

# How to help your NHS worker stay safe

Information and advice for patients and carers

## Community Practitioners

### What is this leaflet about?

This leaflet aims to give you the information on how you can work with us to provide a safe and secure environment to our NHS workers. This is to ensure that our staff can perform their duties of delivering the highest quality of care without fear of violence and aggression.

It is not uncommon for NHS workers to work alone where it is safe and appropriate. Community Nurses and other Community Practitioners work an estimated 80 per cent of their time alone. Therefore, it is important that the safety of the staff is catered for.

### Who are community NHS workers that may care for you in your home?

There are many practitioners within the community who aim to care for you within your own home setting. Some of these practitioners include;

- Specialist Community teams including: District Nursing teams, Palliative Care, Respiratory and Heart failure
- GP/Out of hours GP
- iCARES (Community Therapy staff and Nurses) including Physiotherapists, Occupational Therapists and Community Matrons
- Foot Health specialists
- Health Visitors and School Nurses

### What are the risks for NHS workers who work alone?

There are a number of risks that NHS workers may experience when they work alone, such as: musculoskeletal injuries, slips, trips, falls and work place violence.

### How can you help?

It is important to reduce risks to a minimum for our NHS workers and to do so, we need your help and support to ensure the environment in which they work is safe and secure. Where is possible, we ask you to:

- Make sure that your property is well lit, especially if you have a key safe so that staff can access the property easily.
- Ensure that the path to the property is safe and that no loose slabs or obstacles are obstructing the pathway. If you have any difficulties in doing this, please ask your NHS practitioners to refer you to the HAPO (Home Accident Prevention Officers) team.
- Respect all practitioners coming into your home. Violence and aggression whether physical or verbal towards staff will not be tolerated.

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- Refrain from smoking whilst the staff are with you in your own home.
- Make sure your property is free of obstacle and hazards. This is to reduce the risk of injury, slips trips and falls. If you have difficulty in completing this, please ask to be referred to the HAPO team.
- Please ensure any animals are kept under control and removed from the room if possible.

### Lone worker device

Please be aware that staff carry a lone worker device where conversations can be recorded and the police can be alerted if assistance is urgently required.

### Thank you

We would like to take this opportunity to thank you for your ongoing support and concordance to help reduce the health and safety risks in the community. For further advice and support please contact your health care practitioner on 0121 507 2664, Monday to Friday 8am-6pm.

### Contact details for HAPO team

Phone number: 0121 507 2664, option 5.

### Sources of the information used in this leaflet:

- NHS protect , "A guide for the better protection of lone workers in the NHS", 2017
- Sandwell and West Birmingham Hospitals NHS Trust, 'Managing violence and aggression policy', 2016

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5303 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)



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ML5770

Issue Date: November 2018

Review Date: November 2021