

Information for new employees

Security awareness

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 a local security management service (LSMS) 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.

ID badges

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 the Trust.

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 you ID badge this must be reported as soon as possible so that the card can be cancelled and a new one 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, and be authorised by your line manager.

If you have not had a Disclosure and Barring Service (DBS) 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 you do not know to follow you into a secure area. **This should be avoided at all times.**

Always check that nobody follows you onto a secure ward/department who you cannot identify. Should someone attempt to follow you, give 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

Datix is the Trust's 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, for instance: time; date; descriptions; names of individuals concerned; patients' full name and CRN number; police officers' number and a police incident or 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 (for instance, controlled drugs). This could also require police involvement.

Trust emergency number

Should you need urgent assistance for medical, security or fire, the internal emergency number is **2222** and should be used 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 dial **2222** to alert the security manager aware. Do not hesitate to take this action: a quick response will always have a positive outcome.

When in doubt make that 2222 call.

Protect your personal property

- If you don't need it at work, leave it at home
- **Don't** leave your personal items where it invites theft - lock it away
- **Don't** leave your purse, wallet or mobile 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 cloakrooms, where they are provided, otherwise 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 possible) to the police - **call 999.**

Mandatory conflict resolution training (CRT)

The Trust is required to provide conflict resolution training to all staff who 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 but never make promises that you cannot keep.

Breakaway training (non-mandatory)

This is a way of disengaging from a physical hold as safely as possible and is recommended for all frontline staff. The system is based on sound physical and psychological principles that are used when a service user poses challenging behaviour. This behaviour could be a grab, a pinch, a punch, 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 patient is considered.

Eyes and ears

The Trust has a very robust pro-security culture and has a security team presence. It is still vital that we all keep alert and vigilant and we ask all Trust staff to report any security breach or suspicious activities.

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