



NHS

**Great Ormond Street
Hospital for Children**
NHS Foundation Trust

Date: **24 December 2019**

Our reference: **FOIRQ5556**

Dear Sir/Madam,

Thank you for your request for information, which we have processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request

1. *Does your organisation use a dedicated lone worker device?*
2. *If your organisation does not use dedicated lone worker devices, what alternatives do you use?*
3. *Is your organisations lone worker device reliant upon a sim card for reporting?*
4. *How many lone worker devices does your organisation have?*
5. *Does your lone worker device feature in-house tracking or is tracking conducted by the service provider.*
6. *Of your devices how many have been utilised in the last(this does not include solely being powered on);*

6 months as verified by your service provider xx devices
12 months as verified by your service provider xx devices
18 months as verified by your service provider xx devices
24 months or more as verified by your service provider xx devices
7. *Is competence in using the lone worker device included in your lone workers risk assessment?*
8. *Does the security department hold responsibility for the management of lone worker devices in your organisation?*
9. *Does your organisation carry out an annual physical inspection of the lone worker devices?*

10. *Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices?*

11. *What are the key areas that your lone worker training focuses upon?*

12. *What instructions are your lone workers given in the event that their device does not function?*

Our Request for Clarification

The Trust contacted you for clarification to confirm what you mean by “Activations” in the following question:

Q.6 *“how many devices have been utilised in the last (this does not include solely being powered on); the following question to confirm whether you mean “*

- *6 months as verified by your service provider xx devices*
- *12 months as verified by your service provider xx devices*
- *18 months as verified by your service provider xx devices*
- *25 months or more as verified by your service provider xx devices*

Your Response to Our Request for Clarification

You responded and clarified that ‘Activation’ is referring to amber alerts on a dedicated device or status checks on a non-dedicated device; which is above and beyond simple turning on of a device.

Our Response

Great Ormond Street Hospital for Children NHS Foundation Trust (the ‘Trust’) is a single site, specialist tertiary paediatric trust. We have respond to your request for information below: Please see our responded (in bold) to your following request for information:

1. *Does your organisation use a dedicated lone worker device? **Yes***
2. *If your organisation does not use dedicated lone worker devices, what alternatives do you use? **N/A***
3. *Is your organisations lone worker device reliant upon a sim card for reporting? **Yes, We use Skyguard lone worker devices that use roaming Sims and picks up the strongest network in the area***

4. *How many lone worker devices does your organisation have?* **40**
5. *Does your lone worker device feature in-house tracking or is tracking conducted by the service provider. **By the service provider Skyguard Personal safety services***
6. *Of your devices how many have been utilised in the last(this does not include solely being powered on);*

*6 months as verified by your service provider **11** devices*
*12 months as verified by your service provider **34** devices*
*18 months as verified by your service provider **106** devices*
*24 months or more as verified by your service provider **112** devices*
7. *Is competence in using the lone worker device included in your lone workers risk assessment?* **Yes**
8. *Does the security department hold responsibility for the management of lone worker devices in your organisation?* **Yes**
9. *Does your organisation carry out an annual physical inspection of the lone worker devices?* **Yes**
10. *Is your security department responsible for conducting in-house training for lone workers that includes lone worker devices?* **Yes**
11. *What are the key areas that your lone worker training focuses upon?*
GOSH Community staff, Out of hours Lone workers
12. *What instructions are your lone workers given in the event that their device does not function?* **To report it with immediate effect to the Security department.**

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

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Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust
Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]



NHS

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Hospital for Children**
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Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request. You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113
Fax: 01625 524510