

File ID+A1:1388	Entered Date - Trend Year Month	Department/Unit /Ward	Specific Incident Type	Incident Classification	Actual Contributing Factors	Person Classification	Short Description of Events (no names)
159312	2023/02	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Code orange call out for Adult Assessment room 19, Patient was trying to run off against medical advice under Duty of Care. Security meet up with the patient on the foyer that leads towards the ED waiting room she was yelling at the staff threatening to smash them. When security approach she start to throw punches so security have to use secure hold 2 to escort her back to her room. On the way back security notice staff cleaning up all equipment patient throws on her way out. Once in the room security use secure hold 2 while patient on supine position. with other medical staff help so doctor insert lure to administer her medication. Patient drift off to sleep and security stood down all in order. Patient has been attend to by security on multiple call out due to her behaviour.
158762	2023/02	ED - MEDICAL ASSESSMENT UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; confused/disoriented; current/pre-existing diagnosis/condition	IN-PATIENT	@1930 The patient was in the toilet with the walking frame because the patient is on high risk for falls. she tried to pull out her foley catheter, the care partner tried not to pull it out. But it was pulled out. After then, patient became aggressive to the care partner. She hit the care partner with walking frame. The forehead of care partner was affected from that event.
170220	2023/10	ED - KIDZ FIRST	awol	SAFETY/SECURITY/CONDUCT	agitated; waiting time	IN-PATIENT	Call received from Peads regarding Room17 PT attempted AWOL. PT location is outside ED. S60/S39/S04 Attended. Mental health assessor interact with the PT. no details given on departure. PT walks towards to train station and waiting for family pick up. S39 managed to get PT returned to his room and offered food and drinks. PT had his sandwich and all in order. S39 stood down @10:27am. Findings: PT is waiting for his father to pick him up. Once family here and he will be discharged.
151927	2022/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity; inadequate/incomplete assessment of risk; refusing essential treatment	IN-PATIENT	Follow up. Security was called again to assist the staff to administer medication, patient was very agitated. Security restrained the patient using the approved technique to administer medication. Patient was settled and security stand down.

172054	2023/11	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition	IN-PATIENT	<p>Multiple restraints were required for the above mental health patient. Patients parents and a aunty were on scene at all times.</p> <p>Security were called to a 777 in triage. Upon arrival the above patient was refusing medical advise, screaming and wanted to leave. Charge nurse made a plan for the patient to be restraint and escorted to AA23.</p> <p>Upon arrival to AA23 security released the patient in her room who was still very unsettled and observed the patient with the help of her parents and aunty until medical team came up with another plan.</p> <p>Charge nurses made a plan for security to restrain the patient so the medical team can administer medication. Security restraint the patient and RN administered medication in the left shoulder. Security on standby for meds to kick in. All went well</p>
171099	2023/11	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; current/pre-existing condition; imminent threat of physical violence; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	<p>Police brought this Patient in already agitated and Security helped by escorting Police and Patient to their room, Upon arrival Nurse chartered some medication and approved for Police and Security to restrain the Patient.</p> <p>Patient received Medication via IM and Security then Stood down as the Patient was still under Police Custody.</p>

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170233	2023/10	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; current/pre-existing diagnosis/condition; environment - arrangement/design; procedure/policy not followed; staff - availability/skill mix; supervision/monitoring inadequate; waiting time	IN-PATIENT	<p>Police stood down from AA05, watch was in place. Shortly after patient decided to run. Patient was cornered at the ASSU and surgical corridor. Securities then escorted patient back to the room. Securities were stood down by the medical team once the patient has settled and willing to cooperate.</p> <p>Minimal to no restraint was applied.</p>
172774	2023/12	ED - WAITING ROOM	unauthorised activity	SAFETY/SECURITY/CONDUCT	action/behaviour of relative/caregiver/visitor; combative	VISITOR	<p>Prior to the incident, a staff member notified Security of a male with hospital gowns walking off site.</p> <p>About 10 minutes later, Security observed a male walk to, and enter ED entrance carrying two hospital blankets. The male was known to Security from previous incidents of anti social behavior.</p> <p>Security spoke to the male about the blankets in his possession.</p> <p>The male turned and then ran away from Security.</p> <p>Security caught and restrained the male and took the blankets from his possession. Security then escorted the male from the site to Hospital Rd, advised him not to return, and released him from the restraint.</p> <p>The patient walked towards the Train Station.</p> <p>Security debriefed and stood down.</p>
164650	2023/06	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	<p>Pt attempted to abscond against medical advice via Galbraith entry / exit, attempts were made by both Security / Psychiatric staff member to coax Pt back to ASSU to no avail. Psych staff member gave Security permission to apply approved restraint techniques.</p> <p>Pt was returned to her allocated room ASSU.14, Pt refused to take oral medication or by way of injection. Therefore Security applied approved restraint techniques as such medication could be administered.</p> <p>After some time Clinical staff gave approval for Pt to go</p>

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							outside for fresh air with the aid of a Patient watch. Pt immediately absconded from Galbraith entry / exit heading in the direction of Kings College with Patient watch in pursuit. Clinical staff were notified of the incident whereby the Police authorities were informed.
170218	2023/10	ED - ADULT ASSESSMENT	awol	SAFETY/SECURITY/CONDUCT	agitated; current/pre-existing diagnosis/condition; medication/sedation; unlocked/unsecured	IN-PATIENT	<p>PT has attempted AWOL multiple times. PT Watch find it difficult to keep eye on him and get him return to his room. Call out received and PT outside of ED try to leave without discharged. under duty of care.</p> <p>S39/S60/S22/S04 attended, no physical involved. PT just doesn't want to return to his room as he got other things need to do. Wants to leave the hospital. S39 managed to get him returned to his room and offered food and drinks. PT accepted and taken. PT is informed as mental health assessor on their way. Nil issue at this stage and security stood down after 50 minutes.</p> <p>conclusion: PT AWOL at 10:15am. Left on foot towards to SBEND car park direction. Police called by the nurse.</p>
160398	2023/03	ED - MEDICAL ASSESSMENT UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	<p>Pt was getting assessed by admitting renal Dr with family present - unsure what was discussed however pt got angry and broke the yellow sharps bin - sharps spilt all over floor. Saw admitting renal Dr's personal bag on floor. I asked Dr if she was okay she said yes.</p> <p>Pt walked out of MAU7, sat in MAU ambulatory. Security called. Pt left MAU with PIVL instu. ACNM Reeme informed.</p> <p>HCA sweep sharps with broom with ACNM Reeme present.</p> <p>Prior to event above, pt frustrated that he is repeatedly presenting to hospital with abdo pain, PRN oxycodone given as charted. Also pt self administered 10L+ oxygen supplement via face mask due to SOB despite explaining risk of oxygen being toxic if used inappropriately. SPO2 98% on room air.</p>
172106	2023/11	ED - MEDICAL ASSESSMENT UNIT	awol	SAFETY/SECURITY/CONDUCT	agitated; current/pre-existing diagnosis/condition	IN-PATIENT	<p>Received call from ward stating that their patient is attempting to leave the ward. On arrival, patient seemed confused and agitated. Patient was at the Nurses station asking someone to call her family who had left with her belongings. RN briefed that patient had no family visiting and that it was her Social workers who had seen her. RN also advised that the doctor has charted meds and to</p>

							stand by for that. Security managed to get patient back into her room. RN then came with the meds and both medical staff and security were able to talk the patient into receiving the IM. Once patient received IM, security were stood down.
157747	2023/01	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Securities were asked by an ambo staff to assist Police with an extremely agitated mental health patient in the ambo bay area. Securities responded and assist Police when required by using approved secure fixed hold techniques while the patients hands were cuff to the bed rails.
161142	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security assistance required in ASSU03 to assist medical staff prescribing a Pt medication. Upon arrival the Pt was located in another Pt's room and was supported back into their room. Security assisted the medical staff and the Psych team as medication had been given to the Pt. Security remained on stand by until the psych team had stood us down. Pt is under the Mental Health act and duty of care.
164369	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to staff	IN-PATIENT	Security assistance required outside Galbraith for a Pt attempting to self harm as she has tried once before. Security escorted the Pt back to her room in AA24. during the escort the [t attempted numerous tempts to abscond but had to be escorted back to room. Pt is under the mental health act Pt is under DOC and Oranaga Tamariki.
165718	2023/07	EMERGENCY DEPARTMENT SERVICES	assault - physical	SAFETY/SECURITY/CONDUCT	environment - arrangement/design; inadequate securing; procedure/policy not followed; staff - availability/skill mix	IN-PATIENT	Security assistance required to ED Triage reception waiting for a domestic dispute between 2 patients. Upon arrival security had been informed that a Pt had assaulted the Pt above. Security them commenced a patrol around ED. The perpetrator who is wearing a Maroon shirt, Black trousers and white sneakers. Security then were informed that the perpetrator had left on foot heading towards S-Bend car park. Security coordinator monitored the Perpetrator heading off site and Police was then notified.
170610	2023/10	ED - ADULT ASSESSMENT	awol	SAFETY/SECURITY/CONDUCT	supervision/monitoring inadequate; waiting time	IN-PATIENT	Security received call regarding patient leaving her room. Security briefed by a RN on shift giving full description of patient and patients partner. Patients partner is not

							complying with medical staff. Security found both patient and partner at ED parking. Security talked with partner and they both agree to return back to the room. Security (dayshift and nightshift) stood down after both parties return to AA.
166190	2023/07	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	agitated; confused/disoriented	IN-PATIENT	Security required as Pt attempting to leave against medical advice, Pt located with HCA. Security made several attempts to coax Pt back to ASSU. Unfortunately Pt absconded in the direction of Kings College. At approximately 23:27 Security were advised Pt had returned back to ASSU.
161144	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	security required ASSU03 for a Pt attempting to agitate other Pt, Security supported the Pt back to their room with the assistance of the Psych team. Pt willing took the oral medication provided by the medical staff/ Pt under the mental health act and duty of care.
172782	2023/12	ED - WAITING ROOM	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing diagnosis/condition	IN-PATIENT	Security required for a female who entered Ambulance triage and became threatening towards a staff member. Security responded and upon arrival was directed to triage. Security recognized the female involved in events earlier in the day. Security approached and advised the female to exit the triage area. The female complied but then stopped just outside the door and refused to move any further, even when asked to by Security. Security escorted the female to the ED entrance, and asked her to sit to discuss the situation. She refused to sit or discuss with Security. She then began to swear at Security, ignore Security advice, and became verbally aggressive towards Security. Security restrained and then escorted her from ED entrance to the bus stop at the Train Station where Security released her from the restraint. Security stood down. Security returned to ED when they were met by Senior medical officer (SMO). The SMO wanted to speak with the

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						<p>female. Security directed and then accompanied the SMO to the female's location.</p> <p>The SMO spoke to the female, resulting in the female voluntarily returning to ED in company with the SMO.</p> <p>The female was admitted as a patient, with Security present.</p> <p>The patient was treated by medical staff.</p> <p>Security staff debriefed stood down.</p>
171997	2023/11	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; confused/disoriented; current/pre-existing diagnosis/condition	<p>IN-PATIENT</p> <p>Security required for a highly agitated and confused female patient wandering the Unit causing concerns to other patients, staff and visitors.</p> <p>By the time Security attended the patient had already been escorted back to her room by Zeal Staff however, both Security and Zeal had to restrain the patient as she became verbally combative and refused advice to settle down. The patient did settle and was released from the restraint. Soon after she attempted to leave the room several times but Security prevented her by restraining and placing her on her bed. She continued her verbal combativeness toward Security but upon arrival of her partner she immediately settled down. Security released her from restraint.</p> <p>Security de-briefed as a team then stood down .</p>
172008	2023/11	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	<p>IN-PATIENT</p> <p>Security required for a patient who had left room 3 in short stay, sat on a chair outside her room and refused to go back to her upon advice from medical staff.</p> <p>Security attended, approached and asked the patient to return to her room but she ignored Security's advice. Security restrained the patient and escorted her to her room. The patient resisted the restraint and attempted to hit a Security officer with her arm but failed. Security placed her on her bed then released her from the restraint. The patient's agitated state increased towards Security.</p> <p>The patient attempted several times to leave the room but Security restrained and stopped her each time. Security closed the door to stop further attempts to leave the room. With her right fist she punched the glass on the door and broke her ring. This prompted Security to hold the door shut to contain her in the room for safety concerns. She then took a chair and rammed it against the door. She</p>

						<p>then took a metal pole from off the bed and brandished it in a threatening manner. I held the sliding door closed to room 3 isolating pt from staff & visitors, contacted the day coordinator who in turn contact the police. She then begin using the end of the pole striking the glass on the door several times. Whilst waiting for the police to respond the patient then flipped her bed on it side barricading her self into a corner.</p> <p>Police arrived at 1806hrs and after assessing the situation the took control from MMH security</p> <p>Security stood down to de-brief the situation at hand. No officers were injured in the attempted assault</p>
172567	2023/12	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; confused/disoriented; current/pre-existing diagnosis/condition	<p>IN-PATIENT</p> <p>Security required for a patient repeatedly banging a door, and causing a disturbance in the Unit.</p> <p>Security attended and located the patient at the Unit Kitchenette. Security noticed spilled milk, coffee granules, from a broken glass jar, all over the bench, and the patient drinking from a bottle of milk. As Security approached the patient, the patient put the bottle down and then in a calm manner walked back to her room. Security advised the patient to remain in the room.</p> <p>Apart form the patient tossing her bag and other items on the floor, she was calm.</p> <p>Medical staff arrived and treated the patient, in the presence of Security, without any issues.</p> <p>Security maintained a presence outside the patient's room until stood down by medical staff.</p>
164457	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; behaviour related to substance withdrawal; risk of harm to others; risk of harm to staff	<p>IN-PATIENT</p> <p>Security required in AA23 for an highly agitated Pt with abnormal behavior due to level of amount of amphetamine the Pt had consumed.</p> <p>Security supported the Pt to as treatment had been administered and moved outside on stand by until the medication begins its affect.</p> <p>As security remains on stand OT attempted to absconded through but security escorted the Pt his room.</p> <p>Pt began to get highly aggressive and attempted to damage the the area around him.</p> <p>Security approached the Pt to tell him to not damaged hospital property and to settle down</p> <p>The Pt reduced to listen and attempted to harm security. Security engaged and and supported the Pt to rhe floor</p>

