



# SECURITY POLICY

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## 1. Aim

Lindsey Lodge is committed to providing a secure environment for all patients, staff and visitors. This will be achieved through the provision of a door entry security system, internal alarms to the day care area and alarms to external doors within the in-patient area. These systems are all backed up by security procedures, maintenance checks and training.

We encourage the active participation of all employees in promoting security practice and regular consultation with employees forms part of our normal management operations.

Any employee having a concern on any security issue is encouraged to raise the issue with their line manager or via the incident reporting system if there is thought to be risk.

## 2. Responsibilities

### Board of Trustees

- Will ensure they are aware of significant security issues of concern via the highlight reporting from the relevant sub-committee of Board.
- The organisation has a Risk Register, high risks are reviewed by the Board at each meeting. The subcommittees of the Board will overview and manage medium and low risk issues.
- The Quality Assurance sub-committee of the Board will place Health & Safety on its agenda at every meeting in order to discuss any security issues of concern and be assured CE on security matters.
- Audits on security related matters will be presented to the Quality Assurance sub-committee.

### Chief Executive (CE)

- The CE will ensure there is operational focus on security matters with engagement of relevant members of the team.

### Line Managers/Team Leaders

- Security standards are maintained within their control or sphere of responsibility.
- Ensure that employees within their departments/areas are observant and work safely.
- Should ensure their staff access security system training as part of their induction.

### Health & Safety Designated Person

- Provides advice on a day to day basis and ensures maintenance checks and servicing is carried out as per contracted schedules.
- Seeks required support and knowledge from externally sourced security contractors as required.
- Working with the admin staff ensure visiting contractors are aware of the Hospice security policy and observe the correct signing in procedure.
- Will escalate to the CE issues of risk or concern.

### Employees & Volunteers

- Will take reasonable care of their own security behaviours and care of any other person that may be affected by their actions.
- Should co-operate on all security matters and participate in staff training.
- Will report all security concerns and issues in a timely manner.

#### **External Security System Contractors**

- Provides advice and guidance on security issues relating to the equipment and the needs of the organisation.
- Responds to callouts in a timely fashion and in line with the security contracts.

### **3. Entrysign Door Entry Security System**

The Entrysign door entry system has been installed to protect all staff, service users and visitors to the hospice.

All visitors must sign into the Entrysign system via either screen in main reception or day care reception (see *Appendix 1*).

Where visitors arrive to see patients, they will sign into the Entrysign system in the same way and the reception staff will follow the Entrysign procedure (*Appendix 1*).

Access to the in-patient unit and all other parts of the hospice from either side of the main reception area, are protected by a security swipe access pad. All staff carry an ID Badge which enables access throughout these areas and volunteer staff who need access to these areas from main reception along with reception staff are allocated an authorised access fob which works in the same way as the staff ID badge.

The receptionists will hand out any fobs or authorised user cards where appropriate and this information must be recorded on L: drive/Reception/Authorised Access Records document. At the end of the Receptionists shift in an evening, they must check the access cards to ensure that none are missing and they have all been returned from that day. If any have not been returned this could be a security breach so please advise the manager on call.

All contractors working onsite are allocated an authorised access ID badge/fob to enable them to move around the building to carry out any necessary maintenance works but must return this to reception on exit of the building.

Staff can also enter and exit the building by using the Family and Bereavement Centre entrance door within the new build (see *Appendix 1*).

A handover sheet/register of patients would be used in conjunction with this system to determine the number of people within the building at any time.

In the event of a power cut the system will be supported by the UPS installed in the server room and the back-up generator after then.

#### **Out of Hours arrangements**

Out of hours or when there is no one on reception, the hospice is locked down. This is undertaken by enabling the 'Maglocks' that lock the front doors to main reception. A visitor will identify themselves via the entry buzzer system and small screen which is linked to the nurse's station on IPU. Staff should only open the front doors if they know the visitor and must ensure that the doors are locked after the visitors are admitted. Staff should ensure the visitors sign in by using the Entrysign Security System once in reception.

Visitors must sign out of the building on exit and the Nurse in Charge must be notified if their departure is after 8pm when there is no one on reception to ensure arrangements are made to escort the visitors safely out of the building, ensuring they sign out using the Entrysign system.

#### **4. Security Alarms**

All information regarding the security alarms can be found in the Red folder in the IPU Team office and instructions regarding the alarm panels and zones can be found in *Appendix 2* of this policy.

##### **Day Care Unit**

The Nurse/Therapist in Charge is responsible for ensuring that the building is secure each day and must follow the procedure found in *Appendix 2*.

The Chubb security monitoring system automatically picks up when the day care alarm is activated and alerts ProTouch Security who provides alarm response and of whom are key holders of the building.

Staff are responsible for noting the message on the screen of the alarm panel prior to switching off the alarm using the universal code.

##### **If the day care alarm sounds**

The Nurse in Charge will check the building and liaise with the security company. If there is an intruder or other problem the security officer will either call the appropriate emergency services, make a site visit or arrange for appropriate action e.g. boarding up of a window to be carried out. If any authorisation is required to carry out remedial works, the senior manager on call should be contacted. The senior manager on-call rota is located on IPU and on the L Drive/Senior Manager on Call file.

