

Equality and Diversity Update

Issue 22: September 2016

Dealing with Violent or Abusive Behaviour from Patients or Visitors

Violent or abusive behaviour by patients is not tolerated and decisive action will be taken where this occurs. North Bristol NHS Trust has a policy to deal with this as we have a duty to provide a safe and secure environment for patients, staff and visitors.

This means that abusive patients will be given a verbal warning, if they continue they will be given a written warning (a yellow card) if the unacceptable behaviour does not stop they will receive a red card - resulting in exclusion from the Trust, which is a last resort.

The policy sets out the type of behaviour covered and when and how to apply it. This includes a process to manage patients who show extreme or persistent anti-social behaviour. The first step is to report violent or abusive behaviour as soon as possible.

Important - Patients who are **not competent** to take responsibility for their actions are **not** covered under this policy. The relevant clinician will use their expert judgment to make a decision about the "competence" of a patient.

Full details, supporting documents, including easy to use flowcharts and sample letters can be found on the Trust's intranet page:

[http://sharepoint/sites/cec/Shared%20Documents/1%20-%20Clinical%20Policies%20-%20Trust%20wide/Clinical%20Governance%20\(CG\)%20Policies/Violent%20or%20Abusive%20Patients%20\(Adult\)%20-%20Policy%20and%20procedure%20for%20care.pdf](http://sharepoint/sites/cec/Shared%20Documents/1%20-%20Clinical%20Policies%20-%20Trust%20wide/Clinical%20Governance%20(CG)%20Policies/Violent%20or%20Abusive%20Patients%20(Adult)%20-%20Policy%20and%20procedure%20for%20care.pdf)



Equality Staff Group

This group will meet on 15 September, 10 a.m. - 11.30 a.m. Come along to put forward your ideas for the NBT Equality objectives and raise issues that affect you. There is loads to discuss and everyone is welcome, but please book a place.

Spanish Staff Group

An informal group for all staff from Spain will meet on Tuesday 20 September 1 p.m. – 3 p.m. This group is busy planning an event to celebrate their national day on 12 October.

Black and Minority Ethnic Staff Group

Andrea Young will be joining this meeting on Thursday 13 October from 1 p.m. – 3 p.m. Come along to discuss the BME action plan and their achievements so far.

For more details or to book a place contact: Maria Smith E Mail: Maria.Smith@nbt.nhs.uk

Events

Basic IT Skills Training	-	5 Sep 2016	9am – 12 noon
Basic IT Skills Training	-	28 Sep 2016	9am – 12 noon
Facilities Equality Training	-	22 Sep 2016	3.45pm – 4.45 pm
Basic IT Skills Training	-	14 Oct 2016	9am – 12 noon

**Harassment and Bullying Advice Line
New Number 0117 414 5599, Ext: 45599**



Supporting deaf patients - the Next Generation Text (NGT) service

This helps people with hearing loss and/or a speech impairment to use the telephone system. A relay assistant acts as go-between to convert speech to text and vice versa for the two people in conversation. This can be done via textphones, smartphones, tablets, laptops and PCs with an internet connection.

Users can link a TextNumber, which looks like a standard phone number, to their home, work or mobile number so that when someone dials the TextNumber the call is automatically connected to the NGT service without the need for a caller to dial a special prefix.

People with some hearing, can still have a voice conversation, but with the added back-up of text in case they do not quite catch something. If the person cannot hear, but can use their voice, the phone allows them to speak directly to the other person while the app displays the other person's speech translated to text by the relay assistant.

The new NGT Lite app can be downloaded free for computers so to find out more check:
www.ngts.org.uk

Equality Calendar

Sickle Cell Awareness	:	Month Sept
World Alzheimer's	:	Month Sept
World Suicide Prevention	:	10 Sept 2016
Ethiopian New Year – Rastafari	:	11 Sept 2016
Anant Chaturdashi – Hindu	:	15 Sept 2016

Finding Out About Autism

There is a list of 10 tips on how to support patients or colleagues with autism on the Equality notice boards. If you would like a copy do get in touch or view it on the webpage:

<http://nbsvr16/sites/askhr/EqualityandDiversity/Pages/Disability.aspx>

Accessible Information Standard

It is now a requirement to ensure that disabled patients get information they can understand, in a format that suits their needs plus any communication support. See the equality webpage for more details.

<http://nbsvr16/sites/askhr/EqualityandDiversity/Pages/Disability.aspx>

"Healthwatch Bristol: Talking about health"

Thursday 8 September 10 a.m. – 12 noon at the BAWA club. The meeting will look at: "Cancer prevention: naming the 'C' word" and "Mental wellbeing: starting conversations". The event is open to everyone but please register at: <http://goo.gl/DiH7k3> or call 0117 2690400



Christopher Hancock Building, Southmead Hospital,
Southmead Road, Westbury-on-Trym, Bristol, BS10 5NB



0117 414 5578 Ext: 45578



Lesley.Mansell@nbt.nhs.uk



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