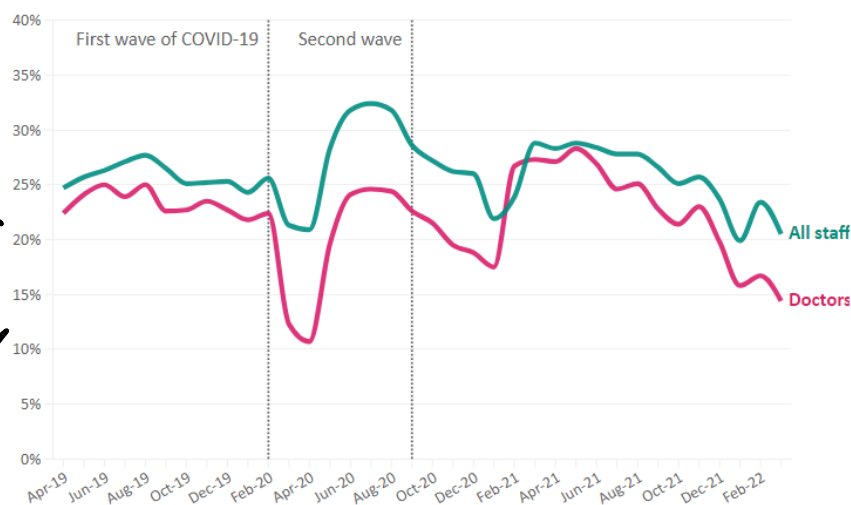
# Violence Against Staff

Violence and Aggression has a significant impact on the workforce and its ability to function.

It significantly affects sickness, absence, recruitment and retention which has a knock on effect with Bank and Agency spend.

## NHS secondary care sickness due to anxiety, depression, stress or other mental health issue

April 2019 to February 2022, as a percentage of all FTE days lost



Source: [NHS Digital Sickness Absence Rates](#)



The workforce crisis both causes and worsens rising stress, fatigue and burnout among NHS staff, as well as poor wellbeing and mental health – all of which impact retention.

NHS England Survey (21/22) stated 14.3% of all staff were subject of at least one physical assault in the previous 12 months.

In terms of staff sickness or work related stress 46.8% of respondents reported this resulted from workplace violence.

In terms of staff retention, 31.1% of respondents stated they thought of leaving healthcare following episode(s) of work related violence.