							<p>using a Supine secure hold until the Pt was settled.</p> <p>Pt was brought in by police and place under DOC. and due to physical behavior security presences was needed.</p> <p>Pt had a cut behind his head prior to security being called for.</p>
162238	2023/05	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition	IN-PATIENT	<p>Security required in ASSU for a highly agitated Pt who was attempting to damage medical equipment and verbally abusing staff. Security approached the Pt and removed the equipment from the Pt's reach. The Pt attempted to physically abuse staff but missed. With the assistance of medical staff, Security escorted the Pt back their room and supported the Pt on to their Bed.</p> <p>upon supporting the Pt back on to their, Security notice burses on the Pt right wrist. when security question medical staff what happened, they replied that the burses the occurred during an retain eelier in the day. Security stood down as the Pt was Settled.</p> <p>Pt under DOC.</p>
161145	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	<p>Security required in ASSU03 to assist the medical staff the prescribing Pt their medication.</p> <p>Security supported the Pt to the chair as medical staff gave the medication. Security remained on stand by until the Pt was settled.</p> <p>Pt under the Mental Health Act and Duty of care.</p>
166385	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	environmental trigger; impaired mental status/capacity; refusing essential treatment	IN-PATIENT	<p>Security required to assist mental health intake team to escort a Pt to Tiaho Mai.</p> <p>Upon security arrival, the Pt had attempted to absconded through EC Triage entrance. security enacted quickly and peruse to follow the Pt outside Pead's Playground area.</p> <p>Security assisted Mental health intake team in supporting the Pt from EC to Taiho Mai.</p> <p>Security stood down. Pt settled.</p> <p>Pt under the mental health act.</p>

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167450	2023/08	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; environmental trigger; impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	<p>Security required to retrieve a Pt attempting to abscond. Security approached the Pt and attempted De-escalate the situation but pt refused to return back to room. Pt was highly agitated and aggressive and threatening staff and displayed abnormal behaviour. Due to the behaviour of the [security assisted the Pt and supported the Pt back to their room to await medical staf to administer medication/ As medication had been administered, the Psych team had assessed the Pt and prepared him to be transferred to Tiaho Mai.</p> <p>Pt under Duty of Care under section of the Mental Health Act.</p>
161176	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; current/pre-existing condition; imminent threat of physical violence; impaired mental status/capacity; refusing essential treatment	IN-PATIENT	<p>Security required to the above patient, who was trying to leave the ward. Security located the patient in the ED corridors and escorted her back to her room. The approved restraint technique was used during process. As the patient got to the room she became more agitated and aggressive therefore IM was required. Security applied the approved restraint technique whilst IM was given. Once the patient had calmed down security stood down @1150hrs. SK40 [REDACTED], SK55 [REDACTED], SK22 [REDACTED], SK22 [REDACTED], SK30 [REDACTED], SK02 [REDACTED] & SK12 [REDACTED]</p> <p>1445hrs: PT [REDACTED], ASSU 3 (Transfer to Ti Ahomai)</p> <p>Security was called to the above patient. Upon arrival security had restrained the patient immediately as she had assaulted a nurse. Medical and psych staff plan was to take her Ti Ahomai as ASSU staff could not handle this high risk patient, therefore a car transport was arranged. Due to the patient being aggressive and highly agitated security remained present until the vehicle arrived. However, the patient was not complying and security had to restrain the patient to the vehicle to Ti Ahomai. Once escorted security stood down thereafter @1545hrs. SK40 [REDACTED], SK55 [REDACTED], SK26 [REDACTED] & SK12 L [REDACTED]</p>
161175	2023/04	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	<p>Security required to the above patient. Who was brought in by police. Security was briefed by medical staff and was wanting to IM patient. Security applied the approved restraint technique during the process. Once given security stood down and police took over. Security stood down @0745hrs.</p> <p>0800hrs: [REDACTED] MON 1 (Agitated, DOC)</p>

							As per the above briefing, Medicated and IV line put in. security stood down @0816hrs. SK40 Anne, SK55, SK22, SK22, SK30, SK02 & SK12
							Note two incidents occurred with this patient.
164449	2023/06	ED - MEDICAL ASSESSMENT UNIT	Personal Restraint	RESTRAINT	risk of harm to others; risk of harm to staff	IN-PATIENT	Security required in M.A.U 08 to assist medical staff to administer medication due to the reducing to listen to staff and being aggressive and abusive towards staff. Pt also attempted numerous times to physically abuse staff. Security supported the Pt the room where the medication had been given and supported on to the bed. Pt under Duty Of Care
172511	2023/12	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	confused/disoriented	IN-PATIENT	Security was required for a patient who was refusing staff advice to calm down, throwing various small items about his room, damaging various small items, and trying to unplug a lead from the wall. Security attended and upon information given by staff, approached and spoke to him but the patient ignored Security and continued trying to unplug the cord. Security then restrained the patient to his bed to prevent him from damaging more items, for his own safety and to allow medical staff to treat him. Upon receiving his treatment from medical staff, Security released the patient from restraint. The patient lay on his bed in a settled manner, talking to himself. Security debriefed with medical staff and then stood down.
169568	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity; risk of harm to others	IN-PATIENT	Security were approached by a Zeal patient watch at the Kids First desk. Patient was walking towards the entry/exit doors to leave site. Zeal watch asked for assistance in stopping the patient. Security were aware of patient due to another guard performing an internal patrol and being briefed on the patient. Patient is known to be combative and aggressive so security acted immediately. Security tried to talk with patient but patient was ignoring security. Security advised that it was fine for patient to step outside as long as he willingly went back to his room. Patient said no and stormed off. Security were able to stop patient at the Kids barriers and informed patient he cannot leave due to being under DOC. Patient kept ignoring security. Security proceeded to inform patient that if he does not stop or walk back to his room, security are required to use

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							minimal force to stop him and escort him back to his room. Patient still ignoring security tried to barge past and security then applied the approved restraint technique to stop patient from leaving. Security released from restraint once patient agreed he wouldn't leave. Patient then had a minute to calm down. Zeal partner asked if patient wanted to go back to his room and he said yes. Security escorted patient back to ASSU Rm 22 and stood down thereafter @ 0944hrs.
160820	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	<p>Security were called multiple times to the above DOC patient. The patient is in the Oranga Tamariki system. The Patient appears intoxicated, she was verbally abusive towards staff and multiple attempts to physically abuse staff.</p> <p>0252hrs- Patient absconded from paed, security managed to stop her near the bunker and escort her to AA24 with CN. Medical team administered meds while security applied approved personal restraint. Patient calmed down security stand down.</p>
160566	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	<p>Security were called to the Galbraith entrance to assist HCA with the above DOC patient trying to leave. Security headed towards Galbraith entrance from EC and the above patient saw security approaching, the above patient then headed towards the train station stairs. Security continued to follow the patient over the train station bridge and in to western campus carpark. Security managed to stop the patient (Verbally) and secure hold him back to Galbraith entrance. Security then released the above patient (at Galbraith entrance) from a secure hold and escorted him back to AA18 freely.</p>
169411	2023/09	EMERGENCY DEPARTMENT SERVICES	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	action/behaviour of relative/caregiver/visitor; agitated; combative; communication difficulties/deficit ; confused/disoriented; Known Mental Health service user	VISITOR	<p>Security were informed of this Visitor on the 28/09/2023 from his own family member, as a precaution of this Visitors Mental status,</p> <p>on the 29/09/2023 at 1850 hours Security received a call from ICU regarding this Visitor causing a disturbance up in the waiting room. pushing over a water cooler in the process and scaring other visitors.</p> <p>Security arrived and were informed by this Visitors Sister that he was currently down stairs in Scott Building.</p> <p>once Security got down stairs we managed to see the visitor and advise this visitor that he was not allowed back up in ICU, he agreed to go to Emergency and get Triaged</p>

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						<p>as the visitor wasn't in a good headspace Security Escorted him to emergency. once there, one Security spoke with mental health team in their office situated in Kidz First Corridor, unfortunately there was nothing they could do at this time and stated that they wont be able to help him unless a family member helps him get triaged or Police bring him in.</p> <p>at 2110 hrs Security were at Emergency with this Visitor as he was talking to his sister about getting triaged during this time the Visitor started getting more agitated and decided to try get into other visitors cars, so Security had to step in and tell him to leave once again.</p> <p>the visitor started walking toward other visitors scaring them by chasing after them, Security Coordinator called Police and two other Security guards proceeded to follow this visitor as to ensure the safety of Staff and other visitors/Patients in the surrounding areas.</p> <p>2124hrs Visitor has chased a women from Kidz First carpark to the entrance of Kidz First with security in Pursuit.</p> <p>Security stop this Visitor from entering the building however this visitor is trying to harm surrounding visitors so one of the security Guards lets these visitors inside, once the doors are open The Aggressive visitor then tries to force his way inside. Security stop him at the door, falling to the ground with the visitor. (this is where the Security guard was injured)</p> <p>at this stage it is 2130hrs</p> <p>the visitor remains on the floor and starts screaming and yelling whilst sliding on his back, due to the Visitor Disturbing the peace, Security then decide to try remove this Visitor once again, however the Visitor is still non compliant, and we then await the assistance of two more Security Guards arrived and we were able to remove this visitor, and wait outside until Police arrived.</p> <p>Police arrived and Security were then able to stand down.</p>	
162155	2023/05	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security were Informed that a Patient would be arriving in the Ambulance bay who may be agitated, upon arrival Security met the Patient escorted by St Johns and a Police Officer.

							<p>-Security escorted the Patient and Police to Resus 02 where we (security) moved the Patient from onto the bed so that patient could be treated,</p> <p>-Patient woke up and Security assisted by Police then restrained the patient using a Level 4 Fixed hold in order for the doctor to close up facial wounds, Patient spat in the direction of staff members, who were all wearing correct PPE</p> <p>The Patient then calmed down after getting the treatment he needed at the request of the Doctor in charge all Security and Police stood down from our restraint.</p>
169090	2023/09	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	<p>The police brought in a male who,earlier, had been violent toward them before arriving at the hospital.</p> <p>The police escorted the male from their vehicle to RESUS 1 where the male got on the bed.</p> <p>When offered by medical staff treatment the male refused to take it. Security and police then restrained the male by his arms, and legs on his left side whilst medical staff treated him. The male was released from the restraint.</p> <p>After the male had completely settled Security were stood down by consultant.</p>
171785	2023/11	ED - ADULT ASSESSMENT	awol	SAFETY/SECURITY/CONDUCT	current/pre-existing diagnosis/condition	IN-PATIENT	<p>Whilst on Station in ED Security observed a patient exit ED entrance and headed south along Hospital Road. The patient's Health Care Assistant alerted Security of the patient's exit. Security made enquiries with his medical staff however, his current status could not be determined. By this time the patient was already off site.</p> <p>Security stood down.</p>
166060	2023/07	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	actual physical violence; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	<p>1155hrs, security were called to assist with a male patient who is was placed under Duty of care, who was seen by medical staff running around Adult monitoring giving staff anxiety and aggressive behaviour.All guards attended.Security immediately approached the patient with safety restraint holds alongside EDCN and doctors.Medication given, ED consultant requested to have 1x Security guard present while patient was sedated.No further action required from security, all guards stood down at 1209hrs.</p>

161514	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; impaired mental status/capacity	IN-PATIENT	1204hrs: ██████████ (Discharged) P054321049 Security was called to the above patient who was discharged from the ward and refused to leave. Patient had stolen multiple medical equipment, a staff's phone and threaten to bomb the place. Security managed to get all items from the patient and escorted the patient out to the ED entrance. The patient kept threatening staff saying "the Iranian embassy will hear about you guys and blow you up" "I know where you stay my partners going to know about this" "sleep with one eye open" "if I find you in a dark alley way ill hurt" and so forth. Patient clams she was hurt during the process of the escort but no force was used. Upon waiting for her vehicle her partner, she had got into the vehicle where she then shived her partner a grazed thumb which was not inflicted by security as we did not touch the patient while she was sitting on the chair. However, her partner assumed security had something to do with it. As a result the partner had got out of his vehicle and had also threaten security by saying "Your people better watch out, im from the Iranian embassy" "we can declare war". After these comments he hopped back into his car and drove off ██████████ and police informed. Security stood down @1219hrs. SK02 ██████████ & SK12 ██████████.
161899	2023/04	ED - KIDZ FIRST	Physical Restraint	RESTRAINT	imminent threat of physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	13:30hrs, security were called to manage a situation between family members and minors. Male patient left his room assaulting his nurse physically before fighting with family members. Security arrived to the scene, breaking up the intense situation where everyone was showing aggressive behaviour. CN gave direct instructions for security to bring back the patient and too make sure NO family members were too be present during his stay at MMH. CCTV footage shows safety holds applied to the patient from 1341hrs onwards. No clear footage of assault. Police arrived onsite and took over as patient is under police custody. Security stood down at 1400hrs.
165892	2023/07	ED - SURGICAL ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	OUT-PATIENT	1357hrs Panic alarm activation received from optics security at ASSU, S39 attends with back up request due to PT uncooperative to take his medication. Charge Nurse on duty decided to give PT treatment administration (IM) for the transfer to North shore Hospital. St John staff present for the transfer but PT refuses to leave. 1408hrs Charge Nurse requests security to hold on to the PT's arm/shoulder while PT is sitting on the chair for the IM. Light hold performed by three security officer S64, S11 and S39 and IM given. PT requests to leave the surgical assessment after the injection and made his way to the Scott entrance where ambulance is parked.

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						1424hrs PT refuses to enter the ambulance, S22, S39, S64 and S30 assist St John staff to put PT on the bed and push the bed into the ambulance. 1440hrs All security standing down from the call out. Police on site to assist the transfer. No injury observed during this call out and all in order.
161389	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT 1510hrs: ██████████. RM07 (Discharged) Security required to ASSU for the above patient who had been threaten staff and verbally abusing other patients. Upon arrival security was briefed by medical staff and was told he was discharged. The patient was escorted out the Scott entrance and security stood down thereafter @1517hrs. SK12 ██████████ SK22 ██████████ & SK55 ██████████ 1518hrs: ██████████ (Arrested) Security was called to the above patient again, due to him threatening a patient in the pharmacy and making his way back into the ward. Upon arrival to ASSU he became verbally abusive and did not want to leave. Security tried to deescalate the situation but the patient was not complying. Therefore, the approved restraint techniques were used in order to keep the patient safe whilst escorting him off the premises. During the process the patient became aggressive and tried to throw hands to security. CN ██████████ advised security to take him back to his room where she then called the police to arrest the patient. Once police arrived he was then arrested and taken out by police. Security stood down @1550hrs. SK02 ██████████ & SK12 ██████████
161600	2023/04	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT 1705hrs: ██████████ (Section 109, Aggressive) Security required to the above patient who was brought in by police. Upon arrival security was briefed by medical staff the IM and Bloods needed to be done. Security then assisted police with the restraints whilst medical staff continued their assessments. The approved restraint was used during the whole process. Once the patient had calmed down both security and police let go of the restraints. However, CN ██████████ stood down security as the police are currently on standby with the patient. Security stood down @1810hrs. SK30 ██████████, SK55 ██████████, SK22 ██████████, SK02 ██████████ & SK12 ██████████
171109	2023/11	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT 777 callout to ED corridor, security located patient in ambulance. security managed to talk patient into returning back to her allocated room(adult short stay 17) medical staff had medication ready Via IM, security used the above restraint to hold patient while nurse can give medication. throughout the whole time security made sure patient daughter was updated with what was going on. security then stood down

158033	2023/01	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	a code orange was called for the above patient who was refusing to come out of the toilet. Security applied the approved restraint technique whilst placing patient onto her bed, she was then given IM and security let go of the restraints. Once patient settled security stood down thereafter @1615hrs
169702	2023/10	ED - ADULT ASSESSMENT	behaviour - harassment	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation; supervision/monitoring inadequate	IN-PATIENT	A nurse approached security in the Orange Room requesting assistance with an IM. Security deployed. Security arrived and were required to use the approved restraint technique to safely secure patient in receiving IM. Once medication was administered, security immediately released from hold and exited the room with medical staff. Security then stood down.
169706	2023/10	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	Adult Assessment staff called security to request assistance with IM. when security arrived, we were briefed on what the plan is. RN advised that she will be looking to administer the IM in her right buttock and asked we restrain her to do so. Security entered room with medical staff and medical staff explained to patient the medication she will be receiving. As patient was sitting on a chair and refusing to lay on the bed, medical staff requested security to lift patient and place her on the bed. Security first asked patient to lay on the bed and patient said no. Just as security were about to assist patient, she hopped up and sat on the bed herself. We asked her to lay on her side so the nurse can do the IM. Patient said no so I went to assist patient but she laid down. Security then use safety holds to secure patient. Once medication was administered, security released from hold and exited the room with medical staff. Security stood down thereafter.
159568	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	After immediately standing down from a patient restraint in Ward 02, security promptly made their way to ASSU Rm 15 as directed by Operator. On arrival, security found patient wandering around the ward. Patient saw security and stopped. She slowly walked back towards her room as nurses were guiding her. Psych briefed that patient will be receiving an IM. Before patient could make it to her bed, she started to refuse and sat outside of her room. Security were forced to use the approved restraint technique to return patient back to room to receive medication. Patient was placed on the bed and she flipped over with her head and chest facing into the bed and legs hanging off. RN took this opportunity to administer IM. Once finished, security released from hold and exited the room. Security stood down leaving one guard as security were required in AA23. Stand down was 1600hrs.