##### **In-patient Unit**

All external doors to the unit have sensors connected to the alarm panel on the nurse's station which will bleep if the doors are opened until the deactivation code is inserted by a member of staff after checking the area (Instructions can be found in *Appendix 2*).

Children must not be unattended when in the inpatient unit and must never be allowed behind the inpatient reception desk or nurses station in case they press the panic buttons.

##### **Panic buttons**

Panic buttons are under the nurse's station desk counter and the front reception desk. They connect to Chubb who will contact the police if felt this is required. . Details of how to operate the panic button can be found in *Appendix 2*.

The in-patient unit would only be alarmed if the whole unit was closed. In this situation Daycare (zone 1) would be alarmed first followed by IPU (zone 2). The Senior Manager on-call or Senior Nurses would take responsibility for securing the unit.

If the member of staff opening the unit is threatened before the alarm is de-activated they should carry out one of the three procedures using the alarm panels as detailed in *Appendix 2*.

**5. CCTV**

A CCTV system is installed to protect patients and staff and a policy is in place (L Drive-Policies and Guidelines/CCTV) regarding its specific use.

There are eight cameras which film in sequence around the outside of the hospice building. They can be regulated manually from the nurses' station. In the event of a disturbance the cameras can be regulated to film the required area.

**6. Security Equipment Maintenance**

All Security equipment is covered by an annual maintenance contract and callout agreements. Details of these schedules are found on the *L:\drive\facilities*

## **LINDSEY LODGE SECURITY POLICY ENTRYSIGN PROCEDURE/INSTRUCTIONS**

- All visitors must sign into the Entrysign system via either screen in main reception or day care reception providing their name, whom they are on site to visit and their car registration number. They will be allocated a visitors badge produced automatically by the system and the reception staff will alert the receiving member of staff of their arrival and the visitor will remain in the reception area until collected by another member of staff.
- Where visitors arrive to see patients, they will sign into the Entrysign system in the same way and the reception staff will arrange to show them through to the in-patient unit. Alternatively if the reception staff are on the telephone, they can remotely open either door by pressing the door open button located under the right hand side of the main reception desk. This should not be a norm unless the visitors are known to Lindsey Lodge i.e. this is not their first visit. Once shown to the inpatient unit by the receptionist, the inpatient staff must escort the visitor to the patient and ascertain if the visitor is welcome by the patient. It must be acknowledged our patients are often very ill or deteriorating and therefore visitors must be escorted to ensure it is appropriate to see the patient.
- Access to the in-patient unit and all other parts of the building from either side of the main reception area, are protected by a security swipe access pad. All staff carry an ID Badge which enables access throughout these areas and volunteer staff who need access to these areas from main reception along with reception staff are allocated an authorised access fob which works in the same way as the staff ID badge.
- All contractors working onsite are allocated an authorised access ID badge/fob to enable them to move around the building to carry out any necessary maintenance works but must return this to reception on exit of the building. These are provided to contractors by the receptionist staff.. Exit from this secure area around the in-patient unit can be by ID badge swipe access or by pressing the green exit button at either door.
- Staff can also enter and exit the building by using the Family and Bereavement Centre entrance door within the new build. Staff should swipe their card on the external pad to gain access to the building and then swipe into the Entrysign security system by placing their ID badge on the Entrysign keypad inside the building. This pad is linked to the main Entrysign system for entry and exit of the building.
- An evacuation sheet printed from entry sign would be used to determine the number of people within the building at any time.
- In the event of a power cut the system will be supported by the UPS installed in the server room and the back-up generator after then.
  - At the end of the Receptionists shift in an evening, please check the access cards to ensure that none are missing and they have all been returned from that day. Also, please ensure that the correct information has been updated on the document (L drive: Reception/Authorised Access Records).
  - If any have not been returned this could be a security breach so please advise the manager on call.

**Out of hours arrangements**

- Out of hours or when there is no one on reception the main hospice doors are locked (the external porch remains open) Maglocks should be put on the front doors to main reception and all visitors will identify themselves via the entry buzzer system and small screen which is linked to the nurse's station on IPU. Staff should only open the front doors if they know the visitor and must ensure that the doors are locked after the visitors are admitted. Staff should ensure the visitors sign in by using the Entrysign Security System in reception.
  
- Visitors must sign out of the building on exit and the Nurse in Charge must be notified if their departure is after 8pm when there is no one on reception to ensure arrangements are made to escort the visitors safely out of the building, ensuring they sign out using the Entrysign system.



## LINDSEY LODGE SECURITY POLICY SECURITY ALARMS AND PROCEDURE

### Alarm Panels and Zones

These are situated:

- Nurses station in-patient unit
- Corridor by meeting room 1 and 2( ground floor)
- Near door at bottom of stairs in Day Care

### Zone1 = Day Care. Zone 2 = IPU

When setting the alarm, any panel can be used, but usual practice for Day Care (zone 1) is to set via the panel at the inpatient unit nurse's station. If the whole building is being alarmed (zone 1 & 2) the panel in the meeting room corridor should be used and that door used to exit the building.