# Process

## Data Analysis.

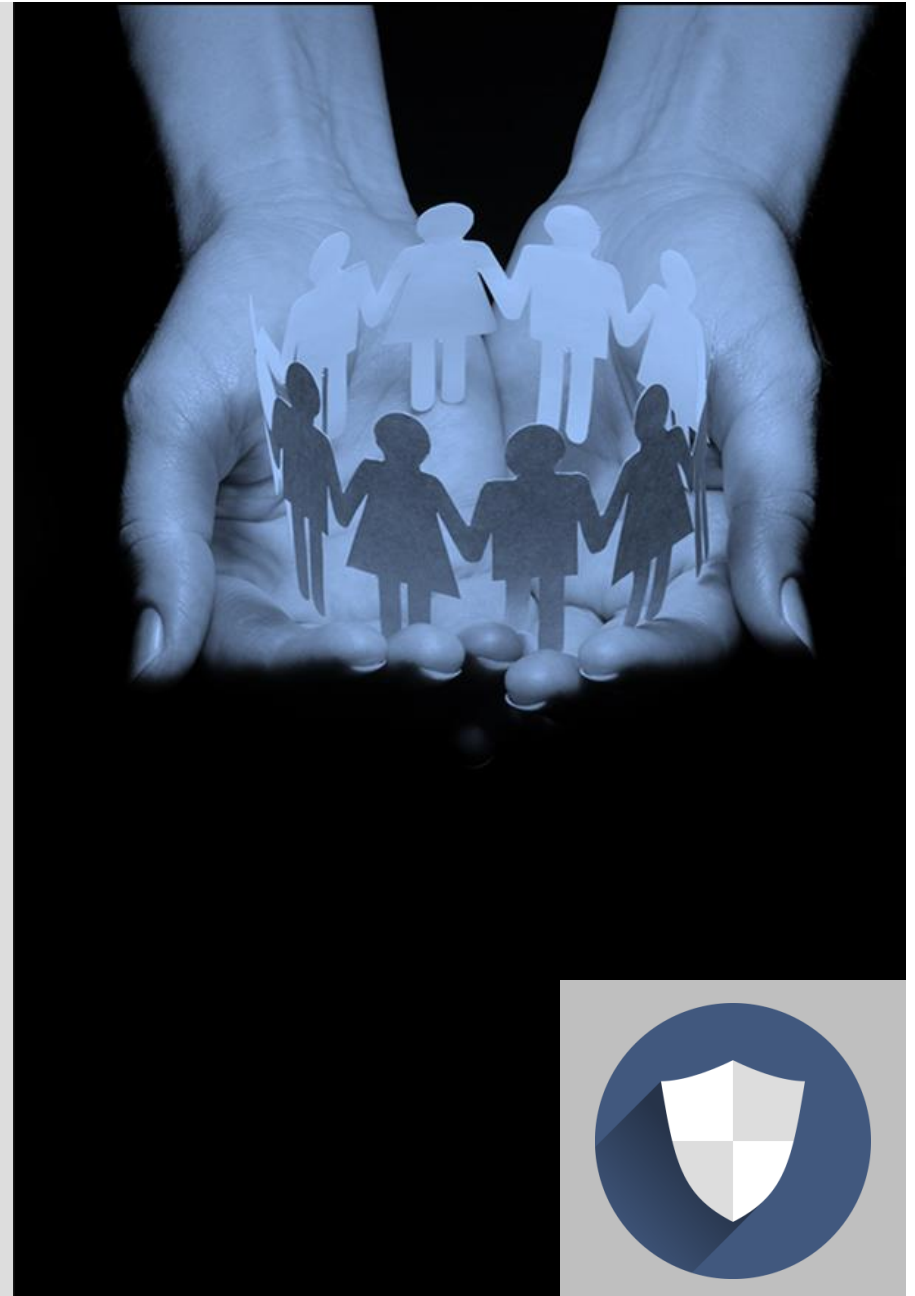
- Incident data by service / department / location.
- Incident data / trends by service user.
- Incident data / trends by staff member.
- Priority for all incidents where the consequence is serious or result in injury.

## Patients:

- Clinical response.
- Formal action.

## Staff:

- Training and education.
- Support and wellbeing.
- Physical security measures.







## BP087 - Aggression & Violence Report



**Dorset HealthCare University**  
NHS Foundation Trust

Draft - Awaiting ORB Sign off

Clear all slicers

Date/Period

### Scene of Incidents

Level of Injury/Harm

Type of Abuse/Incident

Directorate Name

Service Name

### Site Location

Filtered By: All months.All Years, All Incident Scene, All Level of Harm, Incident Type, All Directorates, All Services, All Site Locations

### Cause

 Search

- ☐ Abdominal Aortic Aneurysm (AAA)
- ☐ Admission Exceeding Bed Numbers
- ☐ Admission/Discharge/Transfer - Inappropriate
- ☐ Agency Nurse In Charge
- ☐ Allegation Against A Health Prof - Non Trust
- ☐ Allegation Against A Health Prof - Trust
- ☐ Attempted Assault Pt On St
- ☐ Breach Of Clinical Policy
- ☐ Breach Of Estates Policy
- ☐ Breach Of Health & Safety Policy
- ☐ Breach Of Human Resources Policy
- ☐ Breach Of IT Policy
- ☐ Burglary
- ☐ Burns And Scalds
- ☐ Caldicott Individual Protection Breaches
- ☐ Caldicott Other
- ☐ Caldicott Transport Of Information
- ☐ Children's Practice Review
- ☐ Choking
- ☐ Collision/Contact With A Moving Object
- ☐ Collision/Contact With A Stationary Object
- ☐ Contact With Sharps (Includes Needle Stick)
- ☐ Covid19 Enforced Isolation
- ☐ Covid-19 Positive
- ☐ Covid-19 Suspected
- ☐ Covid-19 Vaccination
- ☐ Delay/Difficulty In Obtaining Medication
- ☐ Delay/Difficulty Obtaining Clinical Assist.
- ☐ Delay/Failure To Monitor
- ☐ Detained Patient Leaves Escort
- ☐ Detained Patient Leaves Premises
- ☐ Diabetic
- ☐ Diagnosis - Delay / Failure
- ☐ Disability Discrimination
- ☐ Discharge/Self Or Against Medical Advice
- ☐ Discharge/Transfer Out Of Agreed Hours
- ☐ Domestic Abuse
- ☐ Equipment/Device - Failure
- ☐ Equipment/Device - Unavailability
- ☐ Equipment/Device - User Error
- ☐ Fall - Found On Floor
- ☐ Fall - From A Height
- ☐ Fall - From Bed
- ☐ Fall - From Chair
- ☐ Fall - Slip Or Trip