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159567	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	After immediately standing down from a restraint in ASSU 15, security were required in AA23. On arrival, security immediately found nurse in charge of patient to receive a debrief of the situation. IM was charted and drawn due to patient refusing oral medication. With the medical staff ready to administer medication, security assisted in placing patient back into room to do so safely. I applied the approved restraint technique to safely bring patient back inside room. Patient did not want any males so the rest of security stood by outside the room. With patient and medical staff in the room, RN proceeded to administer medications in patients buttock area. Once administered, I released from restraint but patient clung to me in a side hug position in comfort. Patient was refusing to let go as she was scared and paranoid. Psych offered to stay with patient as well as the Zeal watch. Patient eventually released me and I was able to exit the room. Medical staff were happy with patients condition and stood security down thereafter @ 1622hrs.
172866	2023/12	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CORRIDUCT	agitated; medication/sedation	IN-PATIENT	Arrived to find Pt agitated with Pt watch and staff. Sitting outside of her room, security asked Pt to go back into her room for IM. Pt was verbally abusive towards security but eventually accepted the IM. Security remained present for the IM and once finished, stood down.
158520	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence	IN-PATIENT	As I was standing down from relieving Maternity for their break, I heard a panic alarm. I saw the female patient from AA24 running away from ED. I informed office immediately. I knew her because we had been dealing with her all day. I asked her to stop and go back as she was running towards me. She kept running. I used reasonable force to bring her to a stop and held her against the wall for support. I immediately released from hold once I saw patient calm down. I escorted her back to AA24 where we met 2 guards who were on their way for backup. Patient was yelling and screaming at CN. Once security got her into her room, she began kicking the door and yelling. As she was kicking the door continuously, I opened the door to ask her to stop that behaviour. She began shouting that a doctor injected AIDS into her body and she wants to go jail. Patient used a closed handed fist to then strike my face. All guards present immediately rushed in to hold the patient. Dr informed security that they are organising an IM to sedate patient due to her behaviour. RN entered room and administered IM in her buttocks. Security were then stood down @ 1545hrs.
169712	2023/10	ED - ADULT SHORT STAY UNIT	behaviour - harassment	SAFETY/SECURITY/CORRIDUCT	agitated; combative	IN-PATIENT	ASSU requested security assistance with IM for patient. On arrival, patient was yelling and swearing at the staff. Security asked patient to cal down and sit down in her room. Patient complied but was still loud. RN explained to patient she will be getting an injection. Patient was against

							it but complied and laid down. No holds were used as patient accepted the IM. Security just stood by. Once administered, security stood down.
161950	2023/04	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	at 02:40hrs Security were Informed by the Operator about a code Orange in Resus 04, Upon entering the room patient was already being attended to by medical staff and assisted by a police officer, where the patient was laying in a Prone position not aware of his surroundings, we (security) and a Police Officer were directed by Charge Nurse [REDACTED] to place the Patient in a supine position, in order for doctors to insert a luer to administer medication, after Medication had been administered we maintained our hold until Patient had settled, around 0258hrs Patient had settled and we escorted patient to get a CT scan, after helping medical staff move the Patient from CT Scan room back to Resus 04 we were then stood down by Charge nurse [REDACTED]
163926	2023/05	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	At 0258hrs security received a call over the RT to attend to AA20 for an agitated patient. Security arrived and were informed that the patient needed to be medicated. Patient was in her room and kept on leaving so security had to apply secure hold level 4 fixed to help bring her back to her room and on the bed. The patient was given injection by the medical staff on the left upper thigh. The patient requested a sandwich and milk which was then offered to her by the patient watch. The patient calmed down and fell asleep. Security stood down at 0337hrs.
164028	2023/05	ED - SURGICAL ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication	OUT-PATIENT	At 1042hrs, security was required to remove a visitor from Surgical Assessment. A female visitor was showing large amounts of inappropriate behavior aggressively towards medical staff and the male patient in Surgical Assessment. De-escalation was applied but the visitor was behaving worse upon arrival. All guards attended. The visitor has assaulted 2 security officers, security has then used safety approved restraints as the medical team were scared and felt unsafe around the visitor. Charge nurse requested for security to remove the visitor offsite and is not welcome to visit due to health and safety reasons for the patient and medical team. Visitor then has exited off site in a taxi. Charge nurse informed. Security stood down at 1046hrs.
158503	2023/01	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	At approximately 2052hrs, security were called over the RT to attend to a code orange at AA22. Security Officer [REDACTED] attended the callout and met the patient on the corridor towards ASSU. Security Officers escort hold the patient back to his room where he was given his medication. Security Officers took a step further in assisting the staff nurse changing the patients clothes which was wet and dirty. At 2112hrs security guards stood down as the patient remained calm down in his room.

158720	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence	IN-PATIENT	At the time above, security were called to ED Adult Room 24 regarding the above patient. Upon arriving security were briefed that the Patient was very agitated and had started throwing his chair, flipping his bed over and damaging his room wall. Security intervened and began emptying his room, leaving only his mattress. While doing so the patient became increasingly agitated and began refusing to cooperate thus security restrained the patient. During the restraint, the patient began hitting the security therefore he was taken to the ground where he remained till sedated by ED Nurse. Once the medication had been given via IM, security were stood down.
158309	2023/01	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	At the time and date a male PT mention above was drop off by Police to be seen by Psych team , he was a regular MH PT and he was loud at the waiting room are few times he approach the staff demanding to see the Doctor, staff inform Security if he play up remove him out that the advice from intake Psych team at one point he approach the staff and he threatening to kill her and her family , Security escort him out and make sure he's stay out of ED. then he threatening to kill himself by running and stand in the middle of the road. Security called Police for his safety once Police onsite and cuff him and brought him back and stay with until to be seen by Psych Team.
158992	2023/02	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	inadequate securing	IN-PATIENT	At the time and date mention ASSU staff report that a female PT was under MHP walk out never return . Security was with another male PT inside ASSU Rm 14 who also place under MHP and no Security guards avail . Staff was inform to contact Police as we are tie up with male PT who was about to administered medication. staff will made the called to Police.
158872	2023/02	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	imminent threat of physical violence; self harm	COMMUNITY CLIENT	At the time and date Security assistance required to ED resus 2 to assist Police escort a Male PT name mention above avail security attending standby while medical Doctors and nursing access and administered medication just to calm him down and took some blood sample , the PT settle down then move to ED AA23 and then Police left not long the PT got up and walkout , the Pt was place under MH / DOC . Security applies approved technique and escort him back to his room and more medication administered and then PT calm down and CN agreed for Security to stood down PT watch was place to look after, all went .
158712	2023/02	ED - MEDICAL ASSESSMENT UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	At the time and date Security received called Code Orange @ ED AA23, avail guards attending upon arrival at the nursing station a male PT mention above was place under MH to be seen walk out of the department followed by family member. Security caught up with at the Main Carpark approaching that medical staff want him back at his room the Pt pull up his phone and a object believed to

							be a knife challenging the Security, Police were called due to his threatening behaviour and safety then he ran back inside the hospital, once Police arrives and caught up with him at Galbraith Entrance foyer cuff and search for the knife but there were no knife just a folding envelop and vibe. Police escort him back to AA23 and relevant parties informed to assess him right away. Security standby while Psych team assess him. then ED staff stood down Security as the Police still presence. [P053529901]
158834	2023/02	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	At the time and date Security required to ED resus2 due to a male brought in with Police escort and handcuff, name mention above avail guards attend and assist the Police while Doctors assess him , Medical staff prep Medication and Security applies approved technique once medication administered security standby for while and the Doctor stand security down and Police standby due to under Police custody, all went well
160340	2023/03	ED - ADULT ASSESSMENT	unauthorised use of alcohol/drugs	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	At the time and date Security was inform to remove a male PT out from the ED ambo triage area due to using vibes 2times inside this area, avail guard attending and removed the male PT out and advise of the Hospital Policy. The pt. was agitated and challenging Security for fight , Security warn him to settle down because he got thin chance to be seen by Medical staff. all went well
167859	2023/08	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	substance abuse/intoxication	IN-PATIENT	Brought in by Police due to agitation, aggressive behaviour, damaging property, had also been drinking alcohol, background hx to Bipolar Affective Disorder 1 and antisocial behaviour. Seen by RN/DAO x 2 separately in determining mental health assessment, patient too elevated, irritable and making threatening intimidating gang gestures, unable to get full accurate assessment, bloods confirmed cannabinoids, patient and Police admitted to his report of ETOH use. Risks reported by wife, referred of having "an episode and manic behaviour", patient was also seen by SMO on duty in ED, I discussed the plan of him requiring time to sober and detox from likely substances influence/intoxication and medications for acute behaviour disturbance protocols. ED SMO unwilling to support this advised the patient was to be taken elsewhere to sober up. Further discussions with on-call Consultant Psychiatrist, whom supported my plan and I also asked my fellow RN/DAO for assessment. Patient was discharged from ED, taken away by Police, with plan of Mental Health follow-up and assessment today. Patient represented today, following motorbike accident at 4am, query if related to his intoxicated/erratic behaviour, or manic relapse BPAD as MH team were unable to conduct

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							and monitor detox in ED. He has sustained injuries and currently under Ortho team.
172225	2023/12	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	risk of harm to others; risk of harm to staff	IN-PATIENT	Called to assist as the Pt had been becoming agitated and had yelling. security officers attended managed to calm Pt down and had used authorized restraint holds to assist the medical staff giving an IMI for the Pt to calm down. Once IM given security stood down 5mins after the situation.
166544	2023/07	ED - KIDZ FIRST	Physical Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Callout received from paed's regarding room9. Security reported PT refuses taking her medication. CN approved restraint so the nurse can give her medication. It took three securities and one nurse to keep her in bed by hold her one limb each, PT still show aggression to the nurse by grab her clothing around her neck area. Nurse is fine, no injure or anything. Medication given to the PT and all people standing down.
171038	2023/11	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity	IN-PATIENT	Doctor asked Security for assistance regarding this patient asking that she be brought back to her room, after many minutes of trying to persuade the patient to go to her room security was able to hold her in place after being advised to hold her by the RN. for her medication to be administered. Once medication was administered the patient was then slightly settled and a watch was in place for her. Securities then stood down.
167813	2023/08	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	action/behaviour of relative/caregiver/visitor; agitated; combative	VISITOR	EDCN informed security of a visitor confused and lost in AAU corridors. Security spoke with medical staff, resulting visitor is not a patient and is trespassed from AMHU. Visitor refused to leave giving security no other action but to use approved escort holds to escort the visitor out from AAU to adult waiting room. Visitor has a history of stealing from MMH and aggressive damages to MMH property. 4X security guards attended. Informed triage RN security on standby 15-20mins. All guards stood down at 1140hrs.
172264	2023/12	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; behaviour related to substance withdrawal; current/pre-existing condition; impaired mental status/capacity; refusing essential treatment; risk of harm to others;	COMMUNITY CLIENT	Healthcare securities (HS) had a head up call from security coordinator that a patient with BOC was escorted by police towards MMH. HS on standby as the police truck arrived at MMH emergency. We were briefed by mental health staff [REDACTED] that the patient is highly aggressive and need we will need to assist police in escorting the patient into Resus 2 for medical examination. Police truck was moved to the Ambo bay closer to RESUS and to protect the patient dignity as she was barely wearing anything. It took a while but eventually the patient got out of the Police truck and stumbled into RESUS 2 with her hands cuffed behind her back. On the bed, the patient continued kicking, spitting and refused to cooperate. The patient was then restrained on the bed by Police with our support so medical staff could give injection. After administering medication for 3 times, the patient was able to calm down

					risk of harm to staff; risk of harm to the patient		and fell asleep. Security Guards stood down at about 2220 hrs.
170184	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition; imminent threat of physical violence; impaired mental status/capacity; risk of harm to others; risk of harm to staff	IN-PATIENT	Mental health staff requesting for security to complete an escort from ASSU to AMHU at 1834hrs. Male patient under section 11 requiring AMHU admission. Patient was not responding to any staff member and was not cooperating to complete escort. 3X security officers present as well as 4X NZ police officers. 2X mental health nurses in attendance. Before police attendance, security and Mental health nurses tried on numerous occasions to communicate to the patient to escort himself to AMHU but did not co-operate. Was very aggressive towards staff as we applied approvable SPEC holds to restrict the patients limbs from moving. handcuffed by police to patient bed. Taken to seclusion where he was monitored by AMHU staff overnight. Medication was given with security and police presence. All guards/officers stood down at 1900hrs. Staff DE-briefed
164408	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment	IN-PATIENT	Multiple call outs made to the above patient due to the multiple attempts of trying to to Abscond. Minor call outs were made to ED - Adult assessment unit 24 with security providing presence only. 0223hrs - This patient was escorted back to his room in ED - Adult assessment unit 24 from ED waiting room with the assistance of security. Security applied the approved technique required to escort the patient back to his unit. Security has been on standby for this patient for approximately 2hrs due to his multiple attempts of trying to abscond. Medication was given to patient due to his abnormal/aggressive behavior towards staff. Patient appeared to be in a calm manner resulting to security standing down at 0411hrs. No action was required through-out the medication process.
160225	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing	IN-PATIENT	On internal patrol in ED. Security were stopped as patient in AA23 was refusing to go back into her room after using the toilet. Security walked her back to her room but patient tried to leave from room once again. Security then used the approved restraint technique to secure patient in

