

## **FOI 0207/2022 Response**

### **Request**

Seeking policies/ guidelines that are in relation to Trust staff members disengaging specifically from outpatients due to displaying risk/threatening behaviour.

### **Response**

There are no specific clinical policies related to the requested information, however the Trust do have a Management of Unacceptable Behaviour Policy.

The Management of Unacceptable Behaviour Policy provides 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 Birmingham and Solihull Mental Health NHS Foundation Trust (BSMHFT).

It also provides a framework and guidance for all employees and others within the organisation who could be exposed to aggressive, threatening discriminatory behaviours so that they are better supported and equipped to avoid and minimise the risks of such behaviour.

Please note that the Management of Unacceptable Behaviour Policy is not explicitly for outpatients.

Please see attached Policy for further details and note that an exemption Section 40 of the Freedom of Information Act 2000 has been applied to the document. This means that staff members personal details such as their name, and signature has been redacted from the policy.