Number of Patients

1881

## Patient on Staff Incidents

6316

Number of Incidents

16054

Number of Wards

16

### Incidents with injuries

2121

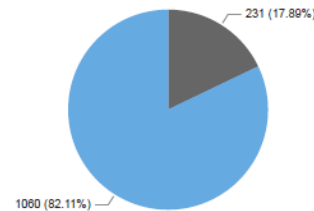
Number of Physical Abuse

8927

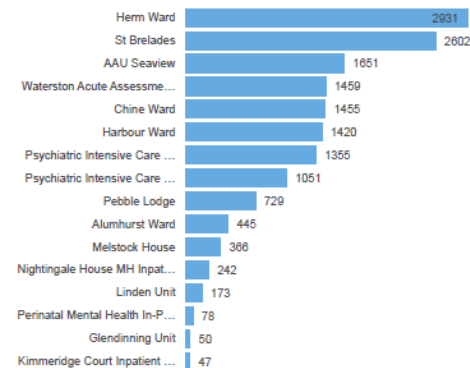
**Most Recent Incident: 17/10/2023**

### Patients Incident exception and Staff Incident Exception

● Patients Incident exception ● Staff Incident Exception



No of Incidents by TeamOrWardName

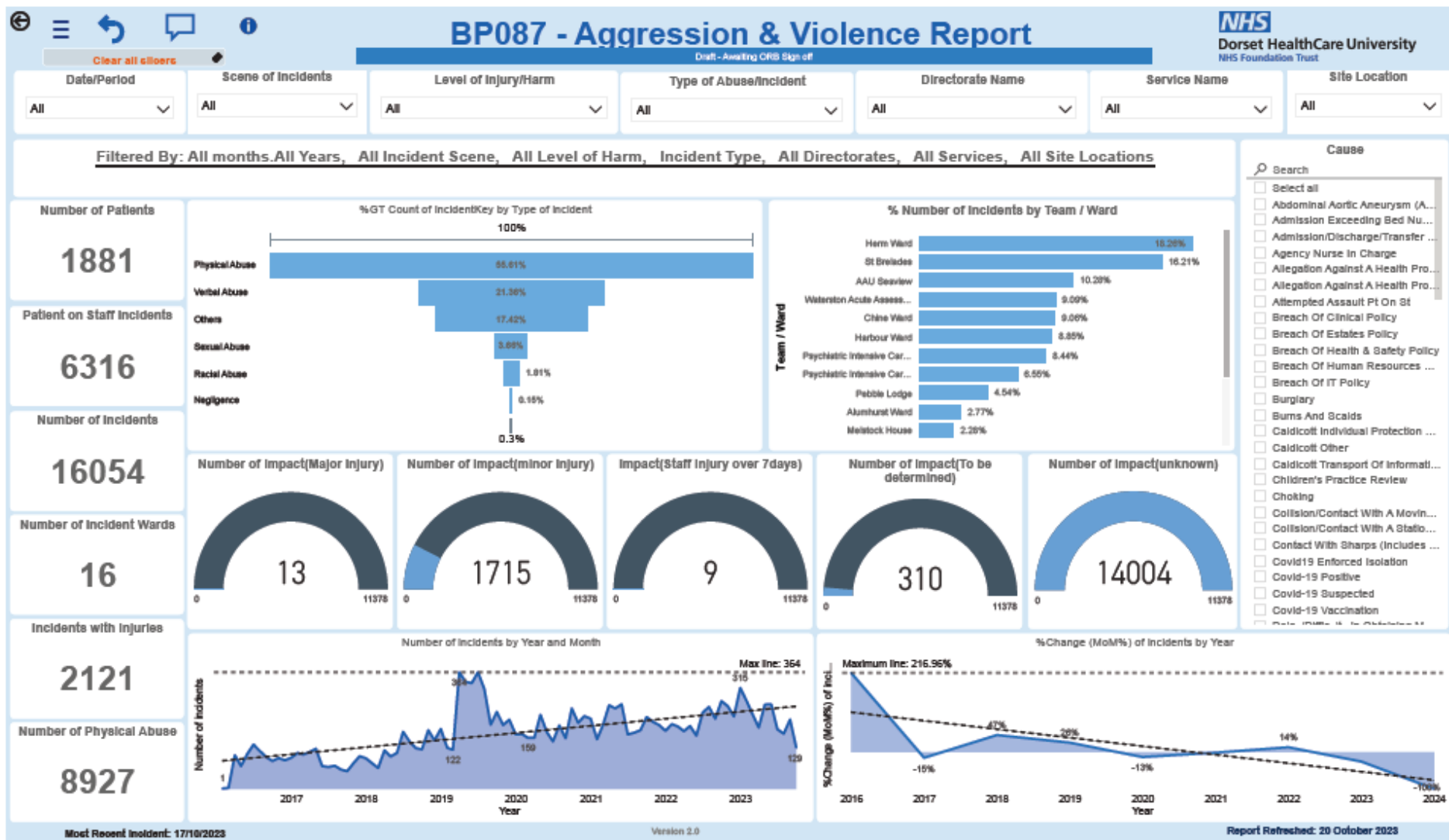


Report Refreshed: 20 October 2023

Version 2.0



# Dashboard



## BP087 - Aggression & Violence Report



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| Date/Period | Scene of incidents |
|-------------|--------------------|
|-------------|--------------------|

Level of Injury/Harm

Type of Abuse/Incident

Directorate Name

Service Name

### Site Location

Filtered By: All months.All Years, All Incident Scene, All Level of Harm, Incident Type, All Directorates, All Services, All Site Locations

### Cause

 Search

- ☐ Abdominal Aortic Aneurysm (AAA)
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- ☐ Equipment/Device - Failure

