

Puawai Internal Security

Procedure Responsibilities and Authorisation

Department Responsible for Procedure	Mental Health and Addictions
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Target Audience	Staff working in the Puawai inpatient services, contractors, and visitors
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Procedure Review History

Version	Updated by	Date Updated	Summary of Changes
02	Kylie Balzer	8 June 2018	RESPECT changed to SPEC Visitor wrist bands changed to Visitor Identification tags Roles and responsibilities added
02	Areann Libline	8 February 2019	Detail relating to security responsibilities
03	Alan Barlow and Kylie Balzer	Updated March 2021	Changes made to action 3 under Issue and Collection of tāngata whaiora razors Feedback incorporated from consultation on cultural sensitivity for visitors Update to section on internal access corridor
	Kylie Balzer	February 2022	Document altered into current required format by the Quality and Patient Safety service. Changes made to highlight that only electric razors are permitted in the Puawai inpatient service Definition for wanded / wanding added

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1 Overview

1.1 Purpose

The associated risks of a medium secure service require that the units adhere to the procedures deemed necessary in ensuring the integrity and safety of the environment for tāngata whaiora and staff.

The following procedures need to be adhered to:

- a. Issue and collection of tāngata whaiora electric razors
- b. Cutlery
- c. Unit visitors
- d. General ward search

1.2 Scope

This procedure applies to the Puawai inpatient wards at Waikato DHB and to all staff, contractors and visitors to the unit.

1.3 Patient / client group

Inpatient tāngata whaiora and unit visitors of the Puawai inpatient service.

1.4 Exceptions / contraindications

Electric Razors: A sign out process for electric razors is not required in Puna Taunaki. In Puna Whiti tāngata whaiora hold their own electric razors.

Cutlery: Puna Taunaki and Puna Whiti are excluded from the cutlery processes.

1.5 Definitions and acronyms

Wanded / Wanding	Use of a hand held metal detector for security check
SPEC	Safe Practice and Effective Communication Training
CWS	Clinical Work Station

2 Clinical management

2.1 Roles and responsibilities

All Staff with the Puawai service are to be aware of and follow this procedure

Charge Nurse Managers / Associate Charge Nurse Managers are to monitor and manage the application of this procedure

Contractors must follow the requirements of this procedure

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Security staff are to meet the competencies in relation to service requirements for visitors to the Puawai service

All staff, including security staff and visitors must adhere to the prohibited items list as described in the Visiting Puawai inpatient forensic service – A visitors guide (C1337HWF)

2.2 Competency required

Staff working within the Puawai service will receive information on the processes to follow for internal security as a component of their orientation programme and will be observed for competency in following these.

Security staff will receive education on service requirements for unit visitors as part of orientation to their role within the Puawai service and will be observed for competency in following these.

Non-Puawai staff entering the Puawai service will be provided with instructions on how to use the Duress alarm.

2.3 Equipment

- Documentation for recording electric razor allocation and return
- Locked cupboards for electric razors and cutlery
- Sharps containers
- Incident management system (DATIX)
- Board for documenting cutlery
- Metal detector (wand)
- Visitor identification tags
- Duress alarms
- Orientation programmes
- Visiting Puawai inpatient forensics service – A visitors guide (C1337HWF)
- Radio transmitter

2.4 Procedure

a. Issue and collection of tāngata whaiora electric razors

Note: only electric razors are permitted to be used in the Puawai inpatient service

1. All electric razors must be kept on the ward in a designated locked cupboard or container to enable ease of monitoring. There will be no more than one electric razor per tāngata whaiora. This includes personal razors in current use.

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- Electric razors are to be signed out by staff / allocated security person (excluding Puna Taunaki). It is the responsibility of the issuing staff member to ensure that all electric razors are returned intact and signed back in.

In Puna Maatai staff must observe the tāngata whaiora while using the electric razor at all times.

In Puna Whiti tāngata whaiora hold their own electric razors.

