

Our Ref: NG/RM/25340
Date: 16th October 2025

Nicola Griffiths
Deputy Director of Governance
North Staffordshire Combined Healthcare NHS Trust
Lawton House
Bellringer Road
Trentham
ST4 8HH

Reception: 0300 123 1535

Dear

Freedom of Information Act Request

I am writing in response to your e-mail of the 24th September 2025. Your request has been processed using the Trust's procedures for the disclosure of information under the Freedom of Information Act (2000).

Requested information:

We would very much appreciate your help with our national survey of Violence against staff policy by answering these two questions.

1. Does your organisation provide support to staff who have experienced violence from service users or their carers? **Yes. This is outlined in our restorative well-being approach which allows us to engage with the person to understand the harm that has been caused, what services or interventions that they would like to receive support from (these are inclusive of staff well-being support services, local ICS staff well-being support services, incident debrief inclusive of psychological first aid) these interventions are driven from that restorative support conversation at the point of violent or aggressive incident.**
2. Does your organisation have a policy in place, on how to support staff that have experienced violence from service users or their carers? **Yes. Our policy is aimed at supporting all those identified during an incident, however predominantly the response is aimed at the staff and patients under our care. Discussions with those affected (visitors or others) would involve signposting to the required services.**

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review of the management of your request. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Dr Buki Adeyemo, Chief Executive, North Staffordshire Combined Healthcare Trust, Trust Headquarters, Lawton House, Bellringer Road, Trentham, ST4 8HH. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.



Chair: Janet Dawson
Chief Executive: Dr Buki Adeyemo
www.combined.nhs.uk

Follow us on Twitter: @CombinedNHS
Follow us on Facebook: www.facebook.com/NorthStaffsCombined



The Information Commissioner can be contacted at: Information Commissioner's Office,
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely



Nicola Griffiths
Deputy Director of Governance