



# Monitoring & Lone Worker Protection

Presented by

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## Challenges Faced by Employers

- Rising cost and frequency of ‘employee on employer’ litigation.
- Increased focus from insurance companies
- Good legislation and focus from HSE
- Corporate Manslaughter bill is focusing the mind
- Cost of staff turnover, time off ill/stress
- Need for better evidence capture
- Brand impact - positive OR negative



## Strategies for Lone Worker Protection

- Risk Assessment
- Robust Lone Worker Policy
- Escalation Process
- Encourage Dynamic Risk Assessments
- Lone Worker Device or Service
- Senior Management Support



## What are the Risks

- Verbal Abuse
- Physical Assault
- Accidents
- Sickness/Injury
- Being held against your will
- Locations – no choice where your customers are based





## What do employers want from a lone worker solution?

- The removal/reduction in key business risks
- Ease of use, subconscious ‘wearing’ for the worker
- An ability to capture better *evidence* of an incident
- A solution that encourages ‘dynamic risk assessment’
- A lone worker policy that is robust
- 24/7 manned ARC monitoring to BS5979 Cat II
- Device or application that is BS8484 accredited
- A Police Response (URN required with each of the police forces)
- Regular Management Reporting



## Consider.....

- Staff who are on 'call out' at night
- Meetings in clients homes
- Valuable assets or goods
- Key holders
- Repairs & Maintenance – risk of injury
- Staff who largely work away from the main office
- Imparting bad news



## Reliance Protect Service

- **Amber Alerts** log the user (pooled devices) and the location the user is working or visiting.
- **Red Alerts** – dedicated panic button to Reliance 24/7 Emergency & Response Centre
- **Red Alerts** answered in under 10 seconds, recording starts immediately. The user is monitored live their, situation assessed and the appropriate response summoned.
- Incidents reported on the management reports within 15 minutes of closure, emails and/or SMS to advise key personnel
- Red Alert recordings can be accessed on line via the web portal – unique to Reliance



## Specialised Lone Worker Device

### Identicom

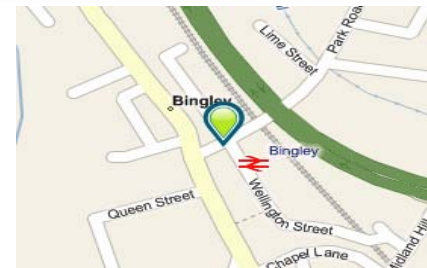
- ID Holder packed with mobile phone technology
- Discrete design
- Dedicated panic button
- Secondary alert with RIP pin
- Man down functions
- GPS option
- All Usage and calls included in the monthly cost





## Smart Phone Application

- Application download for Smart phones, PDA's & Blackberry
- Panic button on a soft key that vibrates to confirm activation
- Lone Worker mode when required
- Amber Alerts can initiate a Welfare Check at regular intervals
- Utilises GPS within the handset
- Option to view the position of the handset on mapping via our web portal





## Pro's & Cons

### Specialised Device

V

### Technology

#### Pro's

- Discreet
- No real 'street value'
- Easy to wear & display ID
- Simple to use
- Long battery life
- Easily pooled/shared

#### Con's

- User needs mobile phone to make calls
- GPS could impact battery life

#### Pro's

- Utilises existing handset
- LWP operates in the background
- Excellent GPS
- User only has one tool to charge
- Visibility option

#### Con's

- High £ value to criminals
- Where to keep the handset when working
- Difficult to share/pool



**To Summarise...the correct device, for the level of risk/ job role, for the allocated budget.**

- Risk Assessments
- Lone Worker Policy
- Managers - involved
- Staff - build the habit of leaving Amber alerts
- Evidence - use it
- Teamwork

## NHS Approach

- **Research**
- **Understand the work force**
- **Understand roles and responsibilities**
- **Understand the risks faced**
- **Consult**
- **Develop guidance**
- **Develop template policy**
- **Influence standards**
- **Procure a service**

## The NHS Lone Worker Framework agreement

- Procurement to provide a service provider
- Competitive dialogue to develop the required services for the NHS
- Partnership working throughout implementation
- Framework available to other public sector bodies
- Roll out now complete
- Over 30,000 devices now in use in NHS England
- Further development of the service

## How it's all working

### Positives

- **Over 300 genuine red alert alarms activated**
- **38 escalated to Emergency Services**
- **Examples of red alert situations**
- **Research quotes from users**

### Issues

- **Roll out was tough**
- **Difficulties engaging middle management**

## Questions?

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