



## ALDER HEY CHILDREN'S NHS FOUNDATION TRUST

### Executive Summary

**Problem 1:** *NHS Community Teams often have lone worker duties and can be out of contact. Emergency help request procedures can vary and it can be difficult to ensure compliance.*

**Problem 2:** *Community operations are inefficient at scale. Evidencing patient contact activity, frequency & duration is difficult.*

Safeteam Guardian™ was deployed as a non clinical pilot and used successfully by four community teams (**89 users**) over a sustained period of months. 74% of users felt safer, compliance with SOP was 100% and 100% of users said it was easy to use. The system passed all tests. **This delivered a substantial operational improvement.**

The Safeteam Guardian™ Service has the capability to **roll out at scale** without specialised hardware and will create significant In Year capacity gain. **These will render the service cost neutral as a minimum and are likely to provide additional savings beyond.**

The Safeteam Guardian™ Service has also generated a wealth of data which can help to inform ongoing service delivery and development.

Alder Hey Community & Mental Health Divisional Board allocated budget for 342 users and recommended rollout across the division and recognise it as a whole trust solution to management of lone worker safety. Alder Hey Local Security Management Specialist (LSMS) recognised improvements delivered to provide consistent, compliant oversight and timely response.

## Alder Hey Current Practice

The trust had previously supplied staff with Alarm Receiving Centre (ARC) lone worker devices. Issues with this system are:

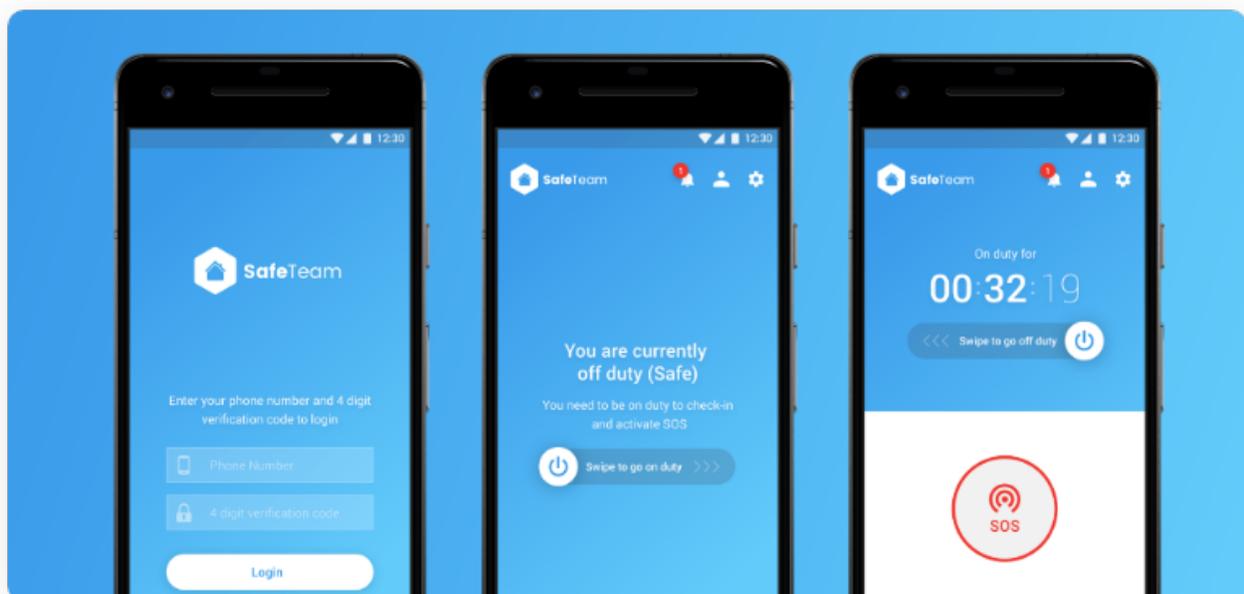
- Lack of clarity as to who device has been issued to.
- Allocation changes only picked up after monthly invoicing cycle
- Poor uptake, only 4 users
- No accurate database of users

## SafeTeam Guardian™ – Background

Glow New Media, known for real time transport software had developed the innovative Rail Commander System under an InnovateUK rail challenge and repurposed it for NHS community team applications, under Health Innovation Exchange.

## The Pilot

Alder Hey Community & Mental Health Division worked with Glow from February 2018 to scope the work. Onboarding happened November '18 – Jan '19 with formal Pilot data gathering happening January – Feb '19.





- The pilot concluded with **all success criteria met and all tests passed**
- **89 users** successfully logged in and **remained logged in throughout**
- 4 Teams, Children's Community Nursing, Community Physio, CAMHS and Speech Therapy
- **806 locations** successfully imported, **673, 449 location updates** processed
- Data Protection Impact Assessment approved by Caldicott Guardian
- **100% delivery of SOS**, mean delivery time SMS **4.6s**, Screen alert **1.7s**
- Substantial improvement in speed, usability & reliability of lone worker system
- Field Alarm Live Tests were completed on numerous occasions throughout the pilot and were successful. **100% delivery & compliance**
- 100% of users used the ON DUTY / OFF DUTY feature and were not tracked while off duty

## User Survey

- 23 respondents from 3 teams
- 100% found SafeTeam Guardian™ easy to use once installed
- 70% felt SAFER, 0% felt less safe
- 63% would like the app to automate their mileage claims
- Survey indicated median time spent with community patients was 50%

