

## Pro-Security Culture

### Introduction

NHS England/Improvement work to create a safe and secure environment for staff and visitors so that the highest standards of clinical care can be made available to patients.

A key part of this strategy is having a Security Manager to ensure that security management work is delivered locally.

Main Areas targeted:

- Tackling violence and aggression against NHS staff,
- Protecting NHS property and assets,
- Securing drugs, prescription forms and hazardous materials,
- Protecting maternity and paediatric units.

### Security Induction

#### How to Contact Security

Security at the NNUH can be contacted on Ext.5656 at any time. A security officer is also based at the Reception Desk between 18:00 and 07:30 hours each night in the West Atrium.

In an emergency telephone ext. 2222, this will be answered by the switchboard as a 999 call.

Security can also be contacted on the 'help buttons' installed on each of the car park ticket machines in or near all the hospital entrances. There are also help buttons on the 22 car park barriers in the hospital grounds.

There are no security officers at any of our Off Site Properties, so for non-emergencies call 101 or if threat to life call 999. Please ask questions related to security at your local induction with your line manager.

There are over 130 CCTV cameras on the NNUH site which are monitored 24 hours a day. The digital recordings are kept for 30 days before being disposed of. The CCTV system is operated strictly in accordance with the GDPR.

There are in excess of 300 card swipe points on doors for access to different areas.

The Car Parks hold just over 2800 cars, 1975 of these are for staff and 851 for patients and visitors.

The hospital has the Park Mark Award which is awarded by the Association of Chief Police Officers and the British Parking Association. This is only awarded to car parks run to a very high standard which includes lighting, patrols, security, CCTV, access and signage.

All the main entrances automatically lock by 23.00 each night until 06.00 in the morning. The only entrance to the hospital open for 24 hours per day is the West In-patients Level

# Remember Security is Everybody's Responsibility

One and the Emergency Department. 24 hour access is also provided through the staff entrance.

Main issues to be aware of:

1. **Petty Theft** – from offices and office drawers, includes petty cash, personal property, purses, credit cards, wallets etc.

**Never** leave these items lying around. Lock away in personal lockers or drawers. Only small amounts of cash should be kept without a proper safe.

2. **Office Items** – includes lap-top, computers, printers, VDU's, Dictaphones etc. The general rule is that all offices should be locked when the office is unoccupied even for short periods.
3. Ensure that windows, doors and filing cabinets are secured before leaving at night.
4. Ideally each department should have a nominated person responsible for security. A check list should be provided when locking up at night, so no items are missed.
5. **Alarm Codes** and digital lock codes for access should not be disclosed to unauthorised persons or passed by word of mouth. They should not be displayed where they can be seen.
6. All staff should wear ID badges with their photographs on whilst on duty and be visible. Persons who appear suspicious or lost should be challenged ("Can I Help You"). This makes persons up to no good uneasy. If not satisfied with response inform someone senior in your department/security giving descriptions and direction travel. On swipe card doors watch out for persons following you through before the door closes (Tail Gating).
7. Keys kept within a department should be locked away in the key cabinet provided. Procedures should be in place concerning the issue of keys.
8. If you receive goods into the department these should be recorded and signed for. Many items go missing after allegedly being signed for.

## 9. **Role of Security Personnel**

All suspicious incidents, thefts etc, should be reported through Security. They will then attend or advise you on what action to take, and will undertake initial investigation and report to the Police if appropriate.

Officers are trained to deal with violent and abusive situations. They should be called to deal with any incident of this nature. If you assess that a person is becoming agitated do not wait until they become aggressive, get somebody to notify security who will attend and stay discreetly in the background and respond if necessary. It is much easier to control a situation from the start than arrive when a struggle has ensued or punches thrown. In most cases security will not be required. Do not feel that you have wasted their time. It is their job to ensure staff are safe.

# Remember Security is Everybody's Responsibility

## 10. Personal Safety

Personal Safety is of paramount importance and everybody has a role to play. If you see any breaches of security i.e. open windows, fire doors close them. or suspicious persons loitering, phone Security on ext. 5656. In an emergency phone 2222 for switchboard. This number is treated the same as a 999 call.

If you need to go to isolated areas of the hospital at night and feel unsafe a quick call to Security will provide you with an escort.

Personal screech alarms are available from procurement if your line manager carries out a risk assessment and deems it an appropriate measure for you have one.

## 11. Personal Property

Your personal property that is brought to work is your responsibility to look after it not the Trust's. Bring in the bare minimum you need to get you through the day and preferable which you can keep on your person. Ensure that all your personal property is deposited in a secure locker wherever possible. Never leave your locker undone. Personal property should be marked and identifiable.

If you park your car at the hospital or any of the Off-Site Properties, ensure that windows are closed and doors locked. All property should be taken with you or placed in the boot out of sight. Do not tempt thieves by leaving property on display. Bicycles should be placed in the locked cycle compound at the main hospital, keys can be obtained from the Travel Office for a small deposit.

## 12. Patients Property

Check and record Patients Property in accordance with the Trust's policy. The Trust cannot be responsible for property not handed in for safe keeping and patients are asked to sign a disclaimer form. If you have a patient who wishes to keep more than £50.00 inform Security who will attend and explain the situation to the patient. Patient's property can go missing when being transferred from ward to ward so take care everything is documented and travels with the patient and handed over.

## 13. Bogus Callers

The Hospital frequently gets bogus telephone calls from persons claiming to be Doctors or Nurses needing some patient's information from health records. Information should not be given unless you are certain that the caller ID is genuine. If you are in doubt contact your manager. Always take a number so you or someone more senior can call them back.

## 14. Computer & Data Security

Be careful – breach of confidentiality is a disciplinary offence, ensure computers are in secure areas. Make sure laptops are secured if left unattended. Do not use screens in areas where unauthorised persons can read confidential information and remember screens left on can be read through windows etc always lock your PC when unattended. Do not be careless with passwords or leave it written down anywhere. Never use your own name or that of close friends or car type etc.

## Remember Security is Everybody's Responsibility

Patients record folders should not be left in areas where they can be read by unauthorised staff and visitors. Always ensure that confidential waste is disposed of correctly and in accordance with departmental instructions.

### 15. Vigilant

#### **Suspicious parcels – Bomb threats**

Please treat the hospital as if in an airport or railway station, be vigilant at all times, be aware of unattended bags, parcels and packages, check with other staff in the area, 99.9% of the time someone will know what it is.

Always have a look round when you arrive for work for any objects that are suspicious/hidden or in the wrong place.

If you find anything suspicious do not touch it but isolate the area and inform your immediate supervisor, or if unavailable Security on ext 5656.

### 16. Bomb Calls

If you receive a bomb threat call, keep the caller talking for as long as possible, listen to the voice and any background noises etc. Find out all you can about the bomb. Ask the caller to repeat the message so you can write down the exact words.

Further advice is available on Trust Docs: Bomb Alerts or Suspicious Packages at the NNUH

### 17. Counter Fraud

The hospital has a Counter Fraud Officer whose details are on the Trust Intranet. If you suspect any fraud in the NHS contact this person in confidence.

### Contact Details

Simon Wardale Security Manager Ext 5789

[simon.wardale@nuh.nhs.uk](mailto:simon.wardale@nuh.nhs.uk)

Gaz Hornagold Serco Patient services Coordinator Ext 6091

[gaz.hornagold@serco.com](mailto:gaz.hornagold@serco.com)