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### Patient on Staff Incidents

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Number of Incidents

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Number of Wards

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### Incidents with Injuries

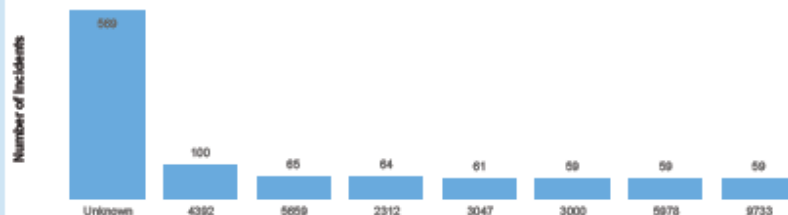
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Number of Physical Abuse

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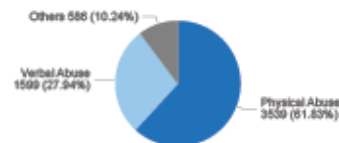
**Most Recent Incident: 17/10/2023**

Number of Incidents by StaffkeyFIX



| PersonKey | Number of PI on Staff Incidents |
|-----------|---------------------------------|
| 605444    | 125                             |
| 20965     | 109                             |
| 361415    | 109                             |
| 719528    | 102                             |
| 371128    | 83                              |
| 442219    | 73                              |
| 321105    | 63                              |
| 697167    | 59                              |

