

Security Awareness Hand-out

- **Local Security Management Specialist: (LSMS)**, In December 2003, the Secretary of State for Health launched a new strategy for security management in the NHS, and was developed by NHS Protect. A key part of this strategy is the introduction of the LSMS role into each NHS Trust – to provide professional skills and expertise to tackle security risk management issues across a range of reactive and proactive measures. The LSMS will ensure high quality local delivery of this work, within a national legal framework for tackling violence/aggression and security management work, to training standards and advice and guidance provided by NHS Protect.
- **ID Badges:** Must be worn at **all** times and be visible whilst on Trust property, inclusive of training days / sessions. Patients, members of the public and your work colleagues have a right to know whom they are communicating with and that you are a member of staff here at West Suffolk Hospital. Your line manager will need to complete and authorise the ID badge form, which then need to be given to the HR department who will issue you with your ID badge. Should you lose your ID badge this must be reported as soon as possible so that the card can be cancelled and a new ID issued
- **Secure Wards:** The Trust has several wards that require you to enter using either your ID badge via the card reader by the entrance or by using the intercom at the entrance. If you need to have frequent access to a secure ward/area and this wasn't added to your ID badge when issued you must complete an application form for addition access, this must indicate which area/ward you require, it must be authorised by your Line Manager. If you have not had a Disclosure and Barring Service (BDS) check carried out or if you are the requester and also the authoriser of the request form the additional access request will not be approved.
- **Tailgating:** This is where you allow someone to follow you into a secure area and don't know who they are. This must be avoided at all times, please ensure that you always check that nobody follows you onto a secure ward / department who you cannot identify. Should someone attempt to follow you who you cannot identify then a polite refusal of "I AM SORRY I CANNOT ALLOW YOU ONTO THE WARD, PLEASE USE THE INTERCOM AND THE WARD STAFF WILL LET YOU IN". An adverse reaction to this request must be taken seriously and immediately reported to the security department via the 2222 emergency number. Please keep the individual in line of site (at a safe distance) and await the arrival of assistance.

- **Datix Report:** Is the Trust internal incident reporting system and should be completed for all security related occurrences, i.e. assault, theft or breaches in security. It is important to record all relevant data e.g. time, date, descriptions, names of individuals concerned, patients' full name and CRN numbers, Police officers number and a Police crime number if one is given.

- **Key Security:** Keeping keys safe is vitally important within the daily working routine of the hospital. Please ensure that the area that you work in has a key Register and that all keys are signed in and out, (Drug Cabinet Keys Must be Instantly Traceable) thus creating a robust audit trail. Lost or misplaced keys may result in a costly program of replacement of key/locks for the department and could make you a suspect should any item be unaccounted for i.e. controlled drugs this could also require police involvement.

- **Protect Your Personal Property:**
 - **If you don't need it at work leave it at home!**
 - **Don't leave your hand bag where it invites theft. Lock it away.**
 - **Don't leave your purse in an office or empty room. Lock it away.**
 - **Don't leave money or valuables in your coat pocket, take your wallet/purse with you.**
 - **Do use lockers in cloak rooms, where they are provided, other wise use a lockable drawer or cupboard.**
 - **Do NOT bring items of value into the work place.**
 - **Do lock and secure office doors and windows when out or going home.**
 - **Do make sure your car is locked, windows are shut and valuables kept out of sight; lock them in the boot.**
 - **Report all suspicious activity in the car park immediately using your mobile if you have one to the Police via 999.**

- **Trusts Emergency Number: 2222** is the internal emergency number, should you need urgent assistance either medical or security, use this number to summon assistance. Should you witness a security breach or if you are concerned about a possible security breach, i.e. Individuals, who are not known to you, in areas that they should not be in, please use the **2222** to make the LSMS aware. **Do not hesitate** to take this action, a quick response will always have a positive outcome. **When in doubt make that 2222 call.**
- **Conflict Resolution Training (CRT):** The Trust is required to provide “Conflict Resolution Training” to all staff that deal directly with Patients / Visitors and the public. This training will help you to identify possible situations that may escalate into serious incidents, and will help you to prevent this happening.

It is surprising how easily conflict can be avoided, for example, a simple question, such as “**How can I help you**”, can work wonders. Always try to solve the problem and never make promises that you cannot keep.

- **Breakaway Training:** is a way of disengaging from a physical hold as safely as possible and is recommended for all frontline staff, this is a system based on sound physical and psychological principles that is used when a service user poses challenging behaviour. This behaviour could be a grab or a pinch or a punch or a kick or a variety of other 'challenges'. The key factor that differentiates Breakaway Training from other interventions is that the safety of both the carer and the client is considered.
- **Eyes and Ears;** The Trust has a very robust “pro security culture” and does not have a security guard presence it is therefore vital that we all keep alert and vigilant and we ask all Trust staff to report any security breach or suspicious activities. With this in mind the following action one of the LSMS’s most important objectives.

Remember security is everyone’s responsibility!

Please do not hesitate in contacting me should you have any security related concerns or questions.

Contact Details:

West Suffolk Hospital NHS Foundation Trust
 Local Security Manage Specialists: Darren. Cooksey
 Telephone number: via SWB- 01284 713000
 Direct Line number: 01284 713533
 Internal extension: 3533
 Pager number: 320
 E Mail Address: darren.cooksey@wsh.nhs.uk