12/04/2021

Dear Requester,

Thank you for your Freedom of Information request.

In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we do hold the information relevant to your request. FOI 474

Response from Luton and Dunstable University Hospital

You asked:
1.Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020.

15 validated occasions

2) For the five most recent cases, please tell me **See below**

a) the job title of the member of staff against whom the behaviour was levelled

b) a brief summary of the content of the complaint (e.g. patient told black doctor to 'go back to where he came from', raised voice and used profanities)

c) the action taken by the Trust.

Search undertaken on DATIX	Year (Reported)	Job Title / Staff Type	Brief Summary of Incident	Action taken by Trust

Verbal/Racial Abuse	2020	Charge Nurse and Staff Nurse	Due to COVID pandemic restrictions patient's partner was asked to leave. Partner became obstructive to try and stay with Patient. Patient then became abusive using the words: "stupid" , "Ignorant", "Ridiculous", "Gypsy" "This fu...ing foreigner" and many others offensive comments.	Security and Police 999 were contacted. Senior Nurse on call informed. Sister in Charge informed. Matron Informed.
Verbal/Racial Abuse	2020	Healthcare Assistant	Patient upset with the Healthcare Assistant (HCA) in her bay. Called one of the HCAs 'ISIS'. Patient known to have behavioural problems.	Patient that had caused the conflict was moved to a different bay. Nurse in Charge was made aware and the incident was added into the patient's notes.
Verbal/Racial Abuse	2020	Security staff	Security were called by the ward to help with an aggressive and physically abusive patient. Patient repeatedly screaming "Nigger" at a mental health nurse.	Matron and General Manager were informed and attended. All the relevant action was taken to ensure patient and staff were safe. Patient settled after 2 hours.
Verbal/Racial Abuse	2020	Security staff	Security called to the Emergency Assessment Unit to help with a patient would was under a mental health section and confused. Patient was physically aggressive and trying to destroy hospital property and throwing items. Patient using derogatory language towards Security whilst they were trying to negotiate with them. No specific language is recorded on the incident record although it has been categorised as racial.	Security was called to de-escalate the situation. Took items away from patient and left when patient was calmed.
Verbal/Racial Abuse	2020	Nursing staff and Security Staff	Patient being abusive and making racist comments. Patient was heavily intoxicated. No detail on comments included within the incident.	Security were called to A&E reception. Security tried to calm the male down but he carried on being abusive. Security escorted the patient off site.

Response from Bedford Hospital

Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2020.

Bedford = 5

2) For the five most recent cases, please tell me

    a)   the job title of the member of staff against whom the behaviour was levelled

    Not reliably recorded in Datix (Datix is not a patient records or staff records system)

    b)   a brief summary of the content of the complaint (e.g. patient told black doctor to 'go back to where he came from', raised voice and used profanities)

    See attached report.

    c)   the action taken by the Trust.

    See attached report.

Yours sincerely,

IG/FOI Coordinator

Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk