



CASE STUDY

Essex Partnership University NHS

Protect from Totalmobile is privileged to work in partnership with the NHS Supply Chain Framework, which simplifies the procurement process for our Protect apps and devices.



Background

Working across Essex, Norfolk, Suffolk, Bedfordshire, and Luton