## Safety & Risk

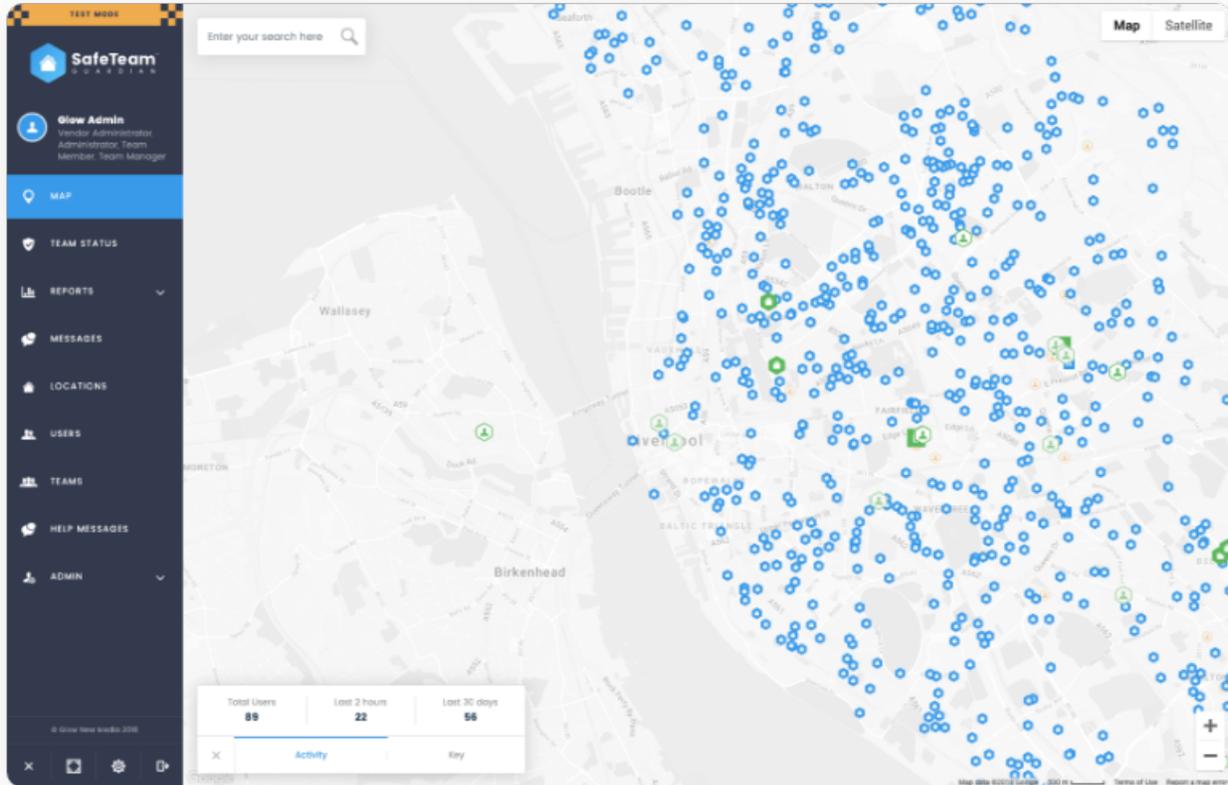
Prior to pilot, limited lone worker safety was available

SafeTeam Guardian™ now provides Alder Hey Community & Mental Health Division with a real time view of staff location and better than 8 second notification.

*"SafeTeam Guardian provides passive management information about staff during community operations in addition to providing lone worker protection. Gaining new metrics (patient contact frequency, duration, team activity levels, where time is spent, travel time, etc.) are likely to allow trusts to make better decisions that could improve the efficiency of the service. It is unlikely to have a measurable direct impact on clinical outcomes, and therefore I do not consider that a health economic evaluation would be of value."*

**David Wonderling,**

Head of Health Economics, National Guidance Centre, Royal College of Physicians



## Efficiency & Time at Base

Real time management information was derived for the service, demonstrating activity levels (clinical and non clinical) including where patients are seen by more than one professional. Data which has never before been available. This allows the trust to evidence any over-performance against contract and support the case for additional resource where required.

Before	SafeTeam Guardian
<p>Corporate Liability – lone worker risk</p> <p>Worker location poorly understood</p> <p>On Duty Status difficult to obtain</p> <p>Return to Base Whiteboard</p> <p>Call to ask for the Red Book</p> <p>Office phones are busy, often ring out</p> <p>999/Red Book needs network coverage</p> <p>Call to base needs password challenge</p> <p>Difficult to demonstrate trust activity such as patient contact</p> <p>Inefficiency at scale</p>	<p>Substantially mitigated lone worker risk</p> <p>Live &amp; historic locations transparent</p> <p>On Duty status transparent, en masse</p> <p>Real time location on live screen</p> <p>Unobtrusive, standardised SOS</p> <p>Multiple recipients, multiple channels</p> <p>SOS requires network coverage</p> <p>Hardware SOS works without password</p> <p>Automatically gathers and reports contact frequency, duration, travel etc</p> <p>Improved efficiency creates more time for patients, better outcomes</p>

## Conclusion & Commercial Decision

Alder Hey Community & Mental Health Divisional Board supported the rollout of SafeTeam Guardian™ The trust committed budget for the service at full commercial cost – £10 per user per month.

### For more information, get in touch

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