

Date: 07/03/2017

FREEDOM OF INFORMATION REQUEST FOI/013285 – Security guards

i) Who provides security at each of your hospital sites? Where security is supplied by multiple providers please breakdown this provision

The Trust is contracted with Summit Healthcare (Dudley) Limited to provide the FM services in partnership with its FM Service Provider. The Trust's contract with its PFI Partner started on 17th May 2001 and expires after 17th May 2041, security staff are part of the PFI agreement.

ii) How many complaints have been made to the trust in regards to hospital security guards in 2016? – None
There were no complaints logged against security in 2016 at all. There were however, two concerns raised to PALS which are as follows:

Patients partner called PALS regarding the way a security guard spoke to the patient
Individual unhappy with attitude of a security guard and that General Office opening hours coincide with visiting hours, taking up visiting time if she needs to see them.

iii) For each complaint, please give a short description of the details (where available) and identify which security provider the security officer was employed by.

Security is provided by Summit, see response to question 1

iv) The number of times security guards have been used to restrain patients from January 2016 to the latest available figures? And the departments where the restraint took place?

There were 10 incidents,

v) Does the trust use security personnel to restrain patients with mental health problems or patients with dementia? - Yes as they are MAPPA trained