

**Reference Number:** FOI2021/218  
**From:** Press/Media  
**Date:** 21 June 2021  
**Subject:** Use of hospital security guards in an acute hospital setting

- Q1 Year on year and for the past three calendar years, please could you provide figures for the number of times a DATIX/ULYSES or (please state other) your records keeping system holds, that relate to a report of “uncooperative patient behaviour” (or similar description which may include “violence and aggression”) was raised.
- A1 2018/19 = 83  
2019/20 = 99  
2020/21 = 57
- Q2 Year on year and for the past three calendar years, how many of the above reports of “uncooperative patient behaviour” (or similar description which may include “violence and aggression”) resulted in an action by hospital security and how is this action described: eg: chemical, environmental, mechanical, physical or psychological
- A2 2018/2019 - 34  
2019/2020 - 55  
2020/2021 - 55
- Q3 What is your Trust policy on the restraint and detention of “uncooperative” patients?
- A3 The use of any force is a last resort and is only used in self-defence or to protect others from harm. The Trust has a policy for “Managing violent and aggressive behaviour and anti-social behaviour” outlining the requirement to record any use of force on Datix and patients’ records.
- Q4 Which nationally recognised training framework and to which standards are your security staff trained? Eg: MAYBO, SAFESKILLS etc
- A4 Security Manager is an accredited IKON trainer in the use of physical skills in a clinical environment. He is also a qualified trainer in the delivery of conflict management training as well as an experienced Security Industry Authority (SIA) trainer in all aspects of security training.
- Q5 What level of DBS checks are used when hiring your security staff?
- A5 Basic DBS check upon recruitment and a signed declaration annually that they have received no further convictions or cautions
- Q6 How often are your security staff DBS checked?
- A6 Once - on recruitment.

- Q7 What are the minimum training standards and qualifications required of security staff carrying out patient “bed watch” duties?
- A7 All staff are SIA trained as well as an internal course in conflict management and use of physical skills
- Q8 Year on year and for the last three calendar years, how many patient “bed watch” shifts did your hospitals need?
- A8 Security staff do not conduct “bed watch” shifts. Security staff attend the ward and assist ward staff to resolve the situation. One to one specials, or ‘bed watches’, are conducted by the clinical teams.