


Reliance Protect delivered for Liverpool Community Health

Liverpool Community Health 
NHS Trust



In late 2014, Liverpool Community Health NHS Trust undertook a comprehensive review of its policies, procedures and management systems for protecting its lone workers.

The Trust has since made major reforms – including the adoption of Reliance Protect – to transform care for lone workers as part of an award-winning approach to staff safety.

Challenge

Serving approximately 750,000 people, Liverpool Community Health delivers health and dental services to people in their own homes and over 70 locations. These include health centres, walk-in clinics and GP practices. Many of the Trust's 3000 staff have field-based roles that bring them into contact with patients and their families in the community.

In the course of duty, lone workers can sometimes be threatened with verbal or physical abuse or feel vulnerable while travelling alone. After rewriting its lone worker safety

policy, the Trust set about implementing best practice in line with NHS regulatory standards.

Solution

After conducting an in-depth assessment of its needs and employee risk profiles, the Trust chose Reliance Protect. Purchasing from Reliance within the NHS framework agreement offered a trusted package of services that had been competitively tendered according to EU guidelines.

Uniquely styled as an identity badge, the GPS-enabled Identicom device is easy to wear and use. Featuring red

Challenge

Increase safety and security for lone workers

Develop an effective user training programme

Help drive culture change within the organisation

Ensure full compliance with HSE regulations

Solution

Advanced user-friendly technology to give field-based lone workers access to immediate support in vulnerable situations.

Comprehensive inclusive care package including support, training and development of a train-the-trainer programme.

Take proactive steps to embed routine use of lone worker devices into everyday routines.

Guaranteed SLAs, KPIs and reporting in line with the NHS framework and statutory standards.

and amber alert capabilities, the push of a discreet button activates an audio call to the dedicated 24/7 Reliance Monitoring Centre. There an expert responder can pinpoint the user's precise location, assess and record unfolding events, take appropriate action and, if necessary, escalate the call to the emergency services.

Keen to fast-track the service, the Trust initially planned a rapid roll-out of 1400 devices. Given the scale of the launch, the training programme was adapted to maximise understanding and uptake of the devices via small, hands-on training sessions. Champions were nominated in local teams to encourage use of the devices. Allied to this, a train-the-trainer initiative was introduced to support in-house training, refresher training and basic induction training for new joiners.

The importance of the devices was promoted by a communications campaign to win hearts and

minds via posters, cards and other messages reminding lone workers to use their devices. Positive staff experiences were shared to reinforce the benefits of using the device.

Benefits

By end of August -2016 the Trust had deployed 1752 devices and ensured that its lone workers were trained to use them. Almost 97% of all lone workers at the Trust are now utilising Reliance Protect and the service has full union backing. In a further endorsement, the Trust's Health & Safety and Communication teams received an award in 2016 from the Chair of the Trust. Reliance Protect is now fully embedded as part of the Trust's 'business-as-normal' operations and will offer the flexibility to adapt, for example, to enable greater localisation and additional functions as needs change.

As a result, Reliance Protect is making it much easier for Liverpool Community Health to mitigate

risk and meet its duty of care for employees, while ensuring the Trust is compliant with regulatory health and safety guidelines.

“ We’ve developed a strong working partnership with Reliance Protect with the flexibility to meet to our needs and create positive change in working practices. As a result, we’ve created a far safer working environment for our employees when they are delivering care to patients in the community. Team feedback has been very good and staff welcome the extra level of protection and peace of mind that the Reliance Protect service provides. ”

David Halicki
Interim Health and Safety Manager
Liverpool Community Health

With Reliance Protect a lone worker is never alone



Reliance Protect is the market leading lone worker protection solution with over 30,000 users throughout the UK. A fixed monthly fee, starting at just £5.80 a month, allows customers to easily and effectively budget to protect their lone working colleagues.

Our all-inclusive managed service provides:

- BS5979 Cat II accredited 24/7 alarm monitoring centre
- Inclusive pricing models including devices and sim card costs
- BS8484 certified solutions
- Dedicated implementation team, face-to-face training and dedicated 24/7 customer support desk
- Management support, extensive reporting and customer web portal
- ISO 27001 to ensure maximum levels of sensitive information security.

For more information on Reliance Protect or to arrange a complimentary lone worker review:

E-mail: info@rht.co.uk
Phone: 0800 840 7121 and quote 'lone worker'
Visit: www.relianceprotect.co.uk

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