

Duress alarm use and management inpatient Mental Health and Addictions

Procedure Responsibilities and Authorisation

Department Responsible for Procedure	Mental Health and Addictions
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Procedure Review History

Version	Updated by	Date Updated	Description of Changes
02	Kylie Balzer Nicola Barlow	June 2018	Inclusion of duress use and management in OPR1 Inclusion of individual duress provision to individual staff in Puna Maatai and Puna Awhi-rua
		January 2019	Updating of duress information for all areas

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1. Overview

1.1 Purpose

The purpose of this procedure is to ensure that all staff are able to use the duress system effectively to maintain safety of service users and staff.

1.2 Scope

This procedure applies to all staff within the inpatient Mental Health and Addictions service

1.3 Patient / client group

Mental Health and Addictions staff

1.4 Exceptions / contraindications

Nil exceptions

1.5 Definitions

HRBC	Henry Rongomau Bennett Centre
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2. Clinical Management

2.1 Roles and Responsibilities

All Staff

All staff are responsible for checking duress alarms when allocated and the care of duress alarms

Managers

Managers are responsible for ensuring duress alarms are available in clinical areas

2.2 Competency required

All mental health and addictions staff providing direct client care, or visiting client care areas are required to be proficient in the use of the duress system

2.3 Equipment

Duress alarms
Radio transmitter – inpatient HRBC
Emergency response team

2.4 Procedure

Henry Rongomau Bennett Centre

Checking of Duress Alarm

Black duress alarms: Checking a duress alarm requires a single press of the black button – the red light flash indicates that the alarm is connecting to the network.

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A periodic double beep indicates a low battery which requires immediate attention and a need to change the batteries. All inpatient ward areas are required to have a stock of AAA batteries.

White duress alarms: Checking network connection – short press of the grey button 1 flash = off network, 2 flashes = on network.

To turn on the duress alarm press the grey button for up to 3 seconds and it will beep. To turn off press the grey button for up to 3 seconds and it will beep.

The white duress alarms are charged and if the alarm is still charging there will be a flash every 3 seconds, when fully charged there will be 2 flashes every 3 seconds. When the battery is low the duress will vibrate and bleep.

If being issued a duress by Security staff the security staff member will be responsible for checking the duress prior to issue.

All staff are required to check that their duress is operational at the beginning of each shift.

Duress activation – Henry Rongomau Bennett Centre

In the event of an emergency requiring a response team within the Henry Rongomau Bennett centre (HRBC), press the red button once. This will alert the HRBC Emergency Response Team, the HRBC coordinator and security via pagers and ward enunciators.

All wards will send at least one response person unless that ward would be left unsafe as a result.

Once HRBC security receive pager notification they are required to open the appropriate forensic secure doors for easy access. This will require temporary over-riding of the air lock doors on both levels and enable staff movement within levels.

Duress activation – OPR1

In the event of an emergency requiring a response from Security the staff member presses the red button on the duress alarm once. This will provide an alert to the Waikato Hospital Security service.

OPR1 also has emergency alarms situated on the wall in the interview rooms.

Security will respond and provide assistance to staff in the ward. Security should also notify the HRBC coordinator.

Emergency call buttons situated on the bed panels in the High Dependency area of OPR1 and ensuites of bedrooms within the main ward area of OPR1 will alert an emergency within the ward area. The shift leader will be required to respond and alert security via the duress alarm system as required.

The ACNM / delegate in OPR1 will check that their duress is operating each day. To do this they should call security at the Henry Rongomau Bennett Centre and advise that they are performing a duress test, and then undertake a test by activating a duress point on the ward.

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3. Audit Indicators

3.1 Indicators

A timely response to psychiatric emergency incidents within Mental Health inpatient wards

3.2 Tools

Review of DATIX incident reports related to psychiatric emergency responses

4. Evidence Base

Associated Documents

Eko – Tek fob quick instructions for HRBC duress alarms

HRBC duress battery procedure – security manual

Waikato DHB Security Policy (0120)

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Appendix A



The Henry Rongomau Bennett Centre

Private Bag 3200
Hamilton 3240

All enquiries
Tel: 07 8398987
Personal Equipment – XXXXX

Name:	Unit:
Designation:	Date:
Alarm#:	

The mental health and addictions service is committed to the health and safety of staff, service users and visitors. In order to maintain the safety and well-being of all the above items are being issued to you.

The above item has been issued to you personally and you are responsible for it. The replacement cost of a personal alarm is approximately \$450.00. In order to maintain and ensure the safety of both yourself and your colleagues it is paramount that you follow the issuing/allocation process as per below. Your personal alarm is only allocated to you and is not for use by any other staff member. The borrowing of your duress alarm is strictly forbidden. Duress alarms for students and visitors will be managed via the security booth.

Should your personal alarm require servicing or repair the cost will be met by the Service. Flat batteries are indicated by a 'beep' every 20-30 seconds, or testing as per your unit protocol. If you find it is not functioning return the alarm to your respective charge nurse manager for repair and a replacement alarm will be issued. You are liable for 50% of the replacement cost (\$225), if you lose your duress alarm.

Staff will self-issue the above items with a unique number via the access controlled and camera monitored charging station cupboards with the expectation that staff return these items for charging at the conclusion of their shifts. Your duress is numbered both externally and via internal programming. It sits in a charging station with your name clearly visible. Regular audits will identify whether your duress alarm is where it should be (On your person because you are on duty or charging, because you are not at work). The secure storage cupboards have camera footage and access control, so should there be any discrepancies around allocation/returning of the items this can be referred to.

All equipment supplied to staff remains the property of the Henry Bennett Centre and should be returned when resigning from the service.

I have read the above and agree to meet the conditions specified.

Signature: _____

Home Address:

Telephone: _____

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