

Staff Consultation Document

Objective:

This paper is a consultation document seeking comments and views from all staff in Community Services on the proposal to enable the GPS tracking functionality on smart phones.

Background/Current Arrangements:

The Trust attaches great importance to the safety, health and wellbeing of all its' staff and acknowledges the duties placed upon it by legislation and common law. Staff who work alone for long or even short periods of time are more vulnerable to physical and verbal abuse and are at greater risk due to the lack of nearby support from a colleague.

The development of a standalone lone worker policy has given greater emphasis on lone working activities providing specific guidance to lone workers and a framework to monitor compliance with the use of the lone worker system.

The widespread roll out of smart phones for staff who conduct lone working activities has:

- Allowed the introduction of the Peoplesafe app
- Improved network connectivity
- Facilitated the use of Apps with patients and other clinical staff to improve patient care
- Enabled the use of a camera. Photography provides a useful aid in the management of wounds showing a visual reference of progress with treatment and improved access for specialist nursing advice
- Provided a torch; a very simple thing that became very useful during Storm Arwen

The introduction of the national target regarding 2-Hour Urgent community Response has also created the need to be able to rapidly deploy staff to a patient, based on their current location.

The smartphones also enable the use of GPS tracking functionality that in turn allows the retrospective audit of staff location, which both meets the mitigations indicated by a Trust auditors report on reducing the risk of fraud by staff, and enables timely investigation of patient complaints and incidents.

Proposal

This paper outlines a proposal to enable the GPS tracking functionality within the Peoplesafe app and to make it mandatory to ensure that the GPS

functionality is turned on at all times whilst at work. The GPS functionality is currently in development and is expected to be available from December 2022.

During a shift the worker's location is automatically recorded every 15 minutes and also when logging a timed activity. This means there is a clear picture of a staff members last known location should there be a failure to check in or send a help request asking for immediate assistance. Enabling GPS tracking will not negate the requirement for staff to log lone working activities using the Peoplesafe app.

Rationale for this proposal

The overriding reason for this proposal is utilisation of improved technology and connectivity to improve staff and patient safety. The introduction of the Peoplesafe app is another layer of protection which is part of a much bigger picture to support staff whilst lone working alongside trust policies, dynamically assessing risk, training and situational awareness.

The Peoplesafe app provides round the clock protection for staff; essentially turning the smart phone into an effective personal safety device. The lone worker system and now the Peoplesafe app is integral to being able to respond to a staff member should they find themselves in a difficult situation whilst lone working. This can only be accomplished if the location of the staff member is known. One of the biggest advantages of enabling GPS tracking on smart phones is that it allows emergency responders to easily find you during an emergency.

Enabling the GPS function also supports the implementation of urgent community response 2 hour standard by showing the closest staff member to respond to a crisis. It also supports reviews of route planning to improve fuel efficiency and regular queries raised from patient complaints on where staff have been.

The Trust is also regularly in the position of needing to investigate where a member of staff has been, or indeed has not been, during their working hours. Those instances are generated by patient complaints and incidents, as well as by disciplinary investigations, often referring to a patient visit not having been made when the Trust believes it has been.

This proposal is not new in the sense that staff members are already subject to "tracking" in the sense of their use of IT. All access to systems can be traced back to individual logins whilst emails and use of the internet can all be traced back to individuals.

Impact on Staff:

By the end of September 2022 it is envisaged that smart phones will have been rolled out to most staff who conduct lone working activities in the care group. A number of other staff have access to an iPhone.

Community Services currently have 822 staff registered on the lone worker system. However this does not include staff currently not at work due to maternity or long term sickness absence. It should be noted that this figure fluctuates daily.

There is no intention to reduce or change posts.

Proposed Timescale:

The proposed timetable for the change is:

Date/Time Period	Occurrence
Week commencing 3.10.22	Proposal shared with Trade Unions in advance of sharing with staff
17 November 2022 12:00-13:30 for Band 7 and above staff 18 November 2022 14:30-16:00 22 November 2022 10:00-11:30 23 November 2022 10:00-11:30 29 November 2022 12:30-14:00	Joint Staff Consultation Meetings Via Microsoft Teams Consultation Paper shared with staff after the meeting Matrons/Locality Matrons, AHP Leads to ensure all relevant staff receive an invitation to the staff consultation meetings
17 November 2022	Consultation opens with staff 30 working days consultation period
From 17 November 2022	Individual staff consultation meetings as required can be arranged with <ul style="list-style-type: none"> • Matron/Locality Matron • AHP Lead • General Manager • Associate Director of Nursing • Associate Director of Therapies

	<ul style="list-style-type: none"> • Associate Director of Operations
29 December 2022	Consultation closes
29 December 2022 – 5 January 2023	Comments/suggestions received during consultation period are considered and any amendments to documents made
6 January 2023	Publish final arrangements

It is acknowledged that the above timetable may be subject to change to reflect comments/suggestions received during the consultation period

Consultation Process

HR issues relating to this change will be dealt with under the Trust Policy for 'Managing Organisational Change and Redundancy' (Policy Ref PROC/PD/0011). Employment Policies are available on the Trust Intranet.

Staff views will be encouraged in response to the consultation document, and this will help to shape the final proposal.

Joint Consultation Meeting(s) will be arranged with all staff at the commencement of the consultation phase, which will outline in full the rationale for the change, the nature of the change and the process to enable the change. There will be the opportunity for questions & answers both at and subsequent to these meetings. Staff, and their representatives, will have the opportunity to respond to the consultation.

Individuals affected by the change will be offered the opportunity to have an individual discussion with their line manager or other senior manager within the department. This will be available throughout the change process.

Following the consultation period, the final changes will be published, together with the process and timetable that will be followed. Staff meetings will be held to confirm the final proposal and allow questions and answers. The final proposal will be sent directly to each member of staff by e-mail.

How Staff can Feedback their Comments on the Proposal

The HR Manager dealing with this process is Joanne Benzies who can be contacted on: 07717 300219

Staff can raise issues in a number of ways:

- Through the staff meetings to be held – all comments will be noted

- Through individual meetings with their Matron, Professional Lead, General Manager, or other senior manager at which the affected staff will be entitled to be accompanied by a Trade Union Representative. All managers will be amenable to discussions with staff at all times during the process.
- In writing to their Matron, Professional Lead, General Manager or to HR.
- Through their staff representatives, who can then contact their Matron, Professional Lead, General Manager or HR

A copy of this document will be sent to the appropriate Trade Union Representatives.

Sources of Support

It is acknowledged that staff may need support at this time and this can be sought from the following:

- Line Management
- Trade Union Representatives
- Staff Health & Wellbeing
- Employee Assistance Programme (Staff Counselling Service)
- Personal Resilience – empowering staff during times of change – details of course dates are in the Life Long Learning Directory

Malcolm Walker
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Community Services

26 September 2022