Post Incident Management

Patient should be issued with first warning letter. Consider Acceptable Behaviour Contract. Record on shared drive incident register

Patient or relative/friend?

?

Relative or Friend?

First Instance

Abusive or Threatening?

Is this the first Instance of this behaviour?

YES

NO

Second or subsequent instance in 12 month period, after warning letter issued

Involved staff members to document details of the incident immediately if possible, or if not, before they leave work at the end of their shift. If this is not possible, the reason for this must be explained to a member of the management team.

Issue Patient with letter Letter about Accompanying Adult requesting that person is not to accompany them again and warning potential removal list if behaviour continues.

Request removal of patient from list due to irretrievable breakdown of relationship

Patient

Issue ‘Stepped up’ warning letter

Request removal of patient from list due to irretrievable breakdown of relationship

No prior warning issued, or last warning more than 12 months ago

First Warning Letter sent in last 12 months

Previous ‘Stepped up’ warning given in last 12 months?

Has a previous warning or ‘stepped up’ letter been issued in the last 12 months

Request removal of patient from list, notify CCG/NHS England of reason for removal

Violent?