Number of PI on Staff Incidents by Top 3 Abuser/Incident Types



Number of Incidents and Number of Staff by Year and Month

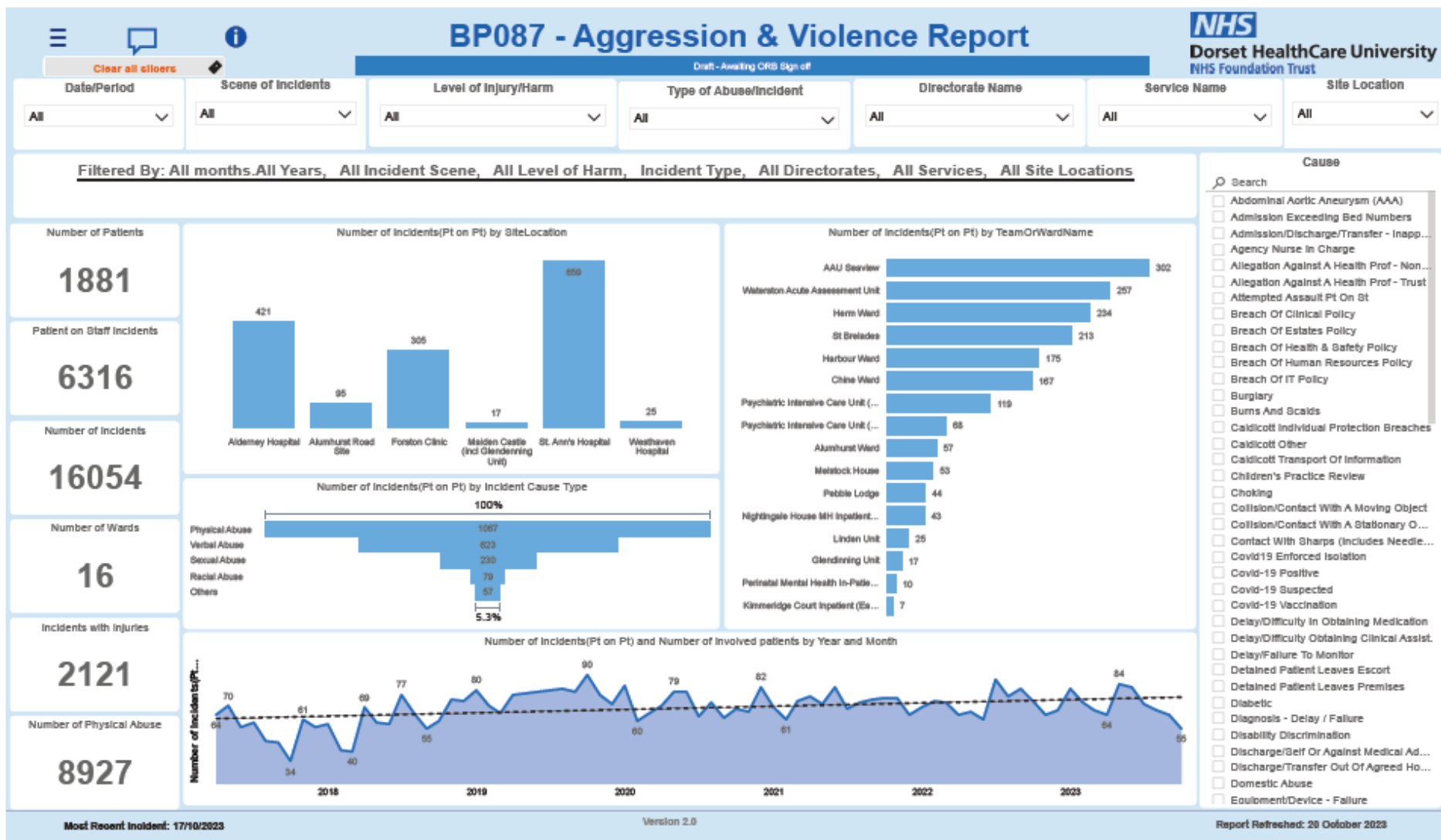
| Team/Ward with Most Targeted Staff | Number of Incidents |
|------------------------------------|---------------------|
| Ward 10                            | 1                   |
| Ward 11                            | 1                   |
| Ward 12                            | 1                   |
| Ward 13                            | 1                   |
| Ward 14                            | 1                   |
| Ward 15                            | 1                   |
| Ward 16                            | 1                   |
| Ward 17                            | 1                   |
| Ward 18                            | 1                   |
| Ward 19                            | 1                   |
| Ward 20                            | 1                   |
| Ward 21                            | 1                   |
| Ward 22                            | 1                   |
| Ward 23                            | 1                   |
| Ward 24                            | 1                   |
| Ward 25                            | 1                   |
| Ward 26                            | 1                   |
| Ward 27                            | 1                   |
| Ward 28                            | 1                   |
| Ward 29                            | 1                   |
| Ward 30                            | 1                   |
| Ward 31                            | 1                   |
| Ward 32                            | 1                   |
| Ward 33                            | 1                   |
| Ward 34                            | 1                   |
| Ward 35                            | 1                   |
| Ward 36                            | 1                   |
| Ward 37                            | 1                   |
| Ward 38                            | 1                   |
| Ward 39                            | 1                   |
| Ward 40                            | 1                   |
| Ward 41                            | 1                   |
| Ward 42                            | 1                   |
| Ward 43                            | 1                   |
| Ward 44                            | 1                   |
| Ward 45                            | 1                   |
| Ward 46                            | 1                   |
| Ward 47                            | 1                   |
| Ward 48                            | 1                   |
| Ward 49                            | 1                   |
| Ward 50                            | 1                   |
| Ward 51                            | 1                   |
| Ward 52                            | 1                   |
