



Identicom • 24/7 Manned Monitoring • Mobile Network • Training • Support

## Connexion2 helps NHS East Lancashire reduce risk to 1100 health professionals



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Catriona Logan, Assistant Director Business Support & Development



# Lone worker security...



To help safeguard the health and safety of its community workers, NHS East Lancashire has completed the roll out of 1100 Identicom devices as part of Connexion2's SoloProtect, a BS5484 compliant lone worker solution. The largest single NHS deployment of Identicom, the award-winning device was chosen by the Trust's Local Security Management Specialist (LSMS) as the most robust solution for protecting lone workers.

The community staff, which include district nurses, health visitors, children's services, wound care team and occupational therapists amongst others, often have to attend to patients across the community who at times have complex needs caused by such factors as mental health problems, drug and alcohol misuse and difficult social situations. Community staff are frequently faced with challenging situations, and the need to go out into the community at irregular hours. NHS East Lancashire wanted to ensure adequate duty of care for its lone workers by putting a safety system in place.

A small project team, headed by Catriona Logan, Assistant Director Business Support & Development, took responsibility for rolling out the SoloProtect service to NHS East Lancashire's 66 different community services.

"Chris Allcard from SoloProtect was part of our project team and provided us with indispensable help and support with the rollout", said Catriona Logan. "We began by rolling out the Identicom to the district nurses and health visitors and then progressed through the various community service lone worker personnel who had been identified as at risk".

NHS East Lancashire's decision to purchase the SoloProtect package was based on Identicom's ease of use and ability for employees to participate fully in managing their own safety. Connexion2's SoloProtect combines the five-core elements that are essential for a credible and complete lone worker solution. These include the ACPO Secured By Design approved Identicom, SIM and inclusive airtime, user training, 24 hour manned monitoring and pre & post sale customer support.

Now when an employee feels they are entering a potentially hazardous situation, they press an amber alert button, which notifies SoloProtect's monitoring centre. In this way, the monitoring centre is able to note the wearer's location and raise the alarm if the amber alert is not cancelled within a predetermined period. If the red alert is then pressed the centres' support staff can discreetly listen in to what is happening and make an assessment as to the level of support required – involving the police if necessary. In the event of a verbal confrontation, the centre can also record the conversation for future action.

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\*Connexion2 is compliant through audit with BS5484, the British Standard for lone worker device services.

## The benefits gained by East Lancashire Group:

- Discreet operation of Identicom welcomed by all users
- Capture of frequent verbal abuse for further action
- Reduced risk to workers operating outside office hours
- SoloProtect's incident ownership reduced administrative burden for Managers
- Proven to improve user's dynamic risk assessment risks
- BS5979 Cat II monitoring ensures an effective Police response if required



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