

Freedom of Information request 303-18

Request

I would be grateful if you could supply the following information under the Freedom of Information Act.

1. Processes to be followed by lone workers in the following services:
 - a. Mental Health Services
 - b. Learning Disability Services
 - c. AHP services
2. Instructions or guidance given to these staff groups for information to be placed on Outlook Calendars for the purposes of
 - a. Lone working
 - b. Data collection and coding
 - c. Clinical productivity or similar purposes.

Please provide any documentation relating to this between the period of 1/1/16 – 30/6/17.

Response

1. The process is the same for all lone workers within NHS Borders regardless of Clinical Board:
 - Identify any Lone Workers using the Lone Worker Risk Matrix attached
 - Once identified register onto the Safe Shores (Argyll Mobicare) System using the attached paperwork
 - Once registered, the staff member uses the system as per the confirmation email, Personal Identification Number and user guide
 - Departmental training and or person specific training is provided on request
 - Line Managers are responsible for developing service specific safe systems of work (SOP) as per Personal Safety and Prevention and Management of Aggression and Violence Policy in line with NHS Borders Policies

    
Lone_working_risk_matrix.pdf Argyll Mobicare Step Personal_Details_For end_user_agreemen PMAV Inc Pers Safe
by Step User Guide V. m_Mobicare.pdf t.pdf Lone Work Driving Po

2. a. Lone Working:

For new staff this information is part of the Induction on how to record the information accurately within the Outlook calendar inline with Data Protection guidance and NHS Borders policies. The outlook calendar guide for all clinicians was clear through booking appointments using:

- Patient name
- New or follow up
- Area and Venue – eg home visit Selkirk/GP Practice Kelso
- Time
- Any other staff present.

Normally staff would work in an area for a whole day eg Eyemouth and this would be displayed within the calendar or the top of the calendar page.

b. Data collection and coding:



Outlook SOP - April
16.pdf

c. Clinical productivity or similar purposes:

The above SOP is also applicable for Clinical Productivity or similar purposes. This would also be covered through reflective practice during supervision and feedback and support from the team meeting. This would also be reported on through the waiting times performance from the teams.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **303-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.