STOKE MANDEVILLE HOSPITAL
NATIONAL SPINAL INJURIES CENTRE

PROCEDURE FOR DEALING WITH UNACCEPTABLE BEHAVIOUR BY PATIENTS AND VISITORS ATTENDING THE NSIC

August 2004
Under review Jan 2009
1.0 BACKGROUND

There has been an increase in the frequency of episodes of patients behaving outside acceptable limits in the NSIC in recent years. Most frequently this takes the form of verbal or aggressive behaviour towards staff, alcohol intoxication and the use of illegal substances. It is encomant on Buckinghamshire Hospitals NHS Trust to provide a safe and secure environment for staff, patients and visitors and this procedure outlines necessary steps to take in these circumstances.

2.0 DEFINITION OF UNACCEPTABLE BEHAVIOUR

2.1 Alcohol Intoxication
2.2 Use of Illegal Drugs
2.3 Threatening or Abusive Language
2.4 Excess of Noise Causing Disturbance to Others
2.5 Offensive Sexual Gestures or Behaviour
2.6 Blatant Disregard for the Rules of the Centre eg Smoking Policy
2.7 Wilful Damage to Property
2.8 Theft
2.9 Violence

3.0 APPLICATION OF THIS PROCEDURE

This Procedure applies to patients and visitors attending the NSIC who are over 18. It does not apply to patients whose relevant medical Consultant judges not to be competent for the responsibility of their actions as a result of current illness or underlying medical condition.

4.0 VISITORS

4.1 Visitors engaging in unacceptable behaviour will be asked to refrain from this behaviour with immediate effect by the Ward or Area Manager.

4.2 Where visitors do not immediately stop, Security will be contacted to remove these visitors from the Centre.

4.3 Visitors behaving in an unlawful manner will be reported by the Ward Manager to Security who will notify the police.

4.4 The NSIC Manager should be notified of the above incidences in writing.

4.5 An IR1 form should be completed giving details of the incident.
5.0 PATIENTS

5.1 YELLOW CARD

5.1.1 Should a patient demonstrate unacceptable behaviour, the Ward Manager or Clinical Director/Associate Clinical Director will explain that their behaviour is unacceptable and they should stop immediately. They should receive a written warning (appendix 1) and this should be copied to their Consultant and to the General Manager.

5.1.2 Where a patient does not refrain from unacceptable behaviour, the Medical Team should be asked to attend. If the relevant Consultant indicates that behaviour is not due to an underlying medical problem, Security should be notified immediately. The Clinical Director (or Associate Clinical Director) should be notified in addition to the Duty Manager and consideration be given to proceding to red card.

5.2 RED CARD

5.2.1 For repeat or serious breaches of unacceptable behaviour the Unit may make arrangements for patient’s discharge. The Ward Manager or 779 Bleep Holder should notify the relevant Consultant (patient’s Consultant or on-call Consultant) and also notify the Clinical Director (or, in their absence, Associate Clinical Director).

5.2.2 If the patient is considered clinically safe for discharge following discussion between the relevant Clinician and the Clinical Director, they may be asked to leave the Unit. The patient will usually be informed by the Clinical Director.

5.2.3 Discharge Co-ordination should be informed so that Social Services are made aware of an imminent discharge.

5.2.4 The patient’s next of kin and GP will be notified.

5.2.5 The patient should be informed in writing (appendix 2).

5.2.6 Discharge should be effected in normal working hours where possible.

5.2.7 Where a patient is not considered fit for discharge, arrangements will be made by the relevant Clinician for the patient to be returned to their referring hospital or to another appropriate centre.

5.3 EXCLUSION FROM THE CENTRE

5.3.1 The Clinical Director, following discussion with the Clinical Team, may decide that in extreme circumstances a patient should be excluded from further admissions to the Centre.

5.3.2 The patient will be notified in writing, and their GP and the Trust Chief Executive should be informed. (appendix 3).

6.0 COMPLAINTS
Patients are free to complain through the standard complaints procedure in any of the above circumstances.

APPENDIX 1

YELLOW CARD

PROCEDURE FOR INDIVIDUALS WHO DEMONSTRATE UNACCEPTABLE BEHAVIOUR AT THE NSIC

Patient’s Name: ………………………………………………………………………………………………

Patient’s Address: ………………………………………………………………………………………………

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Date: ………………………………………………………………………………………………

Dear

This is to formally confirm that, due to your unacceptable behaviour on ……….. , you are now subject to the conditions outlined in our procedure for dealing with unacceptable behaviour by patients of the NSIC.

Enclosed is a copy of our procedure which you should read carefully.

Should you on a future occasion fail to comply with the standards of behaviour expected by the Centre, you will become subject to the next stage of procedure which may result in arrangements being made for you to leave the Centre.

Yours sincerely

Clinical Director
National Spinal Injuries Centre

Enc
APPENDIX 2

RED CARD

PROCEDURE FOR INDIVIDUALS WHO DEMONSTRATE UNACCEPTABLE BEHAVIOUR AT THE NSIC

Patient’s Name: ………………………………………………………………………………………………………

Patient’s Address: ………………………………………………………………………………………………………

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Date: ………………………………………………………………………………………………………

Dear

This is to formally confirm that due to your continued unacceptable behaviour on ……… you are now subject to the next stage of the conditions outlined in our procedure for dealing with unacceptable behaviour by patients of the NSIC.

Enclosed is a copy of the procedure and as outlined we are making immediate arrangements for you to leave the Unit. The Trust will notify your GP and your next of kin and make alternative arrangements for your treatment.

Yours sincerely

Clinical Director
National Spinal Injuries Centre

Enc
Dear

This is to formally confirm that due to your continued unacceptable behaviour on ………………. you are now subject to the next stage of the conditions outlined our procedure for dealing with unacceptable behaviour by patients of the NSIC.

Enclosed is a copy of the procedure which you should read carefully.

We are making immediate arrangements for you to leave the Centre. This exclusion means that you will not receive care at the NSIC in the future. Your Consultant here will make alternative arrangements for your future treatment at a different hospital. The Trust will notify your GP and next of kin.

Yours sincerely

Clinical director
National Spinal Injuries Centre

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