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					essential treatment		getting her back into room. Once in her room, medical staff decided to administer patient with another IM. Once completed with the IM, security released from hold and exited the room. Security were then stood down @ 1537hrs.
169698	2023/10	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Operator call for AA24. Patient found to be agitated and verbally abusive towards staff. When security arrived, patient was walking around yelling. Security were able to talk patient into staying in her room until the nurses come see her. Psych team arrived and discussed with medical staff about patients plan. Psych team stood security down as patient was settled and they needed time to figure out a plan.
158172	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Operator call out to AA23. Patient walking into other rooms becoming hysterical, shouting and yelling. Security were briefed by RN that they are to medicate via IM and need assistance in doing so. Security managed to bring patient back to room where RN explained the medication and process. Security then used the approved restrain technique to safely secure patient in receiving IM. Once administered, security immediately released patient from hold. Patient requested to use the bathroom in which security escorted him to. After patient relieved himself, security took him back to his room. Security advised patient to stay in his room. Patient was compliant and calm. Security stood down thereafter @ 0925hrs.
170816	2023/11	ED - WAITING ROOM	awol	SAFETY/SECURITY/CONDUCT	confused/disoriented; current/pre-existing diagnosis/condition; waiting time	IN-PATIENT	Operator call security to Bray building. On arrival, security found members of PAR team with patient. This patient was triaged but security were requested by medical staff to keep him out of WRA due to him intaking hand sanitizer. PAR team along with security were able to wake patient up so he could come out of the toilets. RN was sent to get a bed to return patient back to ED. Security along with medical staff walk back to ED with patient. Security handed over to medical staff who then stood security down.
170613	2023/10	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	action/behaviour of patient; agitated	VISITOR	Operator call security to corridor between ASSU and AA. Security arrived to find a female holding a male up against a wall. Female is a patient in ASSU who overheard the male and his partner arguing. Partner had left area prior to security arriving. A Dr nearby noticed patient and confirmed that patient was discharged. Operator had previously called security to a DOC patient leaving 35N. This was the same POI. Security co-ordinator got a hold of ward and ward confirmed patient was NOT under DOC and can leave. Security were requested via Operator due to couple arguing on the ward. Security followed discharged patient out to the front of ED and stood down thereafter.

170369	2023/10	ED - ADULT ASSESSMENT	assault - verbal/gesture	SAFETY/SECURITY/CONDUCT	agitated; combative; confused/disoriented; current/pre-existing diagnosis/condition; inadequate securing	IN-PATIENT	Operator call security to ED Triage. Security arrived to find a patient being chased by a Police officer. Police officer was able to stop patient but patient was combative towards officer and made several attempts to slap the officer. Security stood by to assist when required. Police officer did not seek assistance and was able to control the situation. After briefing with medical staff about patient, they advised she was under arrest but medical staff did not request security's assistance. No management plan was in place and security were not needed, so security stood down thereafter.
170814	2023/11	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	supervision/monitoring inadequate	IN-PATIENT	Operator call security to galbraith for pt runaway. On arrival, security ran into 2 nurses. They gave a description of the pt and said pt was last seen at Galbraith Entrance. Security conducted patrols of area and could not locate patient. Just as security were standing down and informing ward, patient and partner returned to ward. Security stood down thereafter.
170817	2023/11	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	current/pre-existing diagnosis/condition	IN-PATIENT	Operator call security to Main Entrance for female Pt in ASSU. Security attend and patrolled area. Could not locate patient. Security returned to ASSU and patrolled ED. Pt eventually came back to room (as she always does). Pt just went outside for fresh air. Security stood down thereafter.
172432	2023/12	ED - KIDZ FIRST	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	action/behaviour of relative/caregiver/visitor; agitated	VISITOR	Operator call security to Paeds. On arrival, security found agitated mother threatening to take her child home. Briefing with nurses and CN informed security that mother had grown agitated due to patient taking food when she was told he could not eat. Mother had left patient while patient was given food and this agitated the mother as patient was due for surgery this afternoon. Security managed to talk mother into having a conversation with the Dr. Medical staff are still trying to confirm if patient is under DOC. CN informs that if mother does leave with child, to let them go. Dr spoke with mother and eventually got the mother to comply and keep her son in the ward. Security walked mother out for fresh air and were stood down thereafter.
170870	2023/11	ED - MONITORING / RESUS	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; substance abuse/intoxication	IN-PATIENT	Operator call security to R04. Nurse redirected security to R02. Security were required as presence due to patients condition and unpredictability. Patient was compliant with staff the whole way through except when asked to take IM for medication. Security remained present while medical staff assessed and treated patient. Security stood down thereafter

170897	2023/11	ED - ADULT ASSESSMENT	awol	SAFETY/SECURITY/CONDUCT	monitoring inadequate	LOCATION/PERSON NOT APPLICABLE	Operator call to inform patient absconding to Galbraith. Security responded to operator requesting more information. Operator could not provide a description or ward patient is from. Security patrolled area but could not locate any runaways. Security stood down thereafter.
161107	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Operator called CODE ORANGE in AA24. Patient was previously known to security as we observed patient being admitted with police. All guards responded and on arrival, patient attempted to leave out of the side door of AA24. Security nudged patient back into room where police and medical staff were waiting. RN explained to patient the medication he will be receiving and if he was willing to accept the IM. Patient was not compliant with medical staff so security were requested to secure patient. Security alongside police immediately used the approved restraint technique to secure patient in receiving medication. Once administered, security and Police released from hold and exited the room. Security were no longer needed as police were present and were stood down thereafter @ 0920hrs.
164698	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Operator called code orange to AA20, upon arrival the above patient was agitated sitting on his allocated bed. HCA informed security that the patient was walking into other peoples room, and calling other patients and visitors names and not complying with medical staff. A Plan was formed by medical team to administer medication to help him relax and get some sleep. Security applied a two person restraint and medical staff administered medication in the left bum cheek. Patient became relaxed and security stood down.
159465	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Operator called CODE ORANGE to AA27 at 0336hrs. Security found the patient wondering around the staff's work station. Security used approved hold and escorted the patient back to AA27, as he is under DOC. Security used approved secure hold on the patient while the CN gave injection, and re-wrapping his arm. Security SD at 0350hrs as everything went well.
172151	2023/11	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; refusing essential treatment; risk of harm to others; risk of harm to the patient	IN-PATIENT	Operator called security to AA03. Security arrived and were told to assist with IM'ing patient. Police were present with patient and had patients hands handcuffed to the bed. Security were directed by Psych Dr to hold patients head as she tried to bite staff while administering medication beforehand. Once IM was completed, security released from hold. CN then stood security down.
170635	2023/10	ED - ADULT ASSESSMENT	assault - physical	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing	IN-PATIENT	Operator called security to AA14. Security arrived and saw patient in the middle of corridor. A Dr was trying to de-escalate patient but patient began to run towards AA24. Fortunately, patients father was on the other side and was

					diagnosis/condition		able to calm patient down. Welfare check made on doctor who had a scratch across his chest. Once father got patient back into her room, the RN approached with medication. Meds were given to father to give to the patient as patient gets agitated around others. Security handover patient to nightshift
158865	2023/02	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Operator called security to AA18. On the way to Adult Assessment, security met with a patient who had 2 staff members following her. RN immediately informed security that the patient was attempting to abscond and is sectioned 109. Police had brought her in and had just recently left. Security requested that patient return to her room to wait for the doctor. Patient was yelling and using foul language. Security slowly moved towards her which lead her to walk back to ward. Patient watch said she was from AA25 not AA18. As patient walked straight past her room, security followed and quickly stopped her from walking out again. Security requested patient return to room and she refused. I told her if she is not willing to go on her own accord, we will assist her by escorting her to her room. She finally complied and walked to her room. Dr came to see patient and patient began to get agitated when told to take more medication. Dr quickly made his exit and patient started to yell. Patient then threw her handbag at one of the guards chest. All guards remained outside and left patient in her room. Dr then returned with oral medication for patient to take. She took it and security remained to ensure patients behaviour settles. Once patient was calm and asleep, security stood down @ 1517hrs.
167249	2023/08	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Operator requiring security needed at resus 2 at 1706hrs. Male patient brought in by police, highly agitated and intoxicated. Security alongside police assistance used safety holds to ensure medical team could treat the patient. EDCN informed. Medication given, security stood down at 1714hrs.
165502	2023/07	ED - KIDZ FIRST	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; inadequate securing	IN-PATIENT	Patient and mother brought in post domestic violence incident at family house with sister. Father showed up to be with mum and baby, police state father was not involved originally. Dad came out of room stating mum is going to try and leave, I advised him we can put steps in place to make sure she stays. Mum and Dad then had a disagreement and Dad then took baby to leave, advise Dad is not allowed to leave, Dad become verbally aggressive and took baby. Dad put baby on floor of car and drove off. Police called and located Dad and baby and brought them back to ED. Mum was extremely distress

							and elevated abusing staff members waiting for her baby to be brought back. Baby was seen by paed's reg on night shift and cleared for discharge with OT follow up.
160338	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Patient arrived with Police escort displaying abnormal behaviour, patient was placed under the "Mental Health Act". Security assisted with approved restraint techniques whilst clinical staff administered medication. After sometime patient settled and Security stood-down by clinical staff.
167216	2023/08	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	confused/disoriented; medication/sedation	IN-PATIENT	Patient attempted to abscond multiple times from Adult Short Stay RM01. - Security were called to this individual multiple times on her attempt to abscond from the area. First round, due to her being non-compliant with oral medications, Security had to apply authorised secure holds to patient, while she was sedated with IM by attending nurse. - SD: 0438hrs.
171910	2023/11	ED - KIDZ FIRST	Personal Restraint	RESTRAINT	<N/S>	IN-PATIENT	Patient attempted to leave, Was under duty of care due to presentation. Restrained to stop patient from leaving so that i could ascertain if it was safe for patient to leave. Security officers had patient in secure hold while i went and discussed the situation with the SMO, advised by the SMO that patient could leave as we have no grounds to hold patient medically. Patient able to leave with care givers
171911	2023/11	ED - WAITING ROOM	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; behaviour related to substance withdrawal	IN-PATIENT	Patient tried to leave and code orange was activated. Security managed to escort patient back from the road side to the ED entrance where the medical staff were standing. RN1 tried de-escalation but the patient refused to listen. Patient was loud, swearing and aggressive towards staff. Patient said she is not going back inside and that she is leaving. RN1 asked security to restrain her to stop her from leaving. During the restraint the patient spat at the security on the face. The restraint lasted less than 2 minutes with the help from Police. At 2237 hours the Dr arrived at the ED entrance and spoke with the two carers/Police office. The patient did not listen to the doctor either and left site with the two carers in the Uber @ 2240 hours. At 2315 hours RN2 advised us that the doctor has called Psych and Psych have called Police to bring the patient back.
158517	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; risk of harm to the patient	IN-PATIENT	Patient was seen by security running towards kids first parking, SE18 [REDACTED] and SE46 [REDACTED] took pursuit straight away as we have already dealt with patient earlier this morning. Patient was running towards SBEND parking after refusing to come back. SE58 [REDACTED] and SE64 responded to the call out and managed to stop the patient, Patient then refused to come back so by using the approved Escort hold security managed to escort patient back to his room. Patient was given IM with the help of

							security using the correct holds to assist nursing staff to issue the medication. The medication that was given to the patient did not settle him down so Security assisted the staff by giving another IM with the presence of The ED charge Nurse and the Mental health team. After the medication was issued patient started to settle down more and security was still stand by until it was safe enough for staff members. Security stood down at 0933.
166440	2023/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment	IN-PATIENT	Patient was seen causing a disturbance in the toilets of Adult short stay unit. Upon security arrival; patient was triggered by security presence resulting to the patient refusing any instructions that were given by both security and medical staff. Multiple attempts of deescalation's were made by both security and medical staff before leading into the restraint. During the patient restraint; patient had willingly dropped his weight on to the floor resulting to security having to apply the approve technique required to secure the patient back on to the patient bed. As the patient was secured to the bed by security; the patient was then escorted back to ASSU 13 with the assistance of HCA's. The following guards above then stood by until clearance was given at 2205hrs. All officers stood down.
158830	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Pt became agitated at a public member. security and M/H intake team restrain the Pt and escort the Pt too tiahomai. Security escorted Pt to seculsion with staff. Pt still in a 2 point escort restraint. Security stand down. Tiahomai staff take over restraint.
163863	2023/05	ED - MEDICAL ASSESSMENT UNIT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	communication difficulties/deficit ; current/pre-existing diagnosis/condition; provoked	IN-PATIENT	Pt for comfort cares was Covid positive. P shift started care partner walked out of room, were informed of this by other RN. Daughter of pt very distressed stated "just want my father to have some dignity". Daughter too distressed to elaborate. Daughter reassured best cares would be given to pt and Charge nurse informed of situation, watch swapped. Watch then complained the daughter was shouting at them for turning on the light. Explained to watch pt is for comfort cares, pt preferred light off. Watch then argued needed light on to take care of pt. RN showed watch how can observe not pulling out IVL with light off. other family members then arrived. Watch complained to family members that the daughter who left was "mad" (crazy). Family very concerned. Watch who did this was removed from room and another watch took place, was explained comfort cares and to be with in arms reach. Watch who did this was not allowed back into room. Family reassured.

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172670	2023/12	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; actual self harm; impaired mental status/capacity; refusing essential treatment	IN-PATIENT	Pt under D.O.C and had attempted to AWOL. Security managed to intervene and escort Pt back into room. Pt had been yelling that they want to end their life. Security had to intervene and awaited a C/N to come onsite. C/N managed to de-escalate the Pt and security escorted back into ASSU. Once Pt back in room officers stood down but remaining on standby as the Pt is a flight risk and a high risk to self.
159721	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Pt was brought in by the Police suffering a psychotic event the Pt was taken to AA27 still under Police watch. In the space of a half hour (1630hrs) Security was called in to assist the medical staff with IMI. Both Police and security staff were involved in the managed restraint. IMI was given and security was stood down at approximately 1653hrs.
158813	2023/02	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Pt was brought out of a respite area that she did not want to be at and came back to MMH in a bit of a aggravated state. The Pt was escorted into the ASSU area and was given IMI there were NO issues during this IMI and the Pt was left in the room with the HCA.
159507	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Pt was not taking his meds properly. Pt was given an alternative method. Pt was restrained so as to administer meds by medical staff. Security remained until Pt watch was safe and capable of continuing care with Pt. Security stood down by Co Ordinator
164964	2023/06	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to others	IN-PATIENT	Received a call from the ASSU nursing staff requesting security's assistance with administering meds. On arrival, security found patient out of his bed. Security and nursing staff entered room and RN informed patient of the IM he will be receiving. There is a language barrier with patient as he does not speak or understand English very well. None the less, RN was ready to administer IM. Security then used the approved restraint technique to safely secure patient in receiving medication in left buttock. Once administered, security released from hold and exited the room. As patient had a Zeal guard assigned to them, nursing staff stood security down @ 1153hrs. Debrief was completed and all guards were safe coming out of the restraint with no injuries or issues.
171111	2023/11	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	inadequate securing; monitoring inadequate	LOCATION/PERSON NOT APPLICABLE	Received call from care partner. His patient absconded towards train station. Care partner did not inform security until patient had reached train station. By the time security reached train station, patient had walked towards Mangere as informed by care partner. Security stood down thereafter.
171112	2023/11	ED - SURGICAL ASSESSMENT	awol	SAFETY/SECURITY/CONDUCT	current/pre-existing diagnosis/condition; waiting time	IN-PATIENT	Received call from staff regarding patient walking away from ward wanting to leave. Security arrived and managed to stop patient from leaving. RN advises there is meds charted and she is drawing them up. Security managed to walk patient back to her room. RN arrived with meds in

							oral form. RN offered patient meds and patient took them. Security remained as presence throughout. Security stood down thereafter.
169707	2023/10	ED - ADULT ASSESSMENT	unauthorised activity	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Received call to AA24. On arrival, RN briefed that patient may have items on her that will need to be taken off and placed with staff. Security approached patient and asked if patient had anything on her that she shouldn't, patient said no and to leave. I advised that medical staff reported she had items on her person that staff did not want her to have. She said no again and asked us to leave. I then asked if she would consent to me searching her or even patting her down. Patient refused. I discussed with RN that we have no powers to search her if she does not consent. RN advised CN and CN said that medical staff are warranted to search the patient if need be. Security were asked to remain present in case patient becomes combative. RN advised a police officer who was with another patient in AA15, to perform the search. Police officer was not able to do so resulting in the RN performing it herself. Security assisted RN in the room as she searched patient. Patient became verbally abusive and defensive. She had bawled her hands up into fists and told the RN not to touch her or else. Security stepped in and used holds to secure patients hands and arms while being searched and to prevent any harm to the RN. Once the RN completed the search and confiscated the property, security released. Security stood down thereafter.
172433	2023/12	ED - ADULT ASSESSMENT	assault - physical	SAFETY/SECURITY/CONDUCT	combative; confused/dissoriented; current/pre-existing diagnosis/condition	IN-PATIENT	Received call from staff informing that patient had left her room and assaulted another person. Security arrived and found patient sitting outside her room. Security asked RN for plan and was told the Dr will assess patient shortly and come up with one. Security welfare checked the person assaulted. He confirmed he was ok and that she had only grabbed at his arm because his phone was ringing and she became agitated over it. Visitor did not want to pursue any further action against her. Security remained present with Dr until patient had settled. Security then stood down as patient was calm.

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170698	2023/10	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	actual physical violence; behaviour related to substance abuse/intoxication; current/pre-existing condition; environmental trigger; essential assessment(for seclusion only); essential treatment(for seclusion only); imminent threat of physical violence; impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	Securities were called to a code orange in resus 3 by operator. Upon our arrival at resus, the above patient was located in monitor 5. Security lead spoke to the patient and asked the patient to return to resus 3 and the patient cooperated. But as we approached resus 3 door the patient became verbally aggressive and then physically pushing a security guard and tried to run away. Security stopped him with an emergency one man hold until backup arrived. Security backup arrived, at this point the patient was laying on the floor kicking security. The patient was given time to calm down and he eventually went back to resus 03. Medical team then made a plan to administer medication via injection in the right buttock before we escort the patient to Tiaho Mai. Low level supine restraint was applied. The patient eventually cooperated with securities and the Psych team to be escorted to Tiaho Mai. The escort from resus 03 to Tiaho Mai admission suite went well. However, it did not last long because the patient got agitated and aggressive towards staff when asked to take medication. Another report will be done on the restraint at Tiaho Mai (admission suite to ward 40)
170292	2023/10	ED - ADULT SHORT STAY UNIT	behaviour - inappropriate	RESTRAINT	current/pre-existing condition; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	Securities were called to ASSU to escort the above patient to Ti Ahomai. Upon securities arrival the patient refuse to go to Ti Ahomai, Medical team made a plan to administer medication so the patient would calm down. The nurse made the call for securities to restrain the patient so the nurse could administer medication. All went well
171286	2023/11	ED - KIDZ FIRST	Personal Restraint	RESTRAINT	current/pre-existing condition; risk of harm to others	IN-PATIENT	Securities were called to Kidz First Paeds as this patient was a risk to himself and potential risk to others. he refused medication so Charge Nurse asked security to restrain the patient so that they could administer medication via I.M after Medication was administered. Charge Nurse then stood securities down and a watch was put in place.
158991	2023/02	ED - KIDZ FIRST	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Securities were called to Paeds room16 because [REDACTED] was aggressive towards family members and staff. Upon arrival we found [REDACTED] not cooperating with staff instructions. We used escort hold to help [REDACTED] from Paeds 16 to ASSU14. All went well. Securities stood by while the medical team work on medication. Securities used support hold 1 in the sitting position while the nurse

							administer medication. All went well. Hold start time: 0005 hours.Hold end time: 0006 hours.
159244	2023/02	ED - KIDZ FIRST	self harm - actual	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Securities were called to Paeds11. Upon arrival securities found the patient in the hallway trying to leave against medical advice. Securities assisted staff in keeping the patient in place before returning her back to room 11.
159502	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Securities were required to assist by using approved holds on [REDACTED] while the nurse administer medication.
158620	2023/02	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment	IN-PATIENT	Securities were required to assist the medical team in escorting the above patient back to her room because she was not medically fit to leave. Securities used escort hold to escort the patient back to her room. Securities used support hold while the medical team administer medication.
167163	2023/08	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	security applied above restraint to remove patient from under the sink in adult short stay patient lounge. Security escorted patient back to room 01, nurse gave medication Via IM while security was on standby, security than stood down
164911	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity	IN-PATIENT	Security arrived at AA06 Nursing staff needed help to restrain patient to administer medication one security arrived as another Security was busy dealing with another incident as there were only 2 security Guards on the floor.Security Guard was able to restrain the patient using a low level CPI hold in order for the Nurse to administer drugs in a safe manor.After Medication was administered Security stood down
172867	2023/12	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to others	IN-PATIENT	Security arrived to find 3 zeal guards restraining Pt on the bed. Security immediately took over but 1 zeal guard remained to hold Pt's head. Whilst in hold, medical staff quickly administered IM and left room. Security remained to ensure Pt was settled. Once settled, security released from hold and exited room. Security placed on standby for when Psych Dr reviews Pt.
172925	2023/12	ED - MEDICAL ASSESSMENT UNIT	Personal Restraint	RESTRAINT	actual physical violence; refusing essential treatment; risk of harm to staff	IN-PATIENT	Security arrived to find an agitated patient holding the ward phone and wires. Security attempted to speak with patient but patient's English wasn't very good. RN advised they are preparing an IM to administer and would need security assistance. Security asked patient for handheld phone and patient refused. Security asked again and patient finally gave up the phone and wires and threw it on the bed. Security removed it and awaited medical staff. With medical staff ready, security applied the approved restraint technique to safely secure the patient. Patient began to scream and even proceeded to spit at the guards/staff. Security hovered hand in front of patients

							mouth to prevent any bodily fluid hitting them. One guard unfortunately got sprayed. Once medication had been administered, security released from hold. Patient held onto one of the guards and seemed to calm down. Security stood down thereafter.
172862	2023/12	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; current/pre-existing condition; refusing essential treatment; risk of harm to others	IN-PATIENT	Security arrived to find patient combative and nudging off his watch. Security immediately took over and applied the necessary hold to safely secure patient from harming others. Security managed to place Pt on the bed and awaited for medical staff to administer IM. Once IM'd, medical staff left room and left security in restraint as Pt was still showing combative behavior. Security went to find nurse to monitor Pt. Security then released hold and let Pt settle. Security stood down thereafter.
166872	2023/08	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	highly agitated and restless	IN-PATIENT	security assistance required in resus 1 due to a Pt having a seizure. due to health and safety of the Pt, security assisted medical staff in supporting the Pt on to the bed whilst staff administered medication
160563	2023/03	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security assisted clinical staff with approved restraint techniques as such medication could be administered.
169692	2023/10	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Security assisted medical staff in calming down patient as she was agitated, verbally abusive and loud. Patient was spoken to and compliant with security when asked to stay in her room and to not yell and use foul language. Medical team decided to give patient medication. Security then stood down.
159516	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; refusing essential treatment	IN-PATIENT	Security attended call for Pt who was attempting to leave from unit. Pt was managed to be brought back into room. Upon arrival security managed to de-escalate the Pt from their heightened state. Upon further monitoring Pt did go through bag and had pulled out a piece of glass shard, Security intervened along with the assistance of healthcare partner to retrieve the piece of glass. While attempting to remove glass our HCA had gotten cut from the glass shard. Medication was given shortly after and security stood down from the Pt who was no longer showing any signs of aggression.
157767	2023/01	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security call out to short stay ROOM 14. Patient was aggressive towards staff and security. so nurse gave option and patient refuse and gave security to use secure hold 4. everything was all goods after wards. no one was hurt. SE 58,64,24,52 Had a debrief. All completed
170026	2023/10	ED - ADULT ASSESSMENT	behaviour - harassment	SAFETY/SECURITY/CONDUCT	agitated; combative	VISITOR	Security called at 0729hrs to remove a female visitor from AA18 who was very abusive and harassing medical staff. 2X security officers in attendance. Security approached the scene attempting to communicate with the

							visitor to kindly make her way out of the department, as she had no relation to the patient may have been intoxicated with unknown substance. The visitor kept arguing with security and staff. Security used safety escort holds to escort the visitor out of the department as de-escalation was not working for the visitor. Security stood down at 0731hrs. Debriefed with staff held
164210	2023/05	ED - ADULT ASSESSMENT	behaviour - harassment	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Security called at 0950hrs, to remove an agitated female patient from AA20 to the waiting room. Upon security's arrival, the female patient was informing security about a feed back form. Patient has been given a feed back form by security. The patient has co-operated. Medical staff no longer needed the patient in the room and X5 security guards were present to AA20 too ensure she wasn't harassing staff. No restraint was needed. X2 security guards kindly escorted her outside the waiting room, helping her carry her belongings. Security stood down at 0959hrs.
164185	2023/05	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	actual physical violence; behaviour related to substance abuse/intoxication; risk of harm to others	IN-PATIENT	security called for assistance as the Pt had come in with police and was showing combative behavior toward myself and the medical staff around. Pt was then physically assisted into bed and then given medication. Security stood down, as the Pt was cooperating more with the house officer and police.
168483	2023/09	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; imminent threat of physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security called to AA24 to assist with medical staff and police with patient medication at 1400hrs. Security attending previous call outs to AA24. Female patient really agitated and intoxicated, abusive towards staff. Security were requested by ED medical team to use safety restraint holds to ensure patient medication was given. Medication given by ED nurse along with police assistance. Security stood down at 1415hrs.
172861	2023/12	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security called to assist medical staff with IM'ing patient. Security arrived and waited for medical staff to prepare the medication. Security then applied necessary holds to safely secure patient. Once medication administered, security released from hold and exited room.

168486	2023/09	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; behaviour related to substance withdrawal; impaired mental status/capacity; risk of harm to others; risk of harm to staff	IN-PATIENT	Security called to assist with medical staff to escort a discharged male patient out from AA24 at 1810hrs.EDCN informed security that the patient is refusing to leave the department.EDCN has given a verbal explanation to the patient that he has been discharged. Patient is refusing to leave.Male patient was giving verbal threats to security. De-escalation was used but refused and started threatening security.Security used approved restraint holds to escort the male patient out on a wheel chair through out of the ambo bay.Patient removed. EDCN informed.Security stood down at 1820hrs.
159957	2023/03	ED - ADULT SHORT STAY UNIT	awol	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Security called to ASSU for a Pt that had runaway from Wd. Security were updated that the Pt watch and Pt were heading towards Galbraith. Pt Watch informed security that Pt was already at the railway station. Security approached Pt on the Orakau Rd side of the train station Security spoke with Pt who was adamant he was leaving. Train arrived Pt left on train towards Otahuhu.Staff informed. Security stood down.
160054	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance withdrawal	IN-PATIENT	Security get a call from Short stay nurses they needed assistance with giving medicine to a patient that is highly agitated. Security was given a brief about the patients injuries and made a plan to give to the patient medicine. Security used the approved holds to help staff give medication, Once medication was issued no further actions were taken and security let go when it was safe to.
160031	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; risk of harm to others; risk of harm to the patient	IN-PATIENT	Security get call from nursing staff at adult assessment about a patient being disruptive towards other patients. On arrival security saw that the patient was not in her room and security was told by the nurses that she needed to return back to her room so that they could give her some medicine to calm her down. Doctor offered some orals first for the patient but she refused so the nurse gave her the IM so security applied the approved holds to help assist the nursing staff on giving the medication. Shortly after security stayed around until the patient was calm enough. Security stood down with no further issues.
158050	2023/01	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security heard alarm pulled by HCA and proceeded to investigate, Upon arrival to alarm HCA informed security Pt is under SEC.109 security proceeded to attend to Pt and then tried to talk to the Pt in coming back into the unit. Security were required to use force in order to physically escort Pt back into room. Authorised holds were used to manage the Pt back into room. Once Pt was back in room C/N was informed and security stood down.
168083	2023/09	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	environmental trigger	IN-PATIENT	security herd panic alarm from patient watch, patient trying leave, security found patient heading towards kids first,

							security than ushered patient back to adult short stay room 20, we were notified by nurse that patient is going to be discharged against medical advise
165643	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; impaired mental status/capacity; risk of harm to others	IN-PATIENT	Security informed about patient from AA21 running through foyer of Emergency Department once Security arrived she had made her way into Kidz First Paeds department, upon arrival Patient was yelling and swearing, Security immediately stepped in and placed a Escort hold level 1 hold on the Patient to then walk her to her room, other Security guards arrived and assisted in the escorting of the patient back to her room. Once Security arrived back to the room, Nursing staff and Doctors chartered an IM injection for the patient and Security stayed back until she was Settled, then we stood down. Throughout the Night although short staffed Security was called back time and time again whilst dealing with other problems happening throughout the hospital.
173184	2023/12	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; behaviour related to substance withdrawal	IN-PATIENT	Security informed of a Pt who is in police custody and security required for additional support as the medical staff had planned to administer a sedation medication. The Pt was highly agitated but calmed down after a injection was given. Security stood down after but remained on standby.
173154	2023/12	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual self harm; behaviour related to substance abuse/intoxication; refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security informed that Pt had gone AWOL and security made a follow up and found the Pt in the carpark heading towards the train station, Security intervened and managed to escort the Pt back into room for medication VIA IM. Once medical staff had administered medication security stood down as the Pt was no longer showing combative behaviour and has fell asleep.
172149	2023/11	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	security officer initially called for Pt as the Pt was reported carrying scissors and in the wrong bed space. Officers attended and managed to de-escalate the Pt and conducted a bag search for the prohibited items in Pts bag. Pt was then escorted back into correct room and await for SMO to chart up an IMI. Once IMI given security officers attended stood down.

