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MANAGEMENT & PREVENTION OF VIOLENCE AT WORK

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MANAGEMENT AND PREVENTION OF VIOLENCE AT WORK POLICY & PROCEDURE

1. PURPOSE

- 1.1 To describe the arrangements in place at Nursing Direct to ensure that risks of workplace violence are identified and appropriately managed, ensuring the safety of Staff including Agency Workers, Service Users, and others, and ensuring compliance with relevant legislation.
- 1.2 To establish that Nursing Direct acknowledges the risks of violence towards its workers and promotes the use of effective preventative measures and awareness training to reduce the likelihood of such incidents and the risk of harm from them.
- 1.3 To support Nursing Direct in meeting the following Key Lines of Enquiry/Quality Statements as set out by the Care Quality Commissioner (CQC).
- 1.4 To meet the legal requirements of the regulated activities that Nursing Direct is registered to provide:
 - The Care Act 2014
 - Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
 - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
 - Health and Safety at Work etc. Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - The Health and Safety (Miscellaneous Amendments) Regulations 2002
 - Data Protection Act 2018
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
 - The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
 - The Health & Safety (Consultation with Employees) Regulations 1996

2. SCOPE

- 2.1 The following roles may be affected by this policy:
 - All Staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
 - Service Users
- 2.3 The following stakeholders may be affected by this policy:
 - Family
 - Advocates
 - Representatives
 - Commissioners
 - External health professionals
 - Local Authority
 - NHS / ICB

3. OBJECTIVES

- 3.1 To ensure the health, safety and welfare of Staff including Agency Workers, Service Users, and others, protecting them from the consequences of violence and aggression within the premises and during delivery of services provided by Nursing Direct.

4. POLICY

- 4.1 Acts of physical violence cause pain, distress and even disability or death. Serious or persistent verbal abuse or threats also damage staff including Agency Workers health, causing anxiety or stress.

Nursing Direct has identified that violence towards staff, including Agency Workers and others, is a significant risk associated with provision of its services and recognises that it has both a moral and legal responsibility to prevent or reduce the risk of violence at work, through:

- Identification and thorough assessment of the scenarios in which staff including Agency Workers and others face risks of violence and aggression, documented in the Service User Care Plan.
- The introduction of measures to reduce the risk of violence at work, including PMVA (Prevention and Management of Violence and Aggression) training, a highly effective approach to managing violent situations, which makes the safety of both staff, including Agency Workers, and those in their care a priority.

- Regularly consulting with workers on the measures place to manage the risks of violence and aggression and actively encouraging feedback on these measures and the reporting of any incidents.
 - Providing support for any staff including Agency Worker who has been subject to abuse, threats, or assault in the course of their work, through the Welfare Check Protocol.
 - Reporting of all incidents of violence, following the Accident and Incident Reporting Policy and Procedure, fully investigating all reported incidents. All assaults are to be reported to the Police.
 - Ensuring that serious incidents of violence by Staff including Agency Workers involving assault on another person are dealt with in accordance with the Discipline Policy and Procedure. All assaults are to be reported to the Police.
- 4.2 Persistent or isolated examples of behaviour amounting to racial or sexual harassment at Nursing Direct are dealt with in accordance with the Anti-Bullying Policy and Procedure and/or the Discipline Policy and Procedure.

In accordance with the Health and Safety Policy and Procedure, the Registered Manager is responsible for the implementation of measures required in accordance with this policy within their area of control. The policy is used in conjunction with other policies of Nursing Direct, in particular, the Lone Working and the Behaviour that Challenges and Reducing Physical Intervention policy and procedures.

- 4.3 The Registered Manager ensures that a review of all working activities is undertaken and that an assessment is made of those work activities that might result in a risk of Staff including Agency Workers and others being exposed to violence, e.g. working practices and procedures and/or physical aspects of premises. Following this assessment, the introduction of appropriate controls will be overseen.

5. PROCEDURE

5.1 Risk Assessment

Nursing Direct conducts an assessment to identify situations in which the risk of violence is significant, identifying and introducing effective control measures for preventing incidents and reducing risk.

The assessment of risk conducted includes consideration of all the matters identified in this policy, alongside Service User risk assessments.

Assessments carried out by Nursing Direct are based on a proper analysis of the problems and careful consideration of risk reduction tools that are available.

5.2 Physical Aspects

Nursing Direct recognises that, within a Service User's home, it is unable to influence the physical aspects of the building to reduce the risk of violence in the workplace.

Within a Service User's home, Nursing Direct will ensure that a full risk assessment is undertaken prior to a service commencing. The risk assessment will consider any physical aspects of the Service User's home and surrounding area and put measures in place to ensure that Employ Staff including Agency Workers safety is a priority.

5.3 Working Practices and Patterns

Activities and tasks which are identified as presenting a particularly high risk of aggression and violence, and work with Service Users identified as a high-risk for such behaviours or acts, will be carefully assessed by Nursing Direct, and working practices and patterns will be amended where possible to reduce risk.

