Northumberland, Tyne and Wear NHS Foundation Trust

Board of Directors Meeting

Meeting Date: 22 February 2017

Title and Author of Paper: Lone Working – Board of Directors – Annual Update - Tony Gray – Head of Safety and Security

Executive Lead: Gary O'Hare – Executive Director of Nursing and Operations (Trust's Security Management Director).

Paper for Debate, Decision or Information: Information

Key Points to Note:

- This is the annual update to Board of Directors, following the report that was produced in June 2016. At the time the Trust had concerns about usage of the Trust's Lone Working System / Lone Working Devices, which had also been identified through a limited assurance – Internal Audit.

- A re-audit was carried out throughout the latter half of 2016 and the outcome in the current audit is that the Trust has "Good assurance", with minor remedial action required, the actions are contained in this report.

- This report contains the last 12 months of data analysis of usage, which has also seen continuous improvements.

Northumberland, Tyne & Wear NHS Foundation Trust – Safety Reporting Cycle.

NTW FT – Board Cycle – Safety Reporting	
Report Title	**Board Date**
Unexpected Deaths Report – 6 monthly report	April
Security Management Annual Report	May
Complaints Annual Report	June
Safety Report – Jan – June – 6 monthly report	July
Learning and Improving from activity - 6 monthly report (Serious incidents, Complaints, Claims, Disciplinary, Grievances, Tribunals)	September
Unexpected Deaths Report – 6 monthly report	October
Reported Physical Assaults on Staff – NHS Protect	November
Safety Report – July - December – 6 monthly report	January
Lone Working Annual Update	February
Learning and Improving from activity - 6 monthly report (Serious incidents, Complaints, Claims, Disciplinary, Grievances, Tribunals)	March

Risks Highlighted to Board : None

Does this affect any Board Assurance Framework/Corporate Risks? No

Equal Opportunities, Legal and Other Implications: None

Outcome Required: Noted for information

Link to Policies and Strategies: Security Management Strategy, Security Management Policy and Practice Guidance Notes and Security Management Annual Report and Action Plan

Introduction

The purpose of this report is to provide assurance to the Board of Directors that the Trust has a lone working system in place that is keeping identified at risk staff safe, and that the Trust is taking all reasonable steps to improve the usage of the system, and that the use is continually improving and being monitored.

Group Business meeting/ Business Delivery Group has taken regular updates relating to lone working device roll out, the following gives a breakdown over time, with the devices in use at the end of each financial year.

Updates and Reports provided to Group Business Meeting or equivalent operational meeting.

Date	Meeting	Paper	Devices in use in period
October 2009	Operational Leaders Meeting	First update on pilot of 50 devices, and initial business case for national contract and 480 devices. (subsequently increased to 640 devices due to lower national take up of free contract).	2009 – 2011 roll out of 640 devices.
November 2012	Senior Management Team	Increase requirement as part of roll out of devices due to Community Transformation and inclusion of Junior Doctors.	2012 – 2013 849 devices in use.
October 2013	Senior Management Team	Increase in requirements of further 200 devices and increase in admin. Support for Lone Working System.	2013 – 2014 1,049 devices in use.
January 2014	Group Business Meeting	Escalation report around out of hours activity, and inability to find lone workers.	N/A
July 2015	Group Business Meeting	Increase in requirements of further 570 devices.	2015 planned roll out to increase devices to 1,600.
June 2016	Group Business Meeting	Agreement to extend contract with another 200 devices, whilst cleansing of unused devices is carried out.	2016 increase to between 1600 – 1700 devices.
February 2017	Business Delivery Group	Now has lone working action plans as part of standard agenda, monthly	2017 – 1800 devices in use.

Directors have at every stage supported the principles of lone working and the current implementation plan indicates that once all identified lone workers have a device in use, this will be the largest contract in the NHS in the country.

Since the last report, the development work identified previously has been implemented, and outstanding actions are built into the recently completed internal audit.

The outstanding actions are identified below, with the appropriate timescales, some of which will be completed in partnership with the external contractor.

Northumberland , Tyne & Wear NHS Foundation Trust will be the first Mental Health Trust to go live with the on-line portal and the Trust has agreed to pilot and test this system on behalf of the external contractor.