- Tāngata whaiora who use electric razors. Each tāngata whaiora has their own removable electric razor head. Upon return of the electric razor, the head will be removed and placed in the security cabinet under the tāngata whaiora name to ensure that the head and cutters are not shared. If the head and cutters require replacing, it will be disposed of in the sharps box. A replacement head and cutters will be issued.
- If an electric razor/or part of is missing the Charge Nurse Manager / Associate Charge Nurse Manager / shift coordinator will be notified immediately. A ward search may need to be initiated to locate the electric razor / parts whereabouts. Every effort should be made to locate the lost electric razor / part due to the serious risk of compromising tāngata whaiora and staff safety. If not found an incident form is to be completed in DATIX.

b. Cutlery

Excluding Puna Taunaki / Puna Whiti

- An allocated staff member / allocated security person is designated the duty of 'cutlery' by the co-ordinator of each shift:
 - There will be a count of all cutlery prior to tāngata whaiora entering the dining room
 - The allocated staff member will ensure that the cutlery handed out and returned is recorded on the cutlery board against the tāngata whaiora name
 - Once all cutlery is returned to the allocated staff member and placed in the cutlery container the final check will take place in the kitchen
- If the cutlery count is incorrect then all tāngata whaiora are to remain in the dining room (day room Puna Poi Poi). The Charge Nurse Manager / Associate Charge Nurse Manager / Coordinator will be notified immediately.

The metal detector (wand) may be utilised. The tāngata whaiora may be searched in accordance with the Mental Health and Addictions Searching of Mental Health tāngata whaiora in relation to an illicit substances / dangerous articles policy (1862).

If the cutlery is not recovered an incident form is to be completed in DATIX.

- Cutlery is to be kept in the locked cupboard when not in use to prevent items being misplaced and / or moved.

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c. Unit visitors (Non Puawai staff and or visitors)

Excluding Puna Taunaki / Puna Whiti from Number 2 in this section.

1. All visitors to the unit must be authorised by one of the following people:

Charge Nurse Manager, Associate Charge Nurse Manager, Senior nursing staff on shift, Director / Operations manager of the service. Staff must be made aware of non-Puawai staff and / or visitors who enter the units to ensure:

- To ensure the security of the ward remains intact and knowledge of non-Puawai staff and or visitors presence on the units
- Non-Puawai staff may not be SPEC trained or possess knowledge of how to remain safe on the ward
- To ensure the safety, privacy and confidentiality of Puawai tāngata whaiora

2. All visiting WDHB non-Puawai staff, Puawai staff, contractors, and / or visitors will enter via the security booth (except in Puna Taunaki and Puna Whiti).

Entrance via the internal access onto the corridor (level 2 access onto Puna Maatai and Puna Awhi-rua) is used only in

- Emergency situations
- If using a trolley / wheelchair
- Internal transfer of tāngata whaiora between Puna Maatai and Awhi-rua
- Court personnel

When responding to an emergency, there are two access fobs for responders to use, located in the internal lock. Security will monitor that the fobs are returned after the emergency has passed.

Non-Puawai staff (includes adult inpatient service staff supporting tāngata whaiora using Puawai facilities)

All non-Puawai staff must:

- Hand their identification in at the security booth.
- Sign the visitor's book on entry and exit to Puawai
- Be issued with a visitor's identification tag and sign for a duress alarm.
- Have security contact the ward and request a staff member to escort them
- Be escorted onto the ward and during their visit unless other arrangements have
- been arranged by senior nursing staff relating to the adult inpatient staff utilising Puawai facilities

Contractors

All contractors must

- Sign the visitor's book on entry and exit to Puawai.
- Be issued with a visitor's identification tag and sign for a duress alarm.
- Have security contact the ward and request a staff member
- Be escorted onto the ward and remain with them during their entire visit (some contractors may already have pre-arranged escorts).

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Puawai staff

All Puawai staff (and those with both external and internal keys) must

- Hand their external keys and identification into security
- Obtain their internal keys and identification from security.
- Access their allocated duress alarm before entering the wards if working on level 2. For staff with external and internal keys, who are not Puawai staff, for example co-ordinators, quality improvement staff, a duress alarm must be issued by security and signed for.
- Have their internal keys, identification and duress securely attached to a lanyard or clothing at all times

After hours medical staff

All after hour's medical staff must:

- Hand their external keys and identification into security
- Be issued with internal keys and a visitors identification tag
- Sign for a duress alarm
- Sign the visitors book
- Can enter the wards without escort

Visitors

All tāngata whaiora visitors' must:

- Sign the visitor's book on entry and exit to Puawai
- Hand in items that are not allowed onto the units at security (as per visiting Puawai inpatient forensic services – a visitor's guide.)
- Be wanded before entering the ward. The wandling does not include the head area.
- Remove any head gear, hats, caps or bands unless head wraps are used for religious or medical reasons
- Run their fingers through their hair if long and unruly to ensure no contraband is concealed except in situations where this would be deemed culturally inappropriate
- Be issued with a visitor's identification tag and sign for a duress alarm.
- Have security contact the ward and request a staff member to escort them
- Be escorted to the Puawai visiting area and have a staff member with them throughout the visit
- Be escorted back to security once the visit is over

Key points:

- Ensure all persons entering the Puawai unit are cleared by security.
- Ensure any 'visitors' status is clearly visible
- Although visiting non-Puawai staff and / or visitors are escorted AT ALL TIMES while in the unit, the carrying of a duress alarm at all times is mandatory.

