

Information Governance
Charter House
7 Alma Street
Luton
LU1 2PJ
Email elft.foi@nhs.net
Website: <https://www.elft.nhs.uk>

17th May 2022

Our reference: FOI DA4180

Dear

I am responding to your request for information received **19th April 2022**. 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,



Shuchi Joshi
Senior Information Governance Coordinator – Information Rights

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

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive

Chief Executive:
Paul Calaminus
Interim Chair:
Eileen Taylor

Request:

Question 1: Please tell me how many times your Trust has logged an incident of racist/xenophobic behaviour from patients towards staff in 2021.

Answer: 183 (Racial aggression by service user on staff)

Question 2: For the five most recent cases, please tell me

- a) 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) Action taken by the Trust.

Answer: We do not record job titles, we do however, record person type.

Case 1 – Against Student Nurse

Description - XX went over. XX asked what 'Mother Theresa' is doing on the ward (talking about the new student nurse XX). He said that he needs to tell XX that 'Mother Theresa' is a witch, and should be taken back to 'shanty town'. He told XX that she should tell XX (ward manager) that she should get rid of 'Mother Theresa'.

Action taken

XX informed XX that this is not a constructive conversation, and that the conversation is going to be terminated. He was informed that we do not tolerate racist talk on the ward. Datix completed.

Case 2 – Against Nursing Staff

XX XX discussed his recent negatively elated behaviour which has resulted in him now restarting his behavioural chart as he has breached the chart. XX then said, "fuck you then you slag" showing XX XX the middle finger. XX attempted to reinforce boundaries to which XX responded "fuck you, you Paki slag". XX XX terminated the 1:1 and asked XX to leave the group room and go to his bedroom area. XX then followed XX to the nursing station, persistently knocking on the door requesting his meal from the canteen. XX asked XX to return to his bedroom area and he continued to knock on the door, shouting toward her. Pin point alarm activated.

Action taken

ENT arrived on the ward and boundaries were reinforced to XX. He was asked to spend some time in his bedroom to calm down and was informed the racial abuse will be reported to the police



XX was also informed that if he continues to present with risk behaviours and does not respond to boundaries, staff will consider nursing him off the ward.

Case 3 – Against Nursing staff

Patient XX was racially abusive towards staff during morning medication round, calling staff XX Nigga. Prior to this incident he has been restless and elated in mood.

Action taken

Verbal de-escalation used with little Oral medication offered and accepted including PRN. MDT informed about the incident Bedfordshire Police informed- 137-05/04/2022

Staff discussed with patient XX about Trust Zero Tolerance Policy in regards racially abusive language towards others.

Risk assessment updated

Case 4 – Against Nursing Staff

XX interjected in 1:1 discussion between staff, stating 'I hate you all black assholes' 'why you fucking Africans tells us how many times we can use the laundry. You fucking bitch have no right to tell us what we can do or not do'. As staff XX tried to maintain nursing boundary, reiterate racial comment or abuse is unacceptable and walk away from the situation. XX continues with racial abuse towards staff shouting 'You Africans should be ashamed of your barbaric race, shit people from shithole try to make us be like them'

Approximately three minutes later, XX approach staff XX along the corridor. Stating I thought you are on my side, but I now realise you are not a real Muslim I hate you. Write this down, is not a threat is a fact, I have people that we come and sort you out, don't let your size deceive you. Whenever I find out you write negative sorts about me I will personally knock you out. XX continues to verbalise I hate you, I promise I will knock you out soon.

Action taken

Staff had safety huddle discuss how to support/manage XX

Staff offer 1:1 regarding XX threatening behaviour and concern about his fasting foods. XX engage minimally with staff then decides to go bedroom where he remain calm.

PLAN

Staff to offer XX fasting foods deliver to ward from the kitchen later evening and early in the morning.

Staff to also offer XX PRN medication if threatening behaviour escalated.

Case 5 – Against Nursing staff

While outside XX door she was heard telling her mother that XX pull out her faults eye lashes. XX heard what XX said and reply back through the door "No she did not XX." then XX turn and shout at XX you FUCKING BLACK NIGA.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive

Chief Executive:
Paul Calaminus
Interim Chair:
Eileen Taylor

Action taken

XX open the bedroom door and told XX that she will report to the police and XX and those words was not very nice to say. XX says then report it I do not care, they not going to do anything. and XX when and call the police.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.

We care . We respect . We are inclusive

Chief Executive:
Paul Calaminus
Interim Chair:
Eileen Taylor