Management Action	Implementation Date	Manager Responsible
Whilst there has been significant improvement in the quality of data, around the performance and	31/05/2017	Tony Gray – Head of Safety and Security /

Management Action	Implementation Date	Manager Responsible
use of the system, the issue of monitoring junior doctors across the 6 month rotation in the Trusts, needs to be given a further focus, with the acknowledgment that they may be low users, whilst travelling between sites. Work will be progressed to improve this area whilst maintaining the high performance elsewhere which is acknowledged as being the best in the country.		Operational Directors.
The PGN guidance will be maintained and updated when the electronic portal goes live. Pilot testing will take place in April 2017, with roll out by September 2017, the monitoring will then be electronic and the PGN will reference this.	30/09/2017	Tony Gray – Head of Safety / Security / Operational Directors.
Monitoring of lone working will be integrated with other electronic performance systems by September 2017.	30/09/2017	Tony Gray – Head of Safety / Security / Operational Directors.

How do we compare to the previous report?

The following information has been provided by Reliance Protect, in the previous report we compared ourselves to the national picture of usage, which identified that the Trust had a higher than national average usage of the system up to May 2016. The report now contains our activity up to January 2017 to show how we have improved against our own baseline information.

Explanation of Reliance Report Column Headings:
Descriptor of Columns in monthly report (not all this activity has been included in this report)

Low Battery
When the device is switched on it will automatically send a low battery signal to the Reliance Alarm Receiving Centre when the voltage drops below 3.6, devices that are switched off will not send a low battery signal. This column can be removed from the report if managers decide it adds no value.

False Alarm
If the user either presses the Red Alert Activation button on the back of the device or pulls the lanyard rip cord out of the device in error.

Genuine Red Alert User Closed Safely
User has activated a genuine Red Alert that does not require Police response e.g. for monitoring purposes or where a volatile situation is successfully deescalated by the user.

Genuine Red Alert Escalated to 999:
User has activated a genuine Red Alert which requires Police Response.

Total Status Checks
User performs a Status Check to check if there is sufficient battery and signal strength to record an Amber Alert.
Last Used: Date on which the device was last used.

Amber Alert:
The user records a 20 second voice message giving their own name and full address including post code of the property they are about to enter. **This is the main measure of effective usage of lone working devices, the data below shows the improvement in the last year, following both internal audits, there is no perfect number, but if doing 10 visits, then 10 amber alerts is the principle, 1 per property / postcode.**

Live Devices
Connected devices in the last month, any disconnected devices that are removed from the contract any of their usage history are removed as well including amber alerts.

| Northumberland , Tyne & Wear NHS Foundation Trust (annual use in last report)						Northumberland , Tyne & Wear NHS Foundation Trust (use since last report)					
Month	Amber Alerts	Increase / Decrease	Live Devices	Increase / Decrease	Ave amber per device	Month	Amber Alerts	Increase / Decrease	Live Devices	Increase / Decrease	Ave amber per device
May 16	16889	+417	1544	-8	10.9						
April 16	16472	+2656	1552	-17	10.6						
March 16	13816	+2969	1569	+91	8.8						
February 16	10847	+1426	1478	+26	7.3						
January 16	9421	+535	1452	+7	6.4	January 17**	19196	+3038	1805	+54	10.6
December 15	8886*	-1241	1445	+97	6.1	December 16*	16158	-3645	1751	+171	9.22
November 15	10127	+2092	1348	+287	7.5	November 16	19803	+318	1580	+2	12.5
October 15	8035	+554	1061	+31	7.5	October 16	19485	-510	1578	+8	12.3
September 15	7481	+1351	1032	+7	7.2	September 16	19995	+816	1570	-6	12.7
August 15	6130	-1000	1025	+39	5.9	August 16	19179	+1032	1576	-2	12.1
July 15	7130	-160	986	+6	7.2	July 16	18147	-1258	1578	+29	11.5
June 15	7290	+585	980	+6	7.4	June 16	18442	+1553	1549	+5	11.9
*December lower visits due to Christmas holidays.						*December lower visits due to Christmas holidays. ** Number of devices only live for part of month as part of roll out.					

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Future Developments

By September 2017 the Trust should be the first in the country to be actively using a new on-line portal that live monitors the Trust's lone workers, this is important as it will give the central Lone Working Team and Managers live access to current information on the usage of lone working devices across the Trust. This is important to consider in the context of that 30% of the workforce are now covered by the Trust's lone working system.