| Ward 53                            | 1                   |
| Ward 54                            | 1                   |
| Ward 55                            | 1                   |
| Ward 56                            | 1                   |
| Ward 57                            | 1                   |
| Ward 58                            | 1                   |
| Ward 59                            | 1                   |
| Ward 60                            | 1                   |
| Ward 61                            | 1                   |
| Ward 62                            | 1                   |
| Ward 63                            | 1                   |
| Ward 64                            | 1                   |
| Ward 65                            | 1                   |
| Ward 66                            | 1                   |
| Ward 67                            | 1                   |
| Ward 68                            | 1                   |
| Ward 69                            | 1                   |
| Ward 70                            | 1                   |
| Ward 71                            | 1                   |
| Ward 72                            | 1                   |
| Ward 73                            | 1                   |
| Ward 74                            | 1                   |
| Ward 75                            | 1                   |
| Ward 76                            | 1                   |
| Ward 77                            | 1                   |
| Ward 78                            | 1                   |
| Ward 79                            | 1                   |
| Ward 80                            | 1                   |
| Ward 81                            | 1                   |
| Ward 82                            | 1                   |
| Ward 83                            | 1                   |
| Ward 84                            | 1                   |
| Ward 85                            | 1                   |
| Ward 86                            | 1                   |
| Ward 87                            | 1                   |
| Ward 88                            | 1                   |
| Ward 89                            | 1                   |
| Ward 90                            | 1                   |
| Ward 91                            | 1                   |
| Ward 92                            | 1                   |
| Ward 93                            | 1                   |
| Ward 94                            | 1                   |
| Ward 95                            | 1                   |
| Ward 96                            | 1                   |
| Ward 97                            | 1                   |
| Ward 98                            | 1                   |
| Ward 99                            | 1                   |
| Ward 100                           | 1                   |

