

Temporary Red Cards

- ✓ A Temporary Red Card may be issued where there are felt to be significant risks to vulnerable service users. This process can be used for service users to allow them to reflect on unacceptable behaviours that may be out of character, as well as for visitors/carers of service users during their stay at a Trust inpatient facility.
- ✓ In extreme situations, a verbal Red Card Warning can be delivered verbally by a senior Trust manager, to request an individual leave Trust premises and exclude them from any return. This must be immediately followed up in a written form following the processes previously outlined within this policy.
- ✓ Examples of where a temporary red card warning would be appropriate are as follows (this is not exhaustive):
 - ❖ Where a service user is at risk by a visit from a carer/relative and/or friend/associate
 - ❖ Where a service user is an out of area patient, specifically for the reasons of safeguarding a vulnerable adult/child

- ❖ When guidance from the Trust Safeguarding Lead/MARAC group has deemed that exclusion is necessary
- ❖ When a staff member has been threatened by any form of violence, and a warning has been issued for the protection of staff.

REMEMBER !

- ✓ There will be situations where such interventions could be inappropriate. For example, a clinician may assess an individual as not having any understanding of the impact of their behaviour. In such situations, the responsible manager will need to undertake a risk assessment and implement all possible measures to minimize risks to staff and others to enable the continuation of their care.

FURTHER INFORMATION

CG 02 - Management of Unacceptable Behavior



NHS

**Birmingham and Solihull
Mental Health**
NHS Foundation Trust

Management of Unacceptable Behavior Policy

KEY POLICY FLASHCARD

November 2020

Why is this Policy Required?



- ✓ The purpose of this policy is to provide standards for the management of unacceptable behaviours of all types that are of a discriminatory or abusive nature.
- ✓ Its aims are to establish the principles and procedures for the recognition of, response to and treatment of discrimination and abuse that could arise in connection with the services and activities provided by BSMHFT.

What is the Procedure?

When unacceptable behaviours are reported, subsequent actions are:

- ✓ Report all incidents via Eclipse
- ✓ Update any risks on RIO
- ✓ Discuss with Line manager
- ✓ Seek support from LSMS
- ✓ Consider behaviours reported and appropriate level of response (informal discussion, verbal warning, a warning letter, how/if continued care will be provided and/or withdrawal of care provision temporarily or permanently).
- ✓ All responses to inappropriate behaviours should involve the team providing care, LSMS, Trust Complaints/PALS team and where appropriate, Trust Legal team.
- ✓ Any criminal offences should be reported to the police as appropriate.

- ✓ Appropriately share any identified risks/threats with other agencies that are currently or may be providing care and support – this should include agencies such as ambulance, police, acute and social healthcare services.

What are the Response Options to Unacceptable Behaviour?

Verbal Warning

- ✓ A verbal warning can be issued to anyone who is acting in a rude, aggressive, or abusive manner which is offensive, or causes upset to staff or others who may be present.
- ✓ Anyone who is a service user of the Trust can be issued with a verbal warning.

Unacceptable Behaviour Warning Letter

- ✓ An unacceptable behaviour warning letter is issued following incidents that have been deemed inappropriate or unacceptable that has caused distress to staff, service users or others.
- ✓ There are different levels of Warning letter. These are classified as Yellow Card and Red Card warnings. The Red classification would also incorporate bans and withdrawal of services temporarily or permanently and can be issued to Service Users, their carers, relatives, visitors, members of the public and contractors.



Yellow Card Warning Letter

- ✓ A Yellow Card Warning Letter is an official warning issued for incidents of excessive aggressive, abusive, or repeated unacceptable behaviours towards Trust staff. To receive a yellow card warning, the individual must have received a verbal warning about similar behaviours previously prior to escalation to a Yellow Card warning.

Red Card Warning Letter

- ✓ Red Card Warning Letters are issued for acts of extreme aggression, abuse, violence, unacceptable or inappropriate behaviours. Such letters will usually be issued because of a Yellow Card warning having been issued and the unacceptable behaviours have continued. However, where it is considered that an individual behaves in such an unacceptable manner, then it would be appropriate to escalate to a Red Card Warning letter as a first and final warning.
- ✓ Where a Red Card warning letter is issued and results in any dispute, the recipient should be directed to the Trust's formal complaints procedure.