Examples of what the on-line portal will look like and its advantages are listed below.
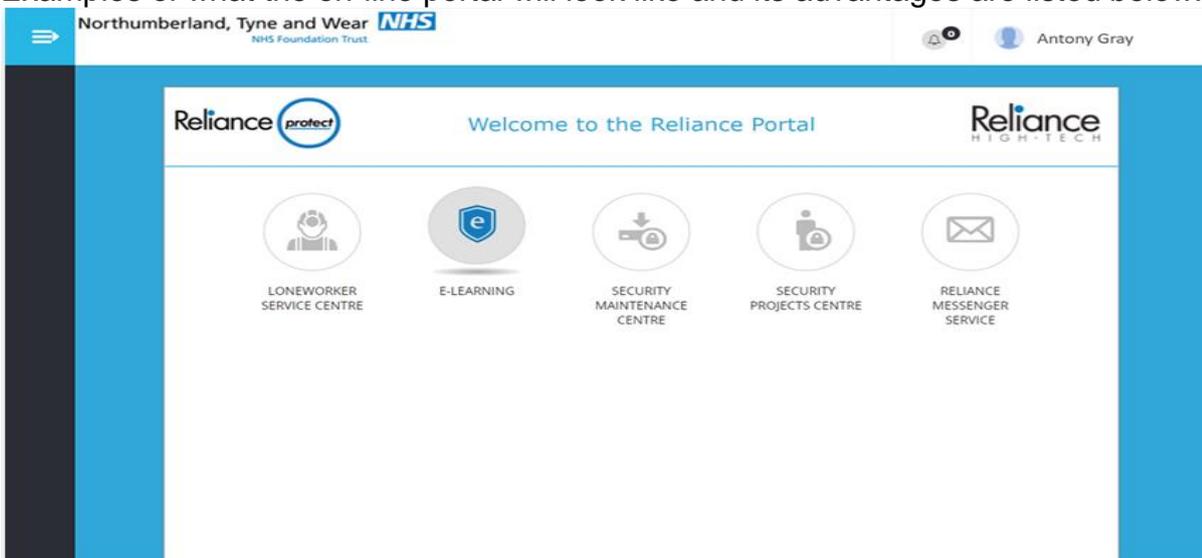
The above portal will give live access to staff for e-learning, as well as on-line management information and information uploads for department / team changes.

The system will also be able to give up to date management information on usage.
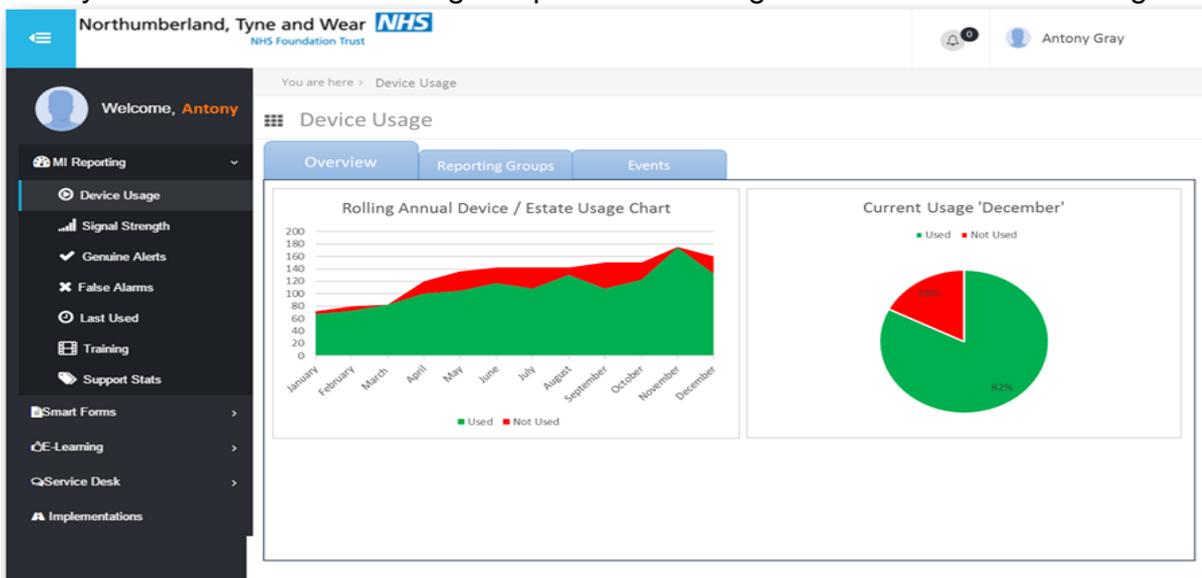
The Safety Team have just been given access to the portal to start the testing over the next few months in order for go live and transition by September 2017.
Compliance with the Transition plan and any updates will be communicated through to the Directors at the Business Delivery Group on a monthly basis for assurance purposes.