

Freedom of Information request 227-21

Request

We would be grateful if, in terms of the Freedom of Information (Scotland) Act 2002, you could please provide any risk assessments, policies, guidance or other documents which were in place in 2018 showing what steps were taken to:-


1. ensure an address is safe for a health care worker to visit a patient in the community in advance of the health care worker attending the address, including identifying whether there is/are [a] dog(s) at the property;
2. inform and train health care workers what to do if a dog is present at an address they require to enter in order to visit a patient; and
3. establish that a patient requires to be seen at home and is not able to attend a GP surgery or out-patient department at the hospital.

Response

1. Referrals to District nursing should contain information about risks of home visiting. Presence of a pet is usually captured at the first assessment. If there is history of a risk in a home, for example there is an aggressive dog, this is recorded on an alert system in the clinical records system.
2. NHS Borders has Personal Safety Guidelines, in which the 'On Arrival' section informs staff not to enter the property if there are concerns for their safety. In relation to dogs, the guidance informs staff to assess and if feel threatened ask the owner to remove the dog. Training is provided for all staff in personal safety and lone working. Staff also have the 'safeshores' lone worker monitoring system.
3. Home visits are offered to housebound people. A home visiting assessment is undertaken to determine if a patient is housebound and nursing staff employ clinical judgment alongside this as circumstances, such as geography, vary across patient groups and across NHS Borders. The service specification is attached. This is currently under review.

Please see below documentation as requested:


FOI 227-21 - PMAV
Incorporating Person:


FOI 227-21 Personal
Safety Guidelines.pdf


FOI 227-21 Service
Specification - District

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **227-21** on this request. Your request should be made within 40 working days from receipt

of this letter. If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.