

**Social Care and Housing**

# **Keeping our Staff Safe at Work!**

**Information leaflet for  
users of our services,  
their families and carers**



If you require this  
information in large print,  
Braille or on audiotape  
please telephone  
**01267 228925**

Information about Carmarthenshire County Council  
services can be found on the council's website:  
[www.carmarthenshire.gov.uk](http://www.carmarthenshire.gov.uk)

SCH1/11/05/b

## How to help us keep our staff safe at work – dealing with violence and aggression

Our aim is to provide you with the best possible service to meet your needs and requirements. Our staff are central to us in being able to achieve this. Your welfare **and** their welfare are therefore of the utmost importance to us.

The Social Care and Housing Department has clear policies and procedures on helping staff to **stay safe at work**. Many staff work out in the community on their own, or in situations that are sometimes difficult. It is, therefore vital that everything that can be done to ensure their safety whilst at work is done. You can help us with this!

We expect our staff to be treated with respect by everyone. Any form of aggressive or violent behaviour – either verbal or physical – is totally unacceptable.

Our staff are trained and supported on how to deal with difficult situations. (Where such difficulties are likely to be ongoing, care or management plans will be agreed to safeguard both service users' interests and the welfare of our staff.)

Staff are required to report any incident to their Managers and the department will follow up as required. Serious incidents could lead to police or legal involvement.

We would always want to avoid anything like this happening - please help us in this. If you are unhappy or concerned about any aspect of the service we are providing for you, talk to us about it. Discuss your concerns with the staff working with you, or with their Managers if you don't feel you are getting anywhere.

Alternatively, you may wish to make a complaint. Ask for a leaflet telling you how to do this or phone **01267 228835** to speak to our Complaints Officer directly. The matters that you raise will be carefully looked into and you will be given a

written response. You will not lose your services as a result of a complaint.

We are required to keep records of our work with you. Such records include information about any difficulties or incidents that have occurred and actions taken to address these. If you wish to have access to these records, then you have a right to do so. Again, please ask us about this. You can contact your Social Worker or the Manager of your service who will arrange this for you.

Thank you for taking the time to read this leaflet. If you would like any further information or clarification on any of the issues mentioned please contact our Information Officer on 01267 228925.