| Ward                | 2019       | 2020       |
|---------------------|------------|------------|
| <b>Harbour Ward</b> | <b>161</b> | <b>161</b> |
| 4382                | 96         | 96         |
| 9733                | 35         | 35         |
| 2312                | 15         | 15         |
| 6978                | 14         | 14         |
| 3000                | 1          | 1          |
| 888                 | 1          | 1          |
| <b>Herm Ward</b>    | <b>161</b> | <b>161</b> |
| 3047                | 61         | 61         |
| 1648                | 56         | 56         |
| 2312                | 44         | 44         |
| 9733                | 1          | 1          |
| 8907                | 1          | 1          |
| <b>St Breiades</b>  | <b>63</b>  | <b>63</b>  |
| 3826                | 53         | 53         |
| 1648                | 3          | 3          |
| 3047                | 1          | 1          |
| <b>Chine Ward</b>   | <b>58</b>  | <b>58</b>  |
| 3000                | 56         | 56         |
| 6868                | 1          | 1          |
| <b>Total</b>        | <b>58</b>  | <b>58</b>  |

Version 2.0

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# Dashboard

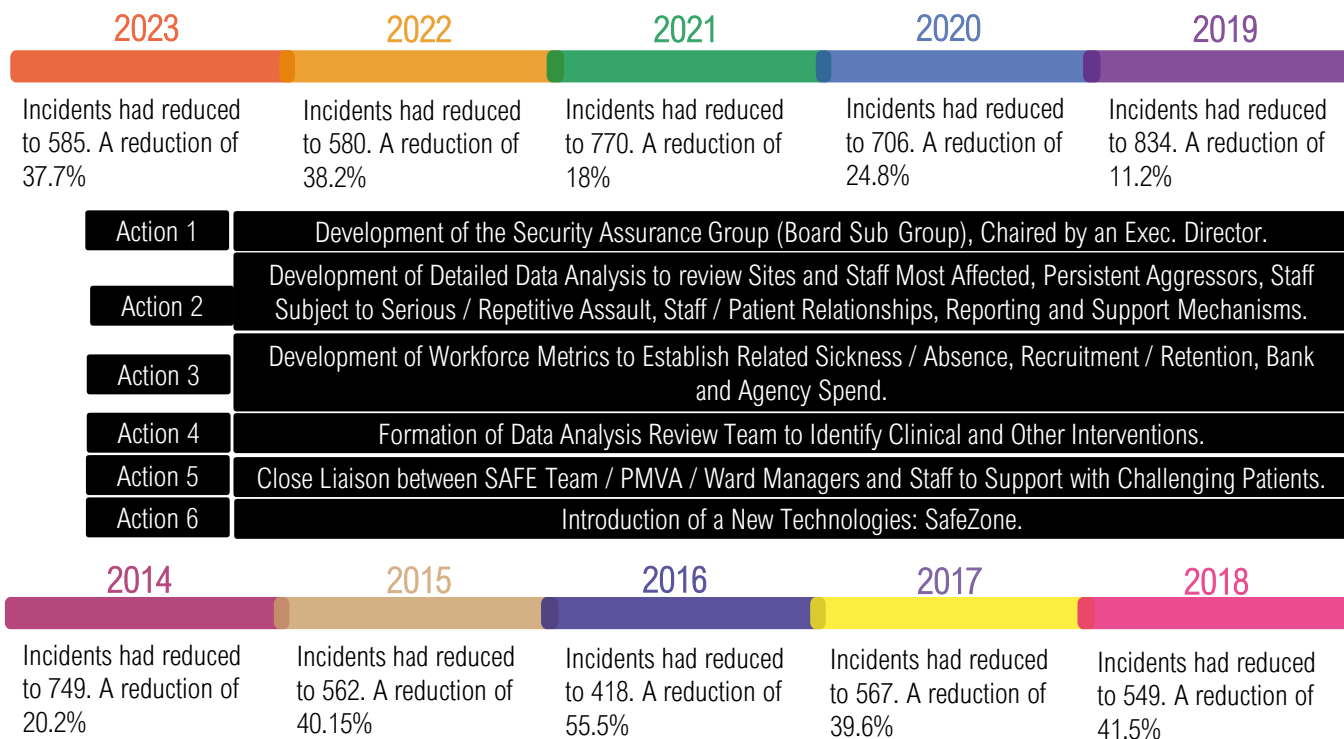


# Violence Against Staff

In 2011/12 DHC reported its highest level of 'Violence Against Staff' in its history. 939 incidents of staff assault

This attracted the attention of regulatory bodies and others Inc. NHS Protect, Care Quality Commission, Unions and the Media

In 2022/23 DHC reported 585 incidents of staff assault. 37.7% (against a national backdrop of increased incidents)



# Outcomes

This process has resulted in positive results.

Dashboard now incorporates V&A, Workforce Metrics, B&A Spend and Litigation giving the full business impact to the Trust.

- Reduction in incident numbers.
- Reduction in severity.
- Reduction in adverse workforce metrics.
- Reduction in bank and agency spend (relating to VPR).
- Positive patient outcomes.







**Thank you for listening.  
Any questions?**