Nursing Direct will consider risk reduction methods, including the avoidance of lone working in high-risk scenarios, monitoring of including Agency Workers, provision of means to raise the alarm in the event of an emergency, regular review of Service User-specific risk assessments and suitable staff including Agency Workers training.

5.4 Staff including Agency Workers Training

Nursing Direct will ensure that staff including Agency Workers have the necessary training and the relevant information on scenarios in which there is a risk of violence. The provided training includes the causes of violence, recognition of warning signs, training in interpersonal skills, de-escalation techniques, control measures, working practices and incident reporting procedures.

Staff, including Agency Workers who may be exposed to violence, need to be aware of the risks they may face and must be capable of recognising the potential for danger, either to themselves or to others, through intensive training such as certified PMVA (Prevention and Management of Violence and Aggression).

5.5 Reporting of Incidents

Any incidents of violence must be reported to the Registered Manager using the Incident/Accident Report form, in accordance with the Hazard Reporting Policy and Procedure and the Accident and Incident Reporting Policy and Procedure.

Certain acts of physical violence must be reported to the Health and Safety Executive (details below) in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations and this will be undertaken by the Registered Manager.

Health and Safety Executive Contact Details:

0300 003 1647 – Lines are open from Monday to Friday 08.30am to 5pm (on Wednesdays they are open from 10am to 5pm)

More details can be found at www.hse.gov.uk

5.6 **Contact with the Police**

Where circumstances require it, assistance may be summoned from the Police by dialing 999.

Notification processes will also be followed by Nursing Direct in relation to police involvement with a Service User, and the necessary notification submitted to the Care Quality Commission.

5.7 **Support and Counselling Services**

Nursing Direct understands that staff, including Agency Workers, who have been subjected to acts of violence and aggression respond in different ways. The Registered Manager ensures that all managers and supervisors are aware of this.

The Staff including Agency Workers may feel guilt, be withdrawn, show poor concentration and be prone to making mistakes.

Nursing Direct will provide the necessary support and consider additional supervision to work through these issues in addition to signposting to professional services, i.e., counselling. Staff including Agency Workers will be supported by Nursing Direct in their challenging roles.

5.8 **Lone Working**

It is recognised that lone workers face increased risks of violence due to the circumstances in which they work. Nursing Direct must ensure that robust risk assessments are in place and where risks are identified as requiring action, measures are put in place to reduce, eliminate, or mitigate the risks.

Nursing Direct will consider lone working risks for staff including Agency Workers who work during anti-social hours.

5.9 **Sanctions and Withdrawal of Services**

Where an incident review indicates that the violence was unlikely to have been intentional as the Service User did not know that what they had done was wrong, due to a medical illness and/or confused state of mind, mental ill health, a severe learning disability or as a result of medication administered, Nursing Direct will not withdraw services. Where required, a review of the Care Plan and root cause analysis of the incident can be undertaken. The Registered Manager must ensure that the Staff including Agency Workers have the skills, knowledge, resources, and competencies to continue to provide care for the Service User.

Where the violence is intentional, Nursing Direct has zero tolerance of acts of violence and aggression by a Service User's relatives, friends, or visitors. Nursing Direct reserves the right to issue warning notices or, depending on the severity and/or frequency, in cases of extreme severity or repeated incidents, withdrawing their services.

6. **DEFINITIONS**

6.1 **Staff including Staff including Agency Workers**

6.1.1 **Staff**

Denotes the employees of Nursing Direct Healthcare Limited.

6.1.2 **Staff including Agency Workers**

Refers to individuals who are contracted with Nursdoc Limited or another employment business as Staff including Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

6.2 **Nursing Direct**

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

6.3 **Nursdoc Limited**

As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

6.4 **CQC (Care Quality Commission)**

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

6.5 **RIDDOR**

- RIDDOR is the Reporting of Injuries, Deaths, and Dangerous Occurrences Regulations 2013
- RIDDOR requires a notification to the Health & Safety Executive (HSE) in the event that injuries of a specified severity are suffered as a result of a workplace accident. RIDDOR includes "Acts of Non-Consensual Violence" in its definition of an accident.
- Injuries of the specified severity are reportable in the event they arise from an act of violence at work.

6.6 **HSE / Work-Related Violence**


The Health & Safety Executive (HSE) defines work-related violence as any incident in which a person is abused, threatened, or assaulted in circumstances relating to their work. This includes verbal abuse or threats as well as physical attacks.

6.7 **De-escalation**

- To decrease the size, scope or intensity of a situation.
- Examples of methods for calming down the situation may be lowering your voice when the aggressor raises their voice, keeping a safe distance away and being mindful of body language.

6.8 **Risk Assessment**

- A careful examination of tasks, activities and premises to identify the potential sources of harm to individuals
- A risk assessment identifies hazards and evaluates the risk of harm arising from them, allowing decisions to be made on the adequacy of current control measures and the identification of further actions required to adequately control the risks identified

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SIGNED:	 Marc Stiff – Group Managing Director