

Ref: FOIA Reference 2019/20-474

Royal Stoke University Hospital
Quality, Safety and Compliance Department
Newcastle Road
Stoke-on-Trent
Staffordshire
ST4 6QG

Date: 14th November 2019

Email foi@uhnm.nhs.uk

Dear

I am writing in response to your email dated 10th November 2019 (received into our office 11th November) requesting information under the Freedom of Information Act (2000) regarding lone worker device.

As of 1st November 2014 University Hospitals of North Midlands NHS Trust (UHNM) manages two hospital sites – Royal Stoke University Hospital, and County Hospital (Stafford). Therefore the response below is for the two sites combined from that date where appropriate.

Q1 Does your organisation use a dedicated lone worker device? Yes/No

A1 No

Q2 If your organisation does not use dedicated lone worker devices, what alternatives do you use?

A2 UHNM has a lone worker policy: risk assessments are carried out where applicable and any resultant local SOPs and training completed.

Q3 Is your organisation's lone worker device reliant upon a sim card for reporting? Yes/No

A3 Not applicable

Q4 How many lone worker devices does your organisation have?

A4 As answer 3

Q5 Does your lone worker device feature in-house tracking or is tracking conducted by the service provider. Yes/No

A5 As answer 3

Q6 Of your devices how many have been utilised in the last (this does not include solely being powered on);

- 6 months as verified by your service provider xx devices
- 12 months as verified by your service provider xx devices
- 18 months as verified by your service provider xx devices
- 24 months or more as verified by your service provider xx devices

A6 As answer 3

Q7 Is competence in using the lone worker device included in your lone worker's risk assessment? Yes/No

A7 As answer 3

Q8 Does the security department hold responsibility for the management of lone worker devices in your organisation? Yes/No

A8 As answer 3

Q9 Does your organisation carry out an annual physical inspection of the lone worker devices? Yes/No

A9 As answer 3

Q10 Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices? Yes/No

A10 As answer 3

Q11 What are the key areas that your lone worker training focuses upon?

A11 Please see below:

- Lone Working Policy (HS21)
- Internal/External work
- Can lone working be avoided
- Risk Assessment
- Options and Control Measures
- Workplace Induction/Training
- Department SOPs

Q12 What instructions are your lone workers given in the event that their device does not function?

A12 As answer 3

*Please note that any individuals identified do not give consent for their personal data to be processed for the purposes of direct marketing.

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An anonymised copy of this request can be found on the Trust's disclosure log, please note that all requests can be found at the following link: <http://www.uhnm.nhs.uk/aboutus/Statutory-Policies-and-Procedures/Pages/Freedom-of-Information-Disclosure-Log.aspx>

This letter confirms the completion of this request. A log of this request and a copy of this letter will be held by the Trust.

If you have any queries related to the response provided please in the first instance contact my office.

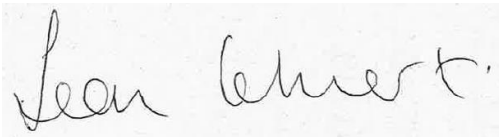
Should you have a complaint about the response or the handling of your request, please also contact my office to request a review of this. If having exhausted the Trust's FOIA complaints process you are still not satisfied, you are entitled to approach the Information Commissioner's Office (ICO) and request an assessment of the manner in which the Trust has managed your request.

The Information Commissioner may be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF or via www.ico.org.uk.

If following review of the responses I can be of any further assistance please contact my secretary on 01782 676474.

Yours,



Jean Lehnert
Information Governance Manager