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3. To maintain safety no whānau / friends / carers are to enter the ward except for whānau day or with prior approval by the Charge Nurse Manager / Associate Charge Nurse Manager or Operations Manager.

4. When notified (by security) that non-Puawai staff wish to access the unit, a staff member will proceed to security and escort them onto the unit.

Non-Puawai staff and / or visitors need to be supervised AT ALL TIMES.

Safety precautions will be put in place, e.g. ensuring that bedrooms are empty and the corridor area are locked off.

Staff need to ensure that the safety of non-Puawai staff and / or visitors is maintained from the point of entry to exit.

5. If the purpose of the visit is a whānau visit then staff must have a radio transmitter and supervise the visit discreetly while observing the visit at all times to monitor:

- a) Tāngata whaiora mental state, behaviour, risk and
- b) Any possible breach in security (e.g. passing illicit substances) and
- c) Report and / or document the visit in CWS

At completion of the visit the supervising staff member must radio transmit the unit to advise that the visit has ended and they require an escort for the visitors to be taken back to the security entrance.

Staff are to maintain awareness at all times the need to maintain the safety and security of all individuals within the Puawai inpatient service.

d. General ward search

1. The tāngata whaiora will be informed that a ward search is to take place for a defined reason and what is being sought. This will provide an opportunity (amnesty) for the item to be returned prior to the search. Tāngata whaiora will be offered the opportunity to be present during the search of their personal property.

An email will be sent to the District Inspector informing them of the wards search by senior nurse / delegate, and an incident form completed in DATIX.

2. Tāngata whaiora will be confined to a limited area of the ward under staff supervision whilst the rest of the ward is being searched. This will maintain the safety of searching staff and ensure the item is not secreted out of the area. Once the area has been searched then the tāngata whaiora can return to that area.

3. Tāngata whaiora are to be informed when the search is complete and thanked for their cooperation.

If appropriate the Charge Nurse Manger / Associate Charge Nurse Manager / shift coordinator will inform the tāngata whaiora of the outcome of the search and address any issues that require discussion with them.

An opportunity for discussion can be provided for the tāngata whaiora if a need is identified. Tāngata whaiora have the right to be informed of outcomes and any

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issues of concern should be addressed in a clear manner encouraging communication and maintenance of rapport.

If a banned or dangerous item is found it will be immediately confiscated and all relevant information recorded in the tāngata whaiora clinical record and all relevant documentation completed (an incident form must always be completed in DATIX for all ward searches regardless of whether items are found or not and an email sent to the District Inspector). The incident form will be followed up by the Charge Nurse Manager / Associate Charge Nurse Manager to identify any new hazards, and plans put in place to reduce any risks identified.

3 Patient information

Visiting Puawai inpatient forensics service – A visitors guide (C1337HWF)

4 Audit

4.1 Indicators

- Security checks
- Cutlery counts
- Level of observations
- DATIX incident reporting

4.2 Tools

- Audits of security checks, cutlery counts, and levels of observation
- Incident management

5 Evidence base

5.1 Associated Waikato DHB Documents

- Mental Health and Addictions [Working with Risk: Assessment and intervention for tāngata whaiora engaged with Mental Health and Addictions services who present at risk of harm to self or others](#) protocol (Ref. 5241)
- Mental Health and Addictions [Duress Alarm Use and Management in the Henry Rongomau Bennett Centre](#) procedure (Ref. 2681)
- Mental Health and Addictions [Levels of Observation across all Mental Health and Addiction Inpatient Services](#) procedure (Ref. 5238)
- Mental Health and Addictions [Searching of Mental Health service users in relation to illicit substances / dangerous articles](#) procedure (Ref. 1862)
- Waikato DHB [Clinical Records Management](#) policy (Ref. 0182)
- Waikato DHB [Incident Management](#) policy (Ref. 0104)

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5.2 External Standards

- Health and Disability Services Standards NZS 8134:2021
- Privacy Act 2020
- Misuse of Drugs Act 1975
- Crimes Act 1961
- Health and Disability Commission Consumer Rights Act 1994
- Mental Health (Compulsory Assessment and Treatment) Act 1992

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