

Sent via email

Dear [REDACTED]

Request for Information

I write further to your request FOI ID 52740 under the Freedom of Information Act 2000 regarding: -

Violence against staff

Your request is set out below:

1. Does your organisation provide support to staff who have experienced violence from service users or their carers?

The Trust offers all staff various support mechanisms following a stressful incident, including aggression and violence. This includes:

- **Employee assistance programme – a counselling service that provides immediate support to staff if required e.g. in the event of a traumatic and stressful incident. They provide responsive and confidential support interventions to staff.**
- **Occupational Health Team - The team will offer both direct support and, where appropriate, signpost the employee to alternative sources of support.**
- **Post-incident debriefs – these are facilitated within the unit following a harmful incident that provide immediate emotional and practical support to staff.**
- **Structured Debrief – following serious incidents a structured debrief led by psychology colleagues can be arranged for individuals or teams.**
- **Promoting Safe Services Team (PSS) Team - are available for advice and support on situations involving incidents with staff and service users.**
- **Increased Supervision/Managerial Supervision**
- **Chaplaincy Service – they can provide or facilitate pastoral care and spiritual support for all staff irrespective of their beliefs**

2. Does your organisation have a policy in place, on how to support staff that have experienced violence from service users or their carers?

Yes, please attached

I confirm that the information above completes your request under the Freedom of Information Act 2000. I am also pleased to confirm that no charge will be made for this request.

We are proud to be smoke free

Trust Chair – Dr Jackie Craissati
Chief Executive – Sheila Stenson

If you have any questions or concerns or are unhappy with the response provided or the service you have received you can write to the Head of Information Governance at the address on top of this letter. If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision.

Yours Sincerely
On Behalf of
The Information Governance Department