167248	2023/08	EMERGENCY DEPARTMENT SERVICES	self harm - actual	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing diagnosis/condition	OUT-PATIENT	Security presence at ED reacted to a female out patient who was harming herself and responded immediately in ED Adult waiting room at 1500hrs. Outpatient was harming herself on reception plastic windows, after family relatives stepped in. Presence only. Department coordinator informed. Security stood down at 1524hrs.
161755	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security received a call from a Psych Doctor requesting assistance with administering an IMI. Guards available responded. When arriving to AA24, medical and psych staff were drawing up the medication. Once ready, security entered the room to advise patient to lay on the bed to get the IM. Patient refused and psych attempted to request the same from patient. Patient still refusing, psych asked guards to restrain. Using the approved restraint technique, security applied the escort hold to patient to get her on the bed. Once on the bed, patient attempted to fight off security. Security proceeded to place patient on bed. Because patient was resisting, we were not able to safely place patient on the bed. Instead, patient was kneeling against the bed when medical staff administered the IM. Once given, all guards waited for medical staff to leave and slowly began to release from restraint making sure patient was no longer combative. All parties left room and security were stood down thereafter @1136hrs.
159806	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security received a call from EC CT staff regarding a patient who has lit a cigarette just outside CT. Security attended and immediately extinguished the lit cigarette and confiscated the patients lighter and cigarettes. Security found out that the Patient is from AA14, therefore tried to talk the patient back to his room which he then became very loud and aggressive thus he had to be restrained back to his room. Once in his room security were stood down by C/N [REDACTED].
159078	2023/02	ED - MEDICAL ASSESSMENT UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; risk of harm to the patient	IN-PATIENT	Security received a call from Mau Nurse in regards to a awol patient, Shortly after Charge nurse called the security main phone needing assistance with an elderly man trying to abscond towards Galbraith entrance. Security managed to catch up to the patient and tried talking him into walking back to his room but the patient refused and was getting agitated towards security. Security was also told that the elderly man likes to use his cane as weapon so security was aware about the cane, Security removed the cane and used the approved holds to escort him back to his room from the Galbraith corridors. Patient settled more once in restraint and security offered to give him a wheel chair, Once wheel chair was present security released restraints straight away and managed to calm the patient down. Security stood down without any issues.

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167462	2023/08	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; risk of harm to the patient	IN-PATIENT	security received a call out to ED triage patient who is under duty of care trying to leave, upon arrival patient was stopped by medical staff security took over and was notified to return patient back to adult assessment room 23, security applied above restraint to escort patient back to her allocated room, once in adult assessment room 23 security then released restraint, after some time security then stood down
160039	2023/03	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security received a call to assist with medications for a patient. On arrival, security were asked to remain outside for the privacy of patient and mother. Security were then briefed that medical staff are going to administer medications via IM and that patient is autistic and non-verbal. Security awaited medical staffs invitation in the room when medications were ready. Security entered room and applied the approved restraint technique on patient whilst Mother held patients hand from comfort. Once medications were administered, security released from hold and exited the room. Medical staff then stood security down @ 1255hrs.
160224	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security received a Code Orange for AA23 on the shift senior phone. All guards available immediately responded. On arrival, patient was agitated towards medical staff. Security remained present until medical staff were ready to medicate patient. Patient had also kicked one of the doctors. With only 1 guard, security were required to use the approved restraint technique to secure patient in receiving IM. Once administered, security released from hold. All parties then exited. Security were then stood down @ 1525hrs.
158948	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security received a phone call from ASSU alerting us to a patient absconding. Staff had said patient was heading toward train station and has a HCA following him. Security located patient walking towards ED in the direction of Papatoetoe via CCTV. Security saw HCA running towards patient as she signaled that he is the patient in question. I immediately approach patient and ask him to return. When he refused, I asked HCA if patient was under Duty of Care. She confirmed he was so I explained that we need to head back his room or I'm required to assist him in doing so. He eventually decided to return because he had left his belongings - jandals. As we were making our way there, another guard assisted with the escort. Once in his room, patient became agitated and demanding to leave. Patient again attempted to leave but was stopped by security. He began to ball his hands into fists and nudging towards security. Security were required to use the approved restraint technique due to patients threatening behaviour and attempting to leave. Security escorted him back into his room where he was sat on the bed. Security

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						immediately released from the hold and exited the room. Patient tried to leave again so security were required once more, to use the approved restraint technique to escort him back to his room. I approached medical staff about his management plan and the RN decided on giving him medication. RN came to patient with oral medication as he chose to intake that rather than the injection. Patient took the medication and all parties exited. Security were then stood down @ 1248hrs.
167663	2023/08	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; actual self harm; imminent threat of physical violence; impaired mental status/capacity; risk of harm to others; risk of harm to staff	IN-PATIENT <p>Security received call from zeal guard informing his patient had absconded again. Security located patient at the male toilets just outside Spiritual Center. Male guards went into bathroom to bring patient out so we could escort him back to his room. As we were walking past Main Reception to go to ASSU, patient began to verbal threaten security. Security ignored threats and maintained composure. Security continued to guide patient back to his room when patient became resistant and raised his arm. Security immediately applied the approved restraint technique to prevent harm to others. Patient fell to ground in restraint and began to resist. Patient then started to verbally abuse and threaten security saying that once security release him he is going to f word us up. Due to the aggressive behaviour shown security didn't feel it was safe to release from restraint. Security tried to reason with patient in asking patient to calm down and we can let him up. But he needs to go back to his room and wait a little longer. Patient refused and shouted curse words at security. Security began to let patient up but patient was still resistant. Patient and security were stood up and security released from restraint. Patient then jumped on top of the sofa chair. He got into a fighters stance and tried to jump off at the end of the chair. I quickly grabbed him to stop him but he slipped out of his jumper. He then proceeded to run towards Columbus Cafe and throw left over food at security. Security stayed in pursuit and followed him outside to Scott Entrance. I decided to leave patient as I was not willingly to risk the safety of the guards and the patient. ASSU staff finally arrived and I briefed them on the situation. Staff advised getting Police involved to help restrain patient. As i was briefing staff, the patient attempted to jump into an idle vehicle that was left on. Security quickly held patient back before he could enter the vehicle. Patient was brought back to the pavement. As medical staff were trying to formulate a plan for patient, patient tried to again enter a vehicle. Security stopped him again. Medical staff decided they wanted to IM patient and requested us to restrain him back to the unit. I denied such request due to the safety and dignity of security and patient. Patient began to creep towards the car park and</p>

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							run towards the arm barriers. Security followed to ensure patient left site. Police were informed by Zeal guard and staff informed by security. Security then stood down @ 1434hrs. Holds applied after using approved restraint techniques were done so with minimal force and used as an emergency intervention. Attending guards completed a debrief after the incident and although guards felt ridiculed and ashamed, they were not harmed. EAP was encouraged if need be.
169714	2023/10	ED - ADULT SHORT STAY UNIT	behaviour - harassment	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Security received call to assist with an IM for patient. Medical staff were ready to administer and needed patient to lay on the bed. Patient wasn't complying with medical staff but listened to security. Patient lay herself on the bed and allowed medical staff to give the meds. Security did not need to restrain as patient willingly took the IM. Once administered, medical staff exited the room while security removed the table from the room. Patient was told to stay in her room. Security stood down thereafter.
172175	2023/11	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; waiting time	IN-PATIENT	Security requested to assist with IM for patient. Security arrived and awaited for medication to be drawn up. Once ready, security entered room with medical staff. Patient became agitated as she did not want anyone in the room. She complied in receiving the IM so security stepped out as directed by RN. Patient was then given the IM and security stood down thereafter.
158165	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security required adult assessment room 23, security was informed by medical staff that they will be giving patient medication VIA IM, security used the above restraint to Hold patient while medical staff gave medication, after some time security stood down
171114	2023/11	ED - SURGICAL ASSESSMENT	self harm - threatened	SAFETY/SECURITY/CONDUCT	confused/disoriented	IN-PATIENT	security required at the above location, patient trying to leave, patient was asked by security to return back to room, nurse than gave patient medication with no issue, security than stood down
169440	2023/10	ED - MEDICAL ASSESSMENT UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	security required at the above location, security was informed by medical staff that patient is under duty of care and needs security to restrain while they can give patient medication. security used the above restraint to hold patient while medical staff gave patient medication Via IM, security than stood down.
170331	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security required by medical staff to assist with administering IM. Approved restraint techniques were applied to safely secure patient in receiving medication. Once administered, security immediately released from hold and stood down thereafter.

159175	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment; risk of harm to staff	IN-PATIENT	Security Required for a patient highly agitated and is walking around ED adult assessment. On arrival security met the patient inside his room grabbing his bag trying to leave. Security told the patient to not leave but the patient did not cooperate and resumed walking towards security staff so security used the approved restraint holds to prevent the patient from absconding. During the restrain the patient kept trying to leave so the nurse and charge nurse were notified and the patient was given IM. Once medication was issued security let go of restraints and was on stand by due to patient still agitated. Patient Got out of bed and tried to abscond again and tried to hit security but did not manage too, So security used the approved restraint to put the patient back in to his room and Security informed Charge Nurse that the patient was not settling down so Nurses gave the patient another dose of medication to calm him down one medication was issued security let go of restraint. Patient was settled and was moved to short stay room 2 with security escort. No further actions were taken.
160080	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security required for a Pt brought in by ambulance with Abnormal behaviour.. Due to he level of high risk of the behaviour was showing, security had to intervene and assist the medical staff in supporting the Pt on to the bed for health and safety preclusions and also to assist with giving Pt treatment.Pt is now settled and is currently under review.
160427	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	security required for the above patient who is under duty of care, patient was highly agitated and being verbally aggressive towards medical staff, security escorted patient back to AA23 where medical staff gave patient medication VIA IM, security than released restraint & maintained security watch from outside, security than stood down
168285	2023/09	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	security required for the above patinet still being agitated, security was informed by medical staff they will need security to hold patient while they give patient mediavtion VIA IM, security used the above restraint to hold patient while medical staff gave medication, after some time security stood down.
168283	2023/09	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	security required for the above patinet walk into other patients room, security arrived to adult short stay to find patinet back in room 2 but is agitated, nurse updated security they give medication VIA IM, security used the above restraint to hold patinet while medical staff can give medication, security than stood down at the above time but to remain on stand by

165666	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; risk of harm to others; risk of harm to staff	IN-PATIENT	security required in adult assessment room 21, security was notified patient is under duty of care, patient tried to leave, security than applied restraint and returned patient back to room, security than restrained patient while medical staff can give medication VIA IM
173304	2023/12	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual self harm; risk of harm to staff; risk of harm to the patient	IN-PATIENT	security required in adult short stay to help hold patient while medical staff can give medication, security used above restraint to hold patient while medical staff gave medication VIA IM, security than stood down
160203	2023/03	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security required in ASSU Room 21 for patient medication. Nurse brought patient back into room to administer IM. Security were required to use the approved restraint technique to secure patient in receiving medication as patient was refusal at first. With holds applied, RN administered the IM and security immediately released thereafter. Security were no longer needed and were stood down @ 0800hrs.
164161	2023/05	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment; risk of harm to others	IN-PATIENT	Security required in ASSU02 to administer medication for Pt.under DOC and Mental Health Act
157990	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security required outside ED Entrance for a progressively agitated patient. On arrival, security found patient arguing with patient watch. Security intervened and allowed patient to vent and voice her issues. I went back into ED to find the CN in Adult Assessment. I briefed CN on the situation and she advised to escort patient back to her room and she will discuss medication plans with Dr. Patient was confirmed to be under Duty Of Care. I explained to patient that medical staff needed her back in her room as she was outside too long and causing a disturbance. She refused when asked to return to her room. Security resorted to using the approved restraint technique to safely secure patient in escorting her back to AA24. Whilst escorting patient through Monitored, a RN had stopped us and requested to place her on a bed in Monitored. Security did as requested and released from restraint once patient was placed on the bed. Another CN requested security to return her to her assigned room. So security did as requested and pushed patient back to AA24 via bed. Once patient was in her room safe, security were stood down by CN @ 1335hrs.
165505	2023/07	ED - KIDZ FIRST	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Security required outside of ED regarding a highly agitated situation between a couple in paed's EC. About 0210hrs the father of the patient has taken the patient from hospital grounds and driven off towards kings college in a grey Honda, seen on CCTV. Police was notified and managed

							to track down the driver. At about 0213hrs, The mother of the patient has shown inappropriate and aggressive behavior towards staff shown on CCTV. Operator called security at 0211hrs. During the same time of the incident another visitor was causing a disturbance in ED towards staff and giving unacceptable remarks. Police was called by Security Acting Coordinator, and units attended the multiple call outs. Security stood down at 0303hrs as police had both situations under control.
173372	2023/12	ED - KIDZ FIRST	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; communication difficulties/deficit ; confused/disoriented; current/pre-existing diagnosis/condition	IN-PATIENT	Security required presence to ED Pediatrics RM09 regarding 2X young male autistic patients who were very agitated towards staff and were refusing to communicate with treatment/medication. 2X call outs were coded to security. 3X security officers were required to use approved safety restraints to ensure medication could be given. 2X medications were given to one of the male patients with security present, alongside ED consultant and RN. Security debriefed & on standby. All guards stood down at 1730hrs as patient was settled with caregivers.
168058	2023/08	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security required to AA21 to assist with an highly agitated and aggressive female patient. Security arrived at 1521hrs. ED Doctor advised security to use approved holds to ensure patient medication could be given. All guards attended. Patient watch in place. Security stood down at 1552hrs.
170956	2023/11	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; current/pre-existing diagnosis/condition	IN-PATIENT	Security required to AAU RM23 regarding an agitated male patient who was showing inappropriate behaviour towards staff and refusing staff treatment. Security attended at 1547hrs. Presence only. Security managed to deescalate the situation by escorting him out for fresh air/ smoke break. Brought back to patient room with patient watch, EDCN and ED doctor medically cleared him with some medication given. Security escorted him out to AT transport where the patient could find his next travels. All guards stood down at 1619hrs no further action
164332	2023/06	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment; risk of harm to others;	IN-PATIENT	security required to adult short stay room 14, while attending patient from adult short stay room 3 tried to absconding, security was informed by medical staff that patient is under duty care, the above guards used the above restraint to escort patient back into adult short stay room 3, security than stood down

					risk of harm to staff		
165297	2023/06	EMERGENCY DEPARTMENT SERVICES	Personal Restraint	RESTRAINT	impaired mental status/capacity; risk of harm to staff	IN-PATIENT	Security required to an absconding female patient from Paeds RM09 at 1152hrs. All guards responded. Medical staff and charge nurse notified. Patient under Duty of care. CCTV was captured around 1153hrs on PTZ cameras. Female patient has jumped the gated drop outside Galbraith SMO carpark, has then climbed back up wanting to continue running away. Therefore the father has restrained her as well as security. EDCN was present during the restraint and patient was returned back to Paeds RM09. Security on standby. Security stood down at 1221hrs.
165498	2023/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	risk of harm to staff	IN-PATIENT	Security required to assist ASSU clinical staff as Pt refused medication, approved restraint techniques applied. Pt was then medicated by way of injection by clinical staff. Pt received 2 doses, after sometime Pt settled and ASSU staff stood-down Security. Pt was left in the care of Pt watch.
166187	2023/07	ED - MEDICAL ASSESSMENT UNIT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security required to assist clinical staff as Pt refused medication, approved restraint techniques applied. Pt settled, Clinical staff stood-down Security.
165437	2023/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity	IN-PATIENT	Security required to assist clinical staff with Pt as Pt displaying abnormal behaviour and being disruptive. Pt refused oral medication therefore clinical staff gave Security approval to apply approved restraint techniques as such clinical staff could administer medication by way of I.M. Eventually Pt settled and was transferred to a one bedded room.
166192	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance withdrawal; refusing essential treatment	IN-PATIENT	Security required to assist clinical staff with Pt refusing medication, Pt also under Police custody. Security applied approved restraint techniques with Police officers (x2). Clinical staff were satisfied with outcome and stood-down Security.
172493	2023/12	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity	IN-PATIENT	Security required to assist in administering IM. Patient handcuffed to bed rails as security used the least restrictive hold to safely secure patient. Police also present. Once administered, security released from hold and stood down.