**The universal number for the alarm is 9876.**

### The Day Care Unit (Zone 1)

Nurse in Charge is responsible for ensuring that the building is secure.

- All windows must be locked
- All internal doors closed
- All external doors locked
- All lights extinguished
- Electrical items unplugged
- Team office:
  - All filing cabinets and cupboards locked ensuring that all patients' notes securely locked.
- The door between the Day Care and the Kitchen corridor is locked
- The Alarm should then be set

### ACTIVATION OF DAY CARE ALARM Zone 1

- If the Day Care alarm is activated, Chubb security monitoring system will pick up the call and transfer to ProTouch Security (07929 792 999) who take responsibility for key holding and alarm response.
- If the Initial monitoring service rings the unit (i.e. Chubb), remind them that we have emergency response from ProTouch.
- Staff should make note of the message on the screen of the alarm panel and then switch the alarm off using the universal code (9876)
- The monitoring service responder will arrive at the Hospice and after alerting the Nurse in Charge will inspect the exterior of the building. Please ensure that they know what message was on the panel.
- They will then enter the Day Care unit through the door at the bottom of the Day Care stairs (using their own keys) and check the building.
- The inter-connecting door between Day Care and the In-patient unit should not be unlocked at any time.
- IPU staff must not leave the in-patient area.
- If there is an intruder or other problem the security officer will either call the appropriate emergency services or arrange for appropriate action e.g. boarding up of a window to be

carried out. If not, he will secure the building, produce a detailed report (which must be given to the Chief Executive on the next working day) and report back to the nurse in charge that he is leaving the premises.

- If any authorisation is required to carry out remedial works, please contact:

**The Senior Manager On-call (rota located on IPU)**  
**Chubb Security – 0344 8791710 System ID- DN17 2AB2**  
**ProTouch – 07929 792 999**

## **The In-Patient Unit (Zone 2)**

- All external doors have sensors, which if the doors are opened will cause the system to bleep. To de-activate these put **4321** into alarm panel.
- When de-activating the above it is important to read the message on the panel and not make assumptions about the reason for the alarm.
- At times when there is no one on reception and when there are few staff around the building the Maglocks should be put on the front doors.
- Visitors should be asked to identify themselves via the entry system before the doors are opened.
- All visitors should be required to sign in (and out) using the entry system and state which room they are visiting.
- Visitors must also give their car registration numbers.
- Visitors must sign out when leaving, and the Nurse in Charge must be notified of any who have not left when the reception closes at 8pm.
- Children must not be unattended when in the building and must **never** be allowed behind the reception desk or nurses station in case they press the panic buttons.
- The only time that the in-patient unit would be alarmed is if the whole unit is closed. In this situation Day care (zone 1) would be alarmed first followed by IPU (zone 2). If this situation arose, the Senior Manager on-call or Senior Nurse would take responsibility for securing the unit. The person locking the building must ensure that they have a key and enter by the same door. The key must be securely kept by the individual locking the building.
- The checks for zone 2 are the same as for zone 1 (above).

### **CCTV – Operational Guidance Notes**

- The cameras and access entry are to protect patients and staff.
- There are eight cameras, which film in sequence around the outside of the building. They can however be regulated manually from the nurses' station.
- In the event of a disturbance the cameras can be regulate to film the required area.
- People who come to the door at night are shown on the small screen of the entry phone system at the nurse's station. Staff should only open the front doors if they know the visitor and must ensure that the doors are locked after the visitors are admitted

## **EMERGENCY**

If the member of staff opening the unit is threatened before the alarm is de-activated they should carry out one of the following procedures using one of the three alarm panels:

- Press the up and down arrows at the same time
- Press 01379
- Press the panic buttons by inserting two fingers and press both at once.

### **OPERATION OF PANIC BUTTON**

**Panic buttons are situated under the front main reception desk and the nurses' station in the in-patient unit and should be used in the following situations.**

- When staff are being threatened by members of the public
- When staff are being threatened by aggressive patients
- In any situation when staff feel seriously at risk because of the behaviour of others.

**The pressing of the panic button will alert the security control who in turn will contact the local police.**

**If the panic button is used at any time the Chief Executive or Deputy must be informed.**

**Visitors, (especially children), must not be allowed behind the reception desk and nurse's station where the panic buttons are situated.**

Security numbers are on the front sheet in the security file.

REFERENCES: Initial Shorrocks Instruction Manual (Now Chubb)				
ISSUE DATE Jan 2002 Review 3 yearly				
TO BE REVIEWED	REVIEW COMPLETED	BY	APPROVED BY	CIRCULATION
July 2012	16/09/10	AT	SMG	Policy Books
16/09/13	18/01/12	AT	SMG	Policy Books
20/02/15	11/12/14	AT	SMG	Policy Books
11/12/17	11/04/18	KG	QA 19.4.18	
April 2021	May 2021	KF	QA Sub-Committee 19.05.2021	L: Drive Policies and Guidelines