

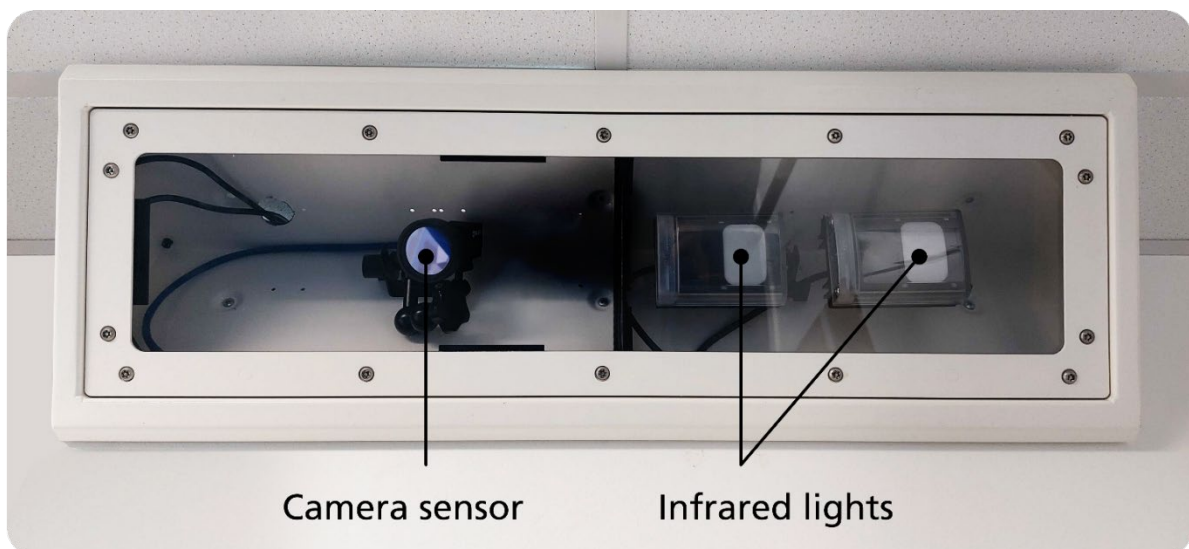
# Oxevision

**A tool to help staff care  
for you more safely**



## What Oxevision does

- It is a medical device that uses an infrared-sensitive camera to measure your pulse and breathing rate. Infrared is a type of light that is invisible to the human eye but helps the camera see in a darkened room.
- It lets staff know where you are in your room
- It provides notifications to staff as explained on the next page
- It shows staff how active you've been - it tells staff how long you've been resting and how long you've been active
- It does not replace the staff care you receive during your stay
- You may notice a red "glow" from the unit in your bedroom. The infrared lights are on all the time and it is not a sign that the camera is working.



## Why is Oxevision used?

The system has been installed on your ward to improve patient safety and patient experience. The system will allow staff to take your pulse and breathing rate electronically, helping to keep you safe and well. This system is not a replacement for engagement and observation on the ward, this is an additional tool for staff to use.

If you are having a difficult time in your room, the system will alert staff, allowing them to come and offer support. An example might be if you have been in the bathroom or doorway for a long time, or if you have left your room at night.

Staff can only see into your room for maximum 15 seconds when checking on your physical health (e.g. taking your vital signs or thinking you may need some help in your room). Staff cannot constantly observe the camera and will only be able to see the feed if they are alerted or required to check your physical observations. The system will only measure your vital signs when staff take an observation. It will not alert staff to a change in vital signs, for example if your heart rate or breathing increases or decreases.

You can ask to see how the system works; staff will be happy to show you.

## Where Oxevision is located

- In every bedroom on the ward



## What can staff see?

### Staff receive information and notifications:

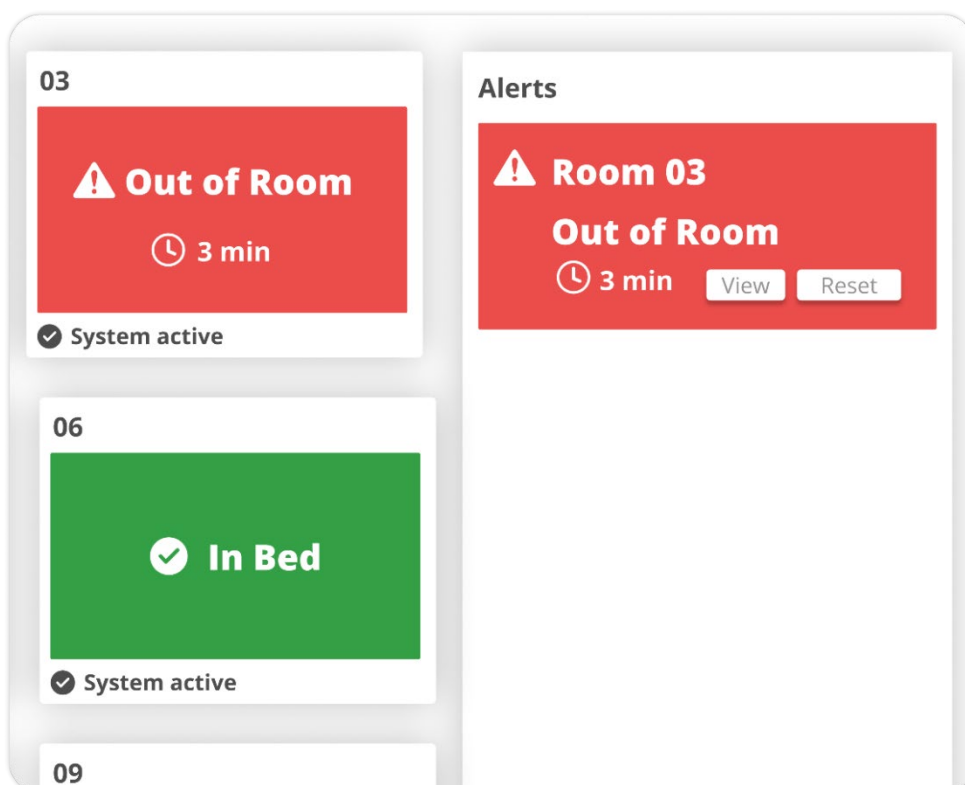
- On electronic tablets they carry with them on the wards
- On a dedicated office computer

