

Zero Tolerance Policy

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Introduction

At Elizabeth Finn Homes, we take seriously any act of abuse or violence. This policy provides a framework that supports a safe and secure working environment for our colleagues, safeguarding them against abuse, aggression, and violence.

Statement

Elizabeth Finn Homes will treat our residents and their families, friends and professionals with courtesy and respect, and we ask the same in return. We recognise that there are times in our residents' journeys that those visiting or interacting with our colleagues may be upset, worried or frustrated.

Our culture is centred on our values of bring love, welcome all, inspire more and act with purpose. These are the ways that we ask our colleagues to think and behave within our homes, and we ask the same of our residents and their visitors.

This means treating all our colleagues courteously without harassment, abuse or violence. All our colleagues have the right to care for others without fear of being attacked or abused. Any behaviour that causes a colleague to feel uncomfortable, embarrassed, or threatened is unacceptable.

This Zero Tolerance policy includes abuse, aggression or threats made in person, over the telephone or in written communication, including on social media. We consider threatening behaviour to be:

- Attempted or actual aggressive, threatening, or physical actions made towards any member of team.

- The use of aggressive, threatening, or abusive language (including raising of the voice, swearing, shouting or in writing) that threatens or intimidates any member of the team.

This policy applies throughout our homes and applies to any colleagues away from the care home if it relates to the business of Elizabeth Finn Homes.

Instances of abusive or threatening behaviour will be reported to the Registered Manager who will have an initial discussion with the resident and/ or visitor before deciding if a warning letter needs to be sent to the individual. The individual may contact the Registered Manager to discuss this warning letter if they wish to do so.

If there is any further incident, the individual will be sent a Final Warning Letter informing them of their breach of the Zero Tolerance Policy and we reserve the right to prevent the individual from visiting the care home, temporarily or permanently excluding that individual from visiting the care home or having contact with members of the team.

Where, after consideration of all factors including whether a resident has capacity, it is determined that a resident is in breach of this policy and has to be excluded from the care home, we will work with the resident, their family and any other professionals as required, to ensure that they are able to be moved to an appropriate care setting.

Where an individual is excluded from visiting the care home due to a breach of this policy, and this is either:

- Against the wishes of a family member living with us who has capacity
- Not in the best interest of a family member living with us without capacity.

We will notify the safeguarding adults' team for the home, and the regulator of the decision.

We will also issue notice to the fee payer for this family member's placement, so they are able to be supported to move to a location that does not inhibit their right to visitors and contact.

We hope you understand the reason for this policy which is designed to keep our colleagues, residents, and their visitors safe at all times.

Legislative framework

As an employer, we have a general duty of care to protect our colleagues from threats and violence at work. Five pieces of health and safety legislation cover violence at work:

- Health and Safety at Work Act 1974 (HASAWA)

- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013(RIDDOR)
- Safety Representatives and Safety Committees Regulations 1977
- Health and Safety (Consultation with Employees) Regulations 1996.

Associated legislation

- The Corporate Manslaughter and Corporate Homicide Act 2007
- Protection from Harassment Act 1997 – Legislation.gov.uk
- Assaults on Emergency Workers (Offences) Act 2018
- Equality Act 2010 – Legislation.gov.uk
- Section 39 Criminal Justice Act 1988

Last Review date	Next Review Date
August 2025	August 2028

Appendix 1: template letter to resident/ visitor

Address block

Date

Dear [name],

I am writing to you regarding the incident that occurred on [TIME & DATE].

[SUMMARY OF INCIDENT]

At Elizabeth Finn Homes, we view this behaviour as unacceptable because [REASONS]

If you disagree with this description of what occurred, or there are circumstances that we are unaware of, which you believe would help explain what happened then please let us know (preferably in writing) as soon as possible.

If you would like to discuss this matter, please contact us to arrange a meeting.

I enclose a copy of our Zero Tolerance policy for you to re-familiarise yourself with to ensure that this behaviour is not repeated. Should this behaviour continue, we will have to escalate the matter, and this may result in you no longer being able to attend any of Elizabeth Finn Homes'.

Please remember that we, as healthcare providers, are here to help our residents get the services they require, and their visitors can visit them. We ask that all our residents and visitors act in a reasonable and considerate manner. A copy of this letter will be kept on file. Please find enclosed a copy of our complaint procedure for your information.

Yours sincerely

Name(s)

Job title

Appendix 2: template letter to resident – exclusion from care home

Address block

Date

Dear [name],

I am writing to you regarding the incident that occurred on [TIME & DATE].

[SUMMARY OF INCIDENT]

We have investigated this incident and after due consideration, we have taken the decision to exclude you from our [CARE HOME NAME] and the other homes run by us. This is because [SUMMARY OF RATIONALE].

Situations that justify the removal of individuals from our care homes can include:

- Violent/aggressive behaviour
- Criminal acts/deception
- Breakdown of relationships with care home staff

[For Residents]

We will work with you and your healthcare professionals to ensure that you are relocated to a suitable care provider who is able to meet your needs.

[For any care home visitors]

We recognise that this exclusion may mean that you are no longer able to provide the desired support to your loved one and where this is the case, we will work with your loved one/ their appointed representatives to find a suitable alternative location where this support can be provided.

Please also find attached a copy of our complaint procedure should you wish to challenge this decision.

Yours sincerely

Name(s)

Job title