

Violence and Aggression Prevention and management in Critical Care

Aim To provide basic guidance to all staff on preventing and managing potentially violent or aggressive situations within Critical Care Scope All staff within Critical Care

Safety comes first – yours, your patient's and everyone else's If in doubt, or if escalating towards violence, get help and call security on 2222

Work with relatives		
Establish a relationship:	Meet early and establish visiting rules	
Identify risk factors:	Eg. complex family issues, history of aggression, substance misuse, mental health issues	
Meet safely:	Work with a colleague, choose meeting location carefully, keep yourself between family and exit, know location of alarm	
Work with your patient		
Minimise delirium:	Follow our Sedation & Delirium SOP, keep orientated, promote sleep	
Remove hazards:	Limit access to sharp / heavy objects eg scissors / oxygen cylinders,	

	consider patient's location within ICU	,,,	5	
Work safely:	Maintain a safe distance, make a management plar	n with c	olleague	s

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	Recognise aggression early	
Non-verbal clues:	Staring / facial tension / gritted teeth / invading personal space / clenching fists / pale or flushed face / gesticulation / pacing	
Verbal clues:	Abusive language / shouting / threatening / swearing	

De-escalate if possible

Non-verbal measures:	Be honest, open and relaxed. Stay confident without staring. Maintain stance on the same level. Allow "venting" within reason. Listen and allow silence.
Verbal measures:	Show understanding and express regret. Maintain a soft, non- authoritarian tone. Distract if needed with questions and negotiation.

Version: 1 | Date: 11 Nov 16 | Revision Due: 11 Nov 19 | Authors: Sister G Holebrook, Dr N Tarmey The use of this guideline is subject to professional judgement and accountability. This guideline has been prepared carefully and in good faith for use within the Department of Critical Care at Queen Alexandra Hospital. No liability can be accepted by Portsmouth Hospitals NHS Trust for any errors, costs or losses arising from the use of this guideline or the information contained herein. Portsmouth Hospitals NHS Trust © 2016