### There are four types of notifications:

1. **Out of Room:** When you have left your room
2. **In Bathroom:** When you enter the ensuite bathroom and when you have been in there for a prolonged time
3. **At Door:** When you are standing or sitting close to the main door and when you have been there for a long time
4. **Room Entry:** When another person enters your room whilst you are already in your room

### Staff can also:

- **Measure your pulse and breathing rate**
- **Receive information on your active and resting periods; which you can discuss with your named clinician**

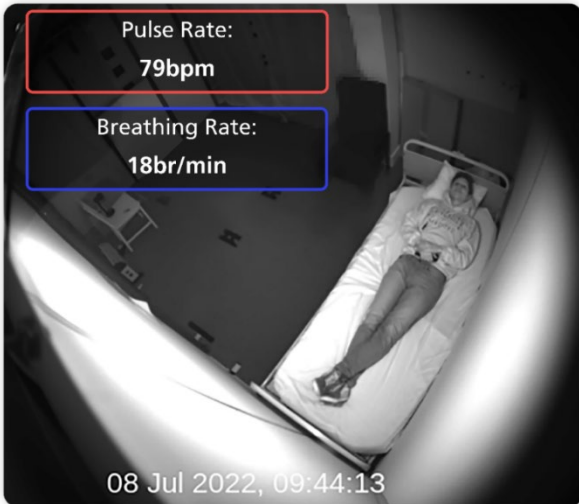


Staff cannot monitor all your activity

If you need assistance always speak to a member of staff

## When staff can see you in your room

A **clear** image can be seen for up to 15 seconds only **when checking your pulse and breathing rate**. Your pulse rate is measured by counting the number of times your heart beats per minute (BPM).



Staff can also activate the camera sensor if there is an alert when:

- a patient spends an extended time standing in a bedroom doorway
- spends a long time in the ensuite facilities

Staff can check these alerts, this will also provide a view of the bedroom. This blurred image can be only seen for up to 15 seconds.



Staff have no access to clear recorded images

## How your privacy is protected

- Your personal data is protected by NHS regulation and national law
- Clear video images are recorded but automatically deleted after 24 hours
- All other data kept is anonymous (non-personal) and is only used to ensure Oxevision is working as it should
- Requests can be made for recorded images to be obtained by staff when there is a safety incident
- If recorded images are used for a safety review, you have the right to be informed

## How Oxevision supports your care

- It helps staff to keep you safer
- Staff can remotely check your pulse and breathing rate
- The system helps us to disturb you less especially at night and as a result helps you have a better night's sleep



## Oxevision patient video

This video will show you:

- what Oxevision is
- what it looks like
- and how staff use it.

SCAN ME



### Need to know more?

Do you want to know more or have concerns?

Please ask your named nurse or ward manager if you have any questions.

Staff will be happy to show you how it works and provide further information.

## **What if I have a comment, suggestion, compliment or complaint about the service?**

If you want to make a comment, suggestion, compliment or complaint you can:

- talk to the people directly involved in your care
- ask a member of staff for a feedback form, or complete a form on the Trust website  
[www.cntw.nhs.uk/contact/complaints/](http://www.cntw.nhs.uk/contact/complaints/)
- telephone the Complaints Department Tel: 0191 245 6672
- email [complaints@cntw.nhs.uk](mailto:complaints@cntw.nhs.uk) Please note that information sent to the Trust via email is sent at your own risk

We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at [www.cntw.nhs.uk/poy](http://www.cntw.nhs.uk/poy)
- complete a Points of You survey, available on wards, reception areas or from staff
- other options for sharing your feedback and experience  
[www.cntw.nhs.uk/yourfeedback](http://www.cntw.nhs.uk/yourfeedback)

## **Patient Advice and Liaison Service (PALS)**

PALS provide confidential advice and support, helping you to sort out any concerns that you may have about any aspect of your or your loved ones care.

We act independently when handling patient and family concerns, liaising with staff, managers and, where appropriate, relevant organisations, to negotiate prompt solutions. If necessary, we can also refer patients and families to specific local or national-based support agencies.

## **PALS**

Tel: 0800 032 0202

Email: [pals@nhct.nhs.uk](mailto:pals@nhct.nhs.uk)

Post: FREEPOST PALS

## **South of Tyne**

Tel: 0800 328 4397

Text: 07825 061 035

Email: [pals@cntw.nhs.uk](mailto:pals@cntw.nhs.uk)

Post: Patient Advice and Liaison Service, Garden Lodge,  
Hopewood Park, Ryhope, Sunderland, SR2 0NB

9.00 am – 4.30 pm, Monday to Friday

An answerphone is available at all times for you to leave a message. A member of the PALS team will aim to return your call as soon as possible.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre Tel: 0191 246 7288

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