170872	2023/11	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; refusing essential treatment	IN-PATIENT	Security required to assist in administering IM. Patient refusing to accept medication. Security used the approved restraint technique to safely secure the patient. Once medication was given, security immediately released from hold. Security stood down thereafter.
161150	2023/04	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security required to assist medical staff administer medication to patient as patient was displaying agitated and aggressive behaviour. Security applied approved restraint techniques whilst medical staff administered medication. After sometime patient settled and medical staff stood down security.
171196	2023/11	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security required to assist medical staff in administering IM. Patient refusing to take meds and was becoming agitated with staff. When RN was ready with meds, security noticed patient balling his fists up. Security then used the approved restraint technique to secure patient from harming staff. RN then used the opportunity to administer IM. Once administered, security released from hold and stepped outside. Security remained present until patient settled. Security stood down thereafter.
170374	2023/10	ED - ADULT SHORT STAY UNIT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; communication difficulties/deficit; current/pre-existing diagnosis/condition; medication/sedation	IN-PATIENT	Security required to assist with administering another IM. Security arrived and were awaiting an update. Medical staff inform there are no medications prepared as of yet but are waiting for Psych to clear it. Security advised staff to inform when they are ready and we will return to assist. Security stood down thereafter.
170373	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; refusing essential treatment; risk of harm to staff	IN-PATIENT	Security required to assist with administering IM to patient. Approved restraint techniques were applied and immediately released once medication was given. Security stood down thereafter.
168042	2023/08	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security required to assist with medical staff in Resus 3 at 1205hrs. Male patient brought in by police, highly agitated towards medical staff. Upon security arrival, medical staff advised security to use appropriate holds to give patient medication. Police present. Medication given. Security stood down at 1212hrs, police still present with patient.

167838	2023/08	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	current/pre-existing condition; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	Security required to assist with medical staff to give medication at 1820hrs. Male patient very agitated after being unconscious upon arrival. Patient under duty of care. approval restraint holds were applied to ensure medication was given. Police present during restraint. Medication given. EDCN agreed for security to stand down as police were present. Security stood down at 1829hrs.
165364	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security required to assist with medical staff with an aggressive female patient from AAU RM16 at 1537hrs. Patient under the mental health act. Security returned the patient back to her room with approved support holds. Medication was given to the patient with doctor and nurse present with security using safety restraints. Transferred into AAU RM24, with a watch in place. Security stood down by doctor at 1556hrs.
167227	2023/08	ED - ADULT SHORT STAY UNIT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	Security required to assist with medical team in ASSU RM15 at 1456hrs, to give patient medication, due to the high level of inappropriate behavior towards staff. Upon security arrival, patient has calmed down and cooperated with staff. No medication given. ED nurse stood down security. Presence only. Security stood down at 1501hrs.
166014	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to the patient	IN-PATIENT	Security required to assist with police of an agitated female patient showing signs of physical violence. 1351hrs security arrived to loud aggressive behaviour, assisting with police with back up. The patient was placed under the mental health act and was refusing treatment. Patient was found in ASSU lounge and was placed in handcuffs by police, then escorted back to her room in AAU RM24. ED doctor gave clear instructions, as medication needed to be given. Security alongside Police, used safety approved restraint holds so medication could be given. Patient was sedated. Security stood down at 1432hrs.
166449	2023/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual physical violence; behaviour related to substance abuse/intoxication; imminent threat of physical violence; risk of harm to others; risk of harm to staff	IN-PATIENT	Security required to attend Code orange call to ASSU RM17 at 0730hrs, due to a female patient showing physical behavior towards staff and patients. All guards attended. Female patient very highly agitated, destroying hospital property and assaulting 2X staff and a patient as her behaviour was unacceptable. Charge nurse required security to keep the patient in discharge lounge until a plan was put in place by specialist. Patient assaulted elderly patient in ASSU RM19. Ongoing approved restraint holds were performed by security to ensure patient medication was given. Patient changed rooms, put into ASSU RM14. Security stood down at 0849hrs as police took over.
167574	2023/08	ED - ADULT ASSESSMENT	assault - physical	SAFETY/SECURITY/CONDUCT	agitated; combative; provoked	IN-PATIENT	Security required to attend to AAU RM17, regarding a fight between patient and partner. All guards responded. CCTV footage captured of assault. On security arrival, both

							individuals were already separated and both went different directions. Presence only. Visitor has left the department. All guards standing down at 1613hrs.
173385	2023/12	ED - KIDZ FIRST	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing diagnosis/condition; waiting time	IN-PATIENT	Security required to ED Pediatrics RM06, regarding 2X females (Couple) who were very aggressive and loud towards staff as well as giving verbal threats. 1X female patient, placed under Duty of care. Security attempted to de-escalate the situation. EDCN requested 1X female to be removed from the room, was asked to leave by EDCN and security but refused. De-escalation was attempted by security but failed. Security applied reasonable restraints to split the female individuals as per charge nurse request. Both individuals weren't releasing. For safety of security officers, police were contacted as they were refusing to cooperate. 8X Police officers onsite at 1549hrs. Security presence on standby. 1X female removed from the area and taken by police. trespass served. 1X Female patient transferred to ASSU RM01 with 5X security officers. Security team debriefed & stood at 1610hrs. Female watch in place,
168371	2023/09	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual self harm; essential assessment (for seclusion only)	IN-PATIENT	security required to escort patient back to adult assessment room 12, security had to hold the restraint while medical staff can give patient medication after several attempt and patient not settling down security had to maintain restraint so patient finally calmed down security than stood down
168024	2023/08	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security required to respond to a code orange in AA17 at 1755hrs. Verbally aggressive agitated patient. Covid positive. EDCN along with security presence used approvable holds for patient medications. Patient was spitting and grabbing towards security. Medication given, watch provided. All security stood down at 1825hrs.
164426	2023/06	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	Security required to restrain a highly agitated patient to allow medical staff to treat her without the risk of harm. Security released the patient from the restraint after the patient had received the treatment. No further action was required by Security.
169591	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	risk of harm to staff; risk of harm to the patient	IN-PATIENT	security required to restrain while medical staff can give patient medication Via IM. security used the above restraint to hold patient while medical staff gave patient medication, security than stood down
157845	2023/01	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security required to the above patient date and time. medical staff requesting security assistance for patient IV line. Approved restraint applied when IV was placed on patient. Once done security stood down @1600hrs
165170	2023/06	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity	IN-PATIENT	Security required to track down a female patient under Duty of care, who absconded from AAU RM23 at 0900hrs. 3X Security guards attended. Patient was located

							on the road between building 58 and S-Bend carpark.Approved restraints was applied as it was an emergency restraint due to patients self harm and act of physical violence towards staff.Security stood down at 0924hrs, as police took over.Police attended and brought the patient back to AAU RM23. Security on standby, ED Charge nurse informed.
165960	2023/07	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security responded initially to a Pt who was meant to be in the room, Security was informed from the Nurse of the Pt that the Pt had recently come in by Ambos and is currently under D.O.C as the Pt has a history of leaving while under D.O.C.Security entered and managed the situation to the point where the Pt became agitated and refused anything from the Doctor present.Security had entered and managed to restrain the Pt on to bed where the medical staff then had to administer and intro muscular injection to calm the Pt in the agitated state. Security stood down after the IMI was given.
171266	2023/11	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; confused/disoriented; waiting time	IN-PATIENT	Security responded to a BOC code orange to AAU RM10 at 1842hrs, regarding an agitated female patient who had no clothing on her and was very loud and aggressive towards staff in AAU corridors.Plan put in place by patient nurse, security applied appropriate holds, as well as covering the patient up with a MMH blanket to cover up the patient. Medication given by patient nurse with security and ED doctors presence.Female patient back into her room (AAU RM10). Placed under duty of care Security De-briefed & stood down at 1900hrs.
171927	2023/11	ED - ADULT SHORT STAY UNIT	self harm - actual	SAFETY/SECURITY/CONDUCT	agitated; current/pre-existing diagnosis/condition; environment - arrangement/design; waiting time	IN-PATIENT	Security responded to call out for this Pt and once Pt back in room.Security noticed bleeding through clothing coming from the Pts upper left side forearm. Lacerations can be seen fresh cuts were made by the Pt, (Self inflicted self harm). Charge nurse was informed and a check through the Pts belonging was conducted. A Crafting blade was found from the Pt along with a green stretch rope and taken by security due to self inflicted self harm. Self harm tool used is kept with security for the time being.
168075	2023/09	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; essential assessment(for seclusion only); essential treatment(for seclusion only)	IN-PATIENT	security was alarmed by patient of a patient attempting to leave, upon arrival patient was on the phone in ED entrance for a taxi, security waited until he was finished with his phone than explained to patient that he is under duty care, security than started usher patient back to adult short stay room 20, medical staff gave patient medication Via pills, security than stood down
158034	2023/01	ED - KIDZ FIRST	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security was briefed by medical staff about the above patient who had come in being combative towards ambo staff. Medical staff had asked security to be on standby in case the patient became agitated. The patient did become

							aggressive therefore security used the approved restraint technique. Once settled security stood down @1845hrs. █████ SK40, █████ SK02, █████ SK39 and █████ SK12.
165990	2023/07	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual self harm; impaired mental status/capacity	IN-PATIENT	Security was called as the Pt was under D.O.C and has a high risk of self harm to self. When security arrived Pt was locked in the toilet alone, security attended had to make the call to open the door with the presences of the healthcare assistance and managed the Pt out and taken to room using authorized holds to manage the Pt out of the toilet.
164372	2023/06	EMERGENCY DEPARTMENT SERVICES	behaviour - inappropriate	SAFETY/SECURITY/CORRUPT	agitated; medication/sedation	IN-PATIENT	Security was called by medical staff for assistance. Security arrived at RESUS 1 with medical staff already on site with the patient. Security used approved secure holds on the patient, while the medical staff took blood samples from the patient. Security stood down as everything went well and approved by the medical staff on site.
160996	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security was called to AA23 as the patient is under s109, at 0107hrs. Security found the patient wondering in the hallway trying to leave. Security used approved escort hold on the patient, escorting her back to room AA23. Security stand down at 0120hrs when approved by person in charge.
159242	2023/02	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CORRUPT	agitated	IN-PATIENT	Security was called to AA24 at 1918hrs to assist, with the Police on site. Security on stand by while the medical team gave the patient an injection. Patient was under Section 109. The Police left site at 1945hrs while Security stood by in case they were required, and stood down at 2035hrs from AA24 as everything went well.
161137	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security was called to the above patient who had become aggressive towards medical staff. Security was briefed and was told that the patient was going to be given IM. Security applied the approved restraint technique in order to keep the patient and staff safe. Once done the patient had calmed down and security stood down thereafter @1617hrs. SK30 █████, SK26 █████, SK22 █████ & SK12 █████ Note: A search of the patient property was made by security. As CN █████ had seen the item in her belongings. █████ (Manager) informed, the item is in the ED security safe.
160295	2023/03	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security was called to the above patient who had tried to abscond from her room. Patient was due for an escort down to Ti Ahomai but kept refusing to go. The patient became aggressive and security applied the approved restraint technique in order to keep the patient and staff safe. The Patient was IM during the process of the restraint. Unfortunately the patient bit SK12 █████ on the arm but was checked after IM was given. Once patient had calmed down the patient was then escorted to Ti Ahomai and security stood down thereafter @1110hrs

161136	2023/04	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security was called to the above patient who was found in another patient's room. Medical staff briefed security and was wanting a urine sample. Patient did not comply and was escorted to her room. During the process the patient tried to run but was stopped by security. Once escorted security was called out to AA24 for another agitated patient. Security stood down @1535hrs
157838	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Security was called to the above patient with assisting them with a patient transfer to his bed. Once completed security stood @1026hrs. ■ SK55, ■ SK22, ■ SK40 & ■ SK12
171918	2023/11	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	actual self harm; current/pre-existing condition; refusing essential treatment	IN-PATIENT	Security was informed of Pt who had attempted to AWOL security and charge nurse in the area managed to de-escalate the Pt and lightly restrain the Pt back into the room. C/N and Pts nurse had charted medication VIA IM light restrain was needed for the Pt to have an IM. Once IM given Security officer escorted the Pt out for a smoke and fresh air.
165080	2023/06	ED - ADULT ASSESSMENT	Combination of Physical and Personal Restraint	RESTRAINT	impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	security was initially called for the Pt in the room next door, once Pt was transferred in security was notified by mental health team about a high risk patient who was at risk of leaving due to plan put in place. Once patient was notified security remained present and maintained de-escalation with the patient. until police was notified of the high risk behavior of the patient. patient was placed in handcuffs by police due to the situation, medication was then administered with IM and then transferred to Tiaho Mai with the police officers that had attended. security stood down thereafter.
159807	2023/03	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security were alerted by a ED nurse stating that there are police who have bought in a patient and she is very aggressive. Therefore they needed help from security.. Security assisted the police and escorted the patient to her room. Security remained present with the patient as police had left. Once the Doctor had spoken to the patient, Doctor informed that the Patient is cleared and can go home. Security escorted the patient outside EC and stood down.
158863	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security were alerted to a runaway patient heading towards train station. All guards immediately responded and began to pursue patient. Security first questioned the patient watch if the patient is under duty of care. Patient watch confirmed she was. Security then stopped patient at the traffic lights outside Galbraith, railway side. Patient refused to return back to hospital and pleaded to security to go home. It was explained by security that she was under the act and needed to return to hospital. Patient still refused and attempted to run from security. Security were forced to use the approved restraint technique to safely

							secure patient as she tried to run towards traffic. Security proceeded to escort patient via Galbraith entrance to ASSU. Security immediately released from restraint once patient was back in her room. Nurses then informed security that patient is awaiting a transfer to Auckland Hospital. ETA unknown at this point. Security were then stood down @ 1530hrs.
165268	2023/06	ED - KIDZ FIRST	Personal Restraint	RESTRAINT	impaired mental status/capacity	IN-PATIENT	Security were around the Kids area when we noticed patient running away from her room and mother. Patient watch had also pulled the red duress alarm giving off a loud ring. Security managed to stop patient in hallway by immediately using the approved restraint technique. Holds were applied to safely secure patient and prevent patient from leaving as she is under Duty of Care. Patient mother was close behind patient and took over holding patient. Security released from hold as patients mother requested we not restrain patient while she is present. Patients mother managed to get her to go back towards her room. Patient again, attempted to run but ran into the family lounge instead. Shortly after, RN came to give patient oral medication. Patient compliant and took meds. Mother and patient then headed back to room and security stood down thereafter @ 1512hrsNOTE: Security were called to this patient multiple times prior to this call out, where the immediate approved restraint was used to prevent patient from absconding. Security were requested to restrain by CN and medicals staff. Patient also being held under Mental health Act. Debriefs were taken after each restraint. All staff performed restraint safely.
158512	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence	IN-PATIENT	Security were called by Adult Assessment staff to assist them in administering IM to patient. Security arrived and with x2 RN's, entered AA22 altogether. RN told patient he was receiving an IM. Patient refused in an angry manner. Security then explained to patient he will be receiving medications and patient became compliant. Patient lay there and allowed RN to administer the medication. Patient seemed calm, no signs of agitation but nurses requested security hold patients hands for her safety. Security proceeded to use the approved restraint technique to safely secure patient. RN then gave patient 2 IMs. One in each arm. Once administered, security released from hold. Security were then stood down @ 0742hrs.
170339	2023/10	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; risk of harm to	IN-PATIENT	Security were called by RN to assist in sedating the above patient. On arrival, patient was stood upright with his fists balled up. Security spoke with patient calmly and eventually got patient to listen to requests. Patient was sat on the bed and laid down. Security explained to patient the medication will be administered. Patient was complying with security. Once medical staff were ready to administer,

					others; risk of harm to staff		security applied the necessary holds to safely secure the patient. Once administered, security released from holds and exited the room with staff. Security were then stood down.
158154	2023/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security were called on the above patient as she was attempting to leave. Security found her making her exit and intervened in the ED corridor. Several attempts were made to convince patient to return to her room but patient was not compliant with security's requests. Patient finally began walking back to her room but stopped outside of AA24. She refused to enter the room. RN went to collect medications for patient. Patient refused medication and became argumentative with staff. Psych team showed up and conversed with patient. Once patient was asked by staff to stay in hospital, patient began pushing a wheelchair with her belongings on it, towards the exit. Security again intervened and asked patient to stay and follow what the doctor was saying. Patient was not complying and demanding to leave. This lead security to use the approved restraint technique to safely secure patient and escort her to the room safely. Once patient was in room, security immediately released from hold and exited the room. Psych stayed in the room with patient and patient watch was outside the room. Security were stood down @ 1712hrs.
172267	2023/12	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; behaviour related to substance withdrawal; current/pre-existing condition; risk of harm to others	IN-PATIENT	Security were called to assist medical team with the above patients behaviour. The patients nurse informed security that the patient was shouting and not cooperating with medical advise. The RN approved the restraint and minimal to no force was required for the nurse to administer medication via injection into the patients right shoulder. All went well security stood down.
158724	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	imminent threat of physical violence	IN-PATIENT	Security were called to assist mental health team as they section the above patient. Due to the patient becoming agitated at the news, he was offered oral medication which he refused. Thus security used restraint to keep him still whilst the nurse administered medication via IM injection to the left upper arm. Once medication had been given, security were stood down not long after.
158881	2023/02	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	impaired mental status/capacity; self harm	IN-PATIENT	security were called to assist with the above Pt being agitated because she was unable to find her keys.(the keys was in her pants all this time). The Pt became very loud and verbally abusive towards nurses and security.

							Charged nurse inform security that medication will be given to the Pt to calm her down. Approved restraint was applied and medication was administered by nursing staff. Security stood down, all was in order at this stage.
172050	2023/11	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition	IN-PATIENT	Security were called to ASSU 17 to assist medical team with a low level restraint. Minimal to no force was applied on the patient so medical team can administer medication. All went well security stood down.
171284	2023/11	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Security were called to Resus 03 as they had an incoming youth with altered Mental status, having Seizures which may cause harm to staff members. upon arrival, Security were required to restrain the patient approved by Charge Nurse present. once medication was administered and Patient was settled Security were then stood down by the Charge Nurse.
160216	2023/03	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated	IN-PATIENT	Security were informed that the Patient was hitting out at staff that were in attendance. On arrival tat AA25. All attending staff were outside Patents room. Security stood outside patients door waiting for assessment of what next. Patient invited security in this is when the interpreter entered also.Security then went to get patients nurse. This allowed more medical staff to observe and speak thru the interpreter to patient.Security were stood down after Patient assessment. 1216hrs.
163902	2023/05	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition	IN-PATIENT	Security were initially called to Ambo for to assist with a risk Pt. once security attended there were no confirmed info of the Pt's status weather the Pt was under any act or D.O.C. When the confirmation was made that the Pt is under D.O.C, security then advise the Pt to move back into the room and await the doctors orders. Security wasn't successful with managing the situation but only had agitated the Pt even more. call was made to physically assist the Pt back into the room as the Pt was attempting to leave while under D.O.C. Security managed to hold the Pt using authorised restraint holds and had to physically carry the Pt back to room.Once Pt was back in room, Security stood down but remained on standby.
158914	2023/02	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	imminent threat of physical violence; refusing essential treatment	IN-PATIENT	Security were requested by Psych team to be present for patient when sectioned. On arrival, patient was seen sitting outside of room conversing with the psych whilst the JOP representative was there. The section went well and patient was handed her section papers. Patient was then notified by medical staff that she is scheduled for medication. Patient did not respond well to this and became verbally loud in refusing the medication. Security along with psych were able to bring patient into her room to prepare for the IM. CN entered room and explained to

							patient the medication being administered. Patient become verbally abusive to CN and threatening to hit him. CN then left the room. Security then applied the approved restrain technique on patient to ensure staffs safety as well as her own. Patient became compliant and sat on the bed. With security in hold, CN entered again to administer the IM. Once administered, security immediately released from hold and exited with medical staff. Security were asked to stand by in case medications were not effective. Once patient settled, security were stood down @ 1142hrs.
166037	2023/07	ED - MONITORING / RESUS	Personal Restraint	RESTRAINT	actual physical violence; actual self harm; current/pre-existing condition; impaired mental status/capacity; risk of harm to others; risk of harm to staff	IN-PATIENT	Security were required to assist in resus RM01 regarding an agitated aggressive female patient at 1525hrs, placed under the mental health act. Upon arrival security immediately interacted with approved restraint holds, so medical staff could give treatment. Sedated by RN and moved from Resus RM01 to MON RM10. Security stood down at 1542hrs.
165341	2023/06	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	current/pre-existing condition; environmental trigger; imminent threat of physical violence; risk of harm to others; risk of harm to staff	IN-PATIENT	Security were required to attend to ASSU RM11 as a agitated female patient was damaging hospital property at 0830hrs. Under duty of care. Female patient has smashed the front window of the ASSU front desk, with also intending to threat staff. Police informed as staff were feeling unsafe from the aggressive behaviour. EDCN and ED manager aware of the damages. Safety holds were applied from security and medication was given with EDCN present and watch. Security stood down from ASSU RM11 at 0908hrs.
169912	2023/10	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	impaired mental status/capacity; risk of harm to the patient	IN-PATIENT	Security called to Galbraith for a runaway patient from ED. Security arrived to find patient against the railing at the train station stairs. She had gripped both hands around the railing as she did not want to leave. Patient was not complying with security's request to return back to ward. It was explained to her that she is under DOC and if she is not willing to follow security back to ED then she will be escorted. Patient was unresponsive. Security then applied the approved restraint technique to safely remove patient from the railing. Security then escorted her via wheelchair back to her room. Once patient was back in her room, psych will be called to assess. Security stood down thereafter.
171441	2023/11	ED - ADULT SHORT STAY UNIT	behaviour - inappropriate	RESTRAINT	current/pre-existing condition; impaired mental status/capacity;	IN-PATIENT	Security responded to Scott building regarding a female patient from ASSU RM23 under duty of care trying to abscond from MMH at 1231hrs. All guards responded. Found on CCTV, outside subway corridors with health care watch. Female patient highly agitated, refusing

					risk of harm to others		to communicate with security and medical staff. Security performed safety holds to ensure patient was returned to ASSU RM23. ASSU medical staff informed. All guards debriefed and stood down at 1237hrs.
161975	2023/05	EMERGENCY DEPARTMENT SERVICES	assault - verbal/gesture	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing diagnosis/condition	IN-PATIENT	█████ was able to locate ED psych office, banging hardly on the door, when no response, he knocked gentle. Door opened, █████ almost launched into room towards staff, yelling "That fat guy sends me to emergency housing", then was dragged out by a Maori Health staff out from office.
163860	2023/05	ED - ADULT ASSESSMENT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	The patient arrived by ambulance in a agitated and defiant state. Security applied restraint to the patient's arms and legs to allow medical staff to treat him. After 10 minutes Security released the patient from the restraint. No further actions required by Security.
173959	2024/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	current/pre-existing condition; impaired mental status/capacity, refusing essential treatment; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Code orange paged out to security from the operator at 1441hrs in AAU RM23, regarding an agitated male patient who was placed under Duty of care and was very abusive towards staff and was refusing medication/treatment. De-escalation techniques were performed but the patient was still refusing to co-operate. Security performed approvable SPEC trained holds to ensure 2X IM medications were given by ED RN. Patient allocated a patient watch for staff/patient safety. All guards stood down at 1516.
173702	2024/01	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	Code orange paged out to security in AAU RM23 at 1440hrs, regarding a agitated male under Duty of care. Trying to abscond the hospital. Security first approached with SPEC DE-escalation techniques. Male patient became more agitated towards security. Security used appropriate restraint holds to keep the patient on the bed until medication was charted up. 2X medication were given by EDRN with security in restraint. Patient watches were supplied. Patient remained calm after medication was given. Security de-briefed and stood down at 1516hrs.
173543	2024/01	ED - ADULT ASSESSMENT	behaviour - inappropriate	SAFETY/SECURITY/CONDUCT	agitated; combative; medication/sedation	IN-PATIENT	Code orange. Security required to AAU RM04 at 1648hrs regarding an agitated and female patient who was very aggressive to herself and others. Female patient placed under the mental health act. 3X male security officers present. Safety restraints were performed by 3X security officers with medical staff present. 1X medication given by medical team. After the patient was settled and calm, was then transferred to MON RM06 with family relative present. Security stood down & debriefed at 1716hrs.

173861	2024/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	refusing essential treatment	IN-PATIENT	Operator call security to ASSU for runaway patient. Security arrived and were briefed that patient had left towards Galbraith entrance with a watch and is under DOC. Security found patient at bus stop without watch. Security tried to discuss options. Patient refused to come back to ward and proceeded to run. Security managed to catch up to patient and were forced to apply restraint hold on patient. Security instructed patient to return back to ward once again and patient complied. Security escorted patient back to room. Questioned patients RN on where his watch was and RN advised there was only one watch and patient was NOT under DOC.
173423	2024/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; risk of harm to others; risk of harm to staff; risk of harm to the patient	IN-PATIENT	Operator call security to ED. Heard yelling on the way to the call out at CT. CN confirmed patient was DOC. Security began to approach patient when patient threw blood pressure machine directly at security. Security parried the machine and walk towards patient. Security then applied the approved restraint technique to safely secure patient and return her back to room. Patient dropped her weight so security left patient on the ground and released from hold. CN informed she will be receiving IM. Patient was accepting of medication so security just placed hands on patients hands to be cautious. CN managed to talk patient into sitting on a wheel chair where HCA wheeled her back to room. Security stood down thereafter.
173814	2024/01	ED - ADULT ASSESSMENT	Personal Restraint	RESTRAINT	actual physical violence; current/pre-existing condition; impaired mental status/capacity; refusing essential treatment; risk of harm to others; risk of harm to staff	IN-PATIENT	operator callout for the above patient trying to leave but is under duty of care. security was notified by medical staff patient will receive medication Via IM. security used the above restraint to hold patient while medical staff gave medication, security than stood down
174242	2024/01	ED - ADULT SHORT STAY UNIT	Personal Restraint	RESTRAINT	behaviour related to substance abuse/intoxication; current/pre-existing condition; risk of harm to others	IN-PATIENT	Security required to bring back male patient from ASSU RM24 back to his room. Refusing to cooperate with his watch, very loud and abusive towards the public due to substance taken. Under Duty of care. 2X security officers used safety restraint escort holds to bring him back to his patient room from outside EHB to ASSU Rm24. Changed from 4 patient room to single patient room. Male watch in place. security debriefed & stood down at 1203hrs.

173562	2024/01	ED - ADULT SHORT STAY UNIT	assault - physical	SAFETY/SECURITY/CONDUCT	agitated; combative; current/pre-existing diagnosis/condition	OUT-PATIENT	Security responded to a mental health female patient, who was discharged from ASSU RM17 at 1246hrs. 3 x security officers attended and escorted her out through Galbraith. Escorted out of MMH through Galbraith building. With another male patient absconding through the main foyer, the female patient unprovoked physically assaulted a female HCA. Security immediately reacted to the assault and detained the discharged patient with reasonable restraints until police arrived. CCTV footage captured from 1246hrs. EDCNs informed. Police onsite at 1258hrs discharged Pt was taken into custody & removed from MMH grounds. Female staff member taken to ED triage to be assessed All guards debriefed & stood down at 1321hrs.
173559	2024/01	ED - ADULT SHORT STAY UNIT	behaviour - aggressive/threatening	SAFETY/SECURITY/CONDUCT	agitated; combative	IN-PATIENT	Security were required to show presence in ASSU RM01 at 1820hrs, due to a agitated female patient who was refusing to cooperate with medical staff and also take patient treatment/medication. Patient under Duty of care. Patient highly agitated, verbally threatening staff and using of foul language in the department. Security responded immediately. 1X medication was given with 5X security officers performing approved restraint holds with patient. Security stood down at 1857hrs. Incoming night-shift on standby staff debriefed

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