



**East London**  
NHS Foundation Trust

**Information Governance**

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28 April 2021

**Our reference: FOI DA3738**

I am responding to your request for information received 22 March 2021. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Keshia Harvey  
Information Governance Manager

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

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Chair: Mark Lam

Chief Executive: Paul Calaminus

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*We respect*

*We are inclusive*

**Request:**

Dear Sir/Madam,

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

Answer: In 2020, there were 95 reported incidents of racial aggression by a service user towards staff.

**Question 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
- 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.

Answer: Please see table below:

Staff job title	Summary of incident	Action taken
Nursing staff	[Patient] woke up she presented irritable and hostile in mood verbally abusive towards observing staff calling her fucking black cunt racist ,and telling her go and suck your mum. [Patient] started banging the seclusion window side and she urinated in the seclusion sink and demanding staff to take her out of seclusion. Calling staff [staff member] dumb black bitch and a fucking monkey. [Patient] said all black people are racist I was put in seclusion by a black bitch and a fucking witch. [Patient] continued calling staff all degrading names and racially abusive.	Staff informed [patient] that her language was racially abuse and it is not acceptable on the ward.  Verbal de-escalation used.
Nursing staff	Patient since that start of the shift she has been racially abusive towards staff using	Staff used verbal de-escalation.  Patient was informed

	<p>profanity language calling fucking black bitch, slut go back to Africa dirty fucking monkey. [Patient] was kicking the seclusion door aggressively with both of her legs. [Patient] defecated in seclusion sink.</p>	<p>that her behaviour was not acceptable.</p>
Nursing staff	<p>Staff was standing in the corridor talking to other service user when [Patient] interrupted staff, intrusive and invalidated the personal space of that staff. [Patient] was reminded about the social distance and staff advised him not to involve in the care of others. [Patient] became irritable, threatened in his body language and became racially abusive towards staff.</p>	<p>He was escorted to his bedroom and staff advised him to stay in his bedroom or stay in the common room to social with others. He agreed to stay in his bedroom.</p>
Nursing staff	<p>[Patient] was outside the nursing station and had been given money to go outside and buy cigarettes. Staff member was passing through the door when [Patient] turned to him and said "You're defrauding me, taking all my money you bloody Nigerians, is that racist enough for you?!"</p>	<p>[Patient] was allowed to leave the ward. Debrief held.</p>
Nursing staff	<p>"You are very rude. Damn people."          "Go back to your country an drink dirty water."          Told her Peers "This people are stupid, dirty and drink dirty water."          "They are stupid and come here to tell us what to do."</p>	<p>[Patient] encouraged to move away from the corridor.          Informed staff will report to the police for racial abuse.          Advised to delete any recordings.          Advised phone will be taken off of her.          Care Plan to be updated.          Risk assessment updated</p>

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