

Ref: FOIA Reference 2019/20-529

Royal Stoke University Hospital  
Quality, Safety and Compliance Department  
Newcastle Road  
Stoke-on-Trent  
Staffordshire  
ST4 6QG

Date: 6<sup>th</sup> January 2020

Email [foi@uhnm.nhs.uk](mailto:foi@uhnm.nhs.uk)

Dear

I am writing in response to your email dated 12<sup>th</sup> December 2019 requesting information under the Freedom of Information Act (2000) regarding staff groups involved in PSB training/equivalent.

I can neither confirm nor deny whether the information you have requested is held by the Trust in its entirety. This is because the information requested in question 1 is not held centrally, but may be recorded in individual departmental records. In order to confirm whether this information is held we would therefore have to individually access all individual departmental records within the Trust and extract the information where it is present. We therefore estimate that complying with your request is exempt under section 12 of the FOI Act: *cost of compliance is excessive*. The section 12 exemption applies when it is estimated a request will take in excess of 18 hours to complete. We estimate that accessing and reviewing all individual departmental records and then extracting relevant information would take longer than the 18 hours allowed for.

In addition to the section 12 exemption the Trust is also applying section 14 (1) exemption: *oppressive burden on the authority*

Under section 16 of the FOI Act we are required to provide requestors with advice and assistance where possible. We would therefore like to advise you that if your request is shortened to just the questions that we are able to comply within the 18 hour time frame. In order to avoid delay to your response we have provided this below.

On the same day we contacted you via email as we required the following clarification:  
Can you advise from what mean by Personal Safety and Breakaway training? We do provide training in clinical holding which is the use of restrictive physical interventions that enable staff to effectively assess or deliver clinical care and treatment to patients who are resistive to care & treatment is this what you meant?

You replied the same day with:

*"Personal safety & Breakaway training is any training provided to hospital staff to minimise harm to patients and themselves from potential physical assault. The aim is to minimise harm to staff and patients while dealing with the situation. Your clinical hold training would be similar yes*

*As for the list, apologies for the mistake. Please find below as part of the updated FOI request*

List

**Type and severity of assault:**

Verbal assault

- Mild (Name calling or rude comments)
- Moderate (Accusatory comments)

- Severe (Degrading and Condescending comments)

**Physical assault:**

- Mild {Contact that do not cause pain or harm}
- Moderate {Contact that causes mild injury or mild pain}
- Severe {Contact leading to Overt injury, significant pain, requiring medical attention}

**Location:**

- Ward setting
- Outpatient clinic
- Emergency department
- Ambulatory clinic
- Non-clinical setting {office, foyers etc}

**Outcome:**

- No action taken
- Action taken: Verbal action to resolve situation
- Action taken: Physical action to resolve situation”

As of 1<sup>st</sup> November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

**Q1 I would like to obtain information regarding personal safety training across various trusts and would appreciate your completion of the questions below.**

**Questions**

**When was Personal Safety & Breakaway (PSB) training or equivalent introduced at your Trust? (Date) – If equivalent, please name the training.**

**Part 1:**

**Please complete the table below outlining figures of staff groups involved in PSB training/equivalent**

Staff Group	2016/17			2017/18			2018/19			2019/20		
	PSB Number trained (headcount)	Total workforce (headcount, substantive)	Cost of training (approx.)	PSB Number trained (headcount)	Total workforce (headcount, substantive)	Cost of training (approx.)	PSB Number trained (headcount)	Total workforce (headcount, substantive)	Cost of training (approx.)	PSB Number trained (headcount)	Total workforce (headcount, substantive)	Cost of training (approx.)
Add Prof Scientific and Technic												
Additional Clinical Services												
Administrative and Clerical												
Allied Health Professionals												
Estates and Ancillary												
Healthcare Scientists												
Medical and Dental												

Nursing and Midwifery Registered										
Students										
<b>Total</b>										

A1 UHNM has delivered training which has incorporated a degree of personal safety for the past 10 years plus. Initially this training was MAPA (Management of Actual and Potential Aggression) and then later became CH-3 (clinical holding). We are unable to complete the table in part 1 as we do not centrally have this data: - section 12 and 14 exemptions as detailed above.

**Q2 Part 2:**  
Please complete the table below outlining information for incidents of abuse per financial year in the table below. Each row represents an incident within the financial year

Financial year	Incident	Staff Group (as per list above)	Type of assault (as per list above)	Severity of assault (as per list above)	Location of assault (as per list above)	Were individuals involved trained in PSB/equivalent? (Y/N)	Outcome (as per list above)

A2 Please see below: please note:-

- Only physical assaults are included
- We do not collect data on staff group

Financial year	Incident	Staff Group (as per list above)	Type of assault (as per list above)	Severity of assault (as per list above)	Location of assault (as per list above)	Were individuals involved trained in PSB/equivalent? (Y/N)	Outcome (as per list above)
2016/17	287	Information not held	Physical assaults	Information not held	181 Medicine Division 52 Specialised Division 23 Surgical Division 14 Children, Women's and Diagnostics 17 Community & Partnership	Security does not provide 'Personal Safety & Breakaway' training ie no physical interventions training is provided under the security remit. Security do provide Conflict Resolution Training	Information not held
2017/18	239	As above	As above	Information not held	Information not held	As above	As above
2018/19	232	As above	As above	125 No Harm 90 Low Harm 14 Near Miss 3 Moderate Harm	154 Medicine Division 42 Specialised Division 28 Surgical Division 8 Children,	As above	As above

					Women's and Diagnostics		
2019/20	Information not currently available	Information not currently available	Information not currently available	Information not currently available	Information not currently available		

\*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

***UHNM NHS Trust is a public sector body and governed by EU law. FOI requestors should note that any new Trust requirements over the EU threshold will be subject to these regulations and will be advertised for open competition accordingly.***

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via [www.ico.org.uk](http://www.ico.org.uk).

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



University Hospitals  
of North Midlands  
NHS Trust

Jean Lehnert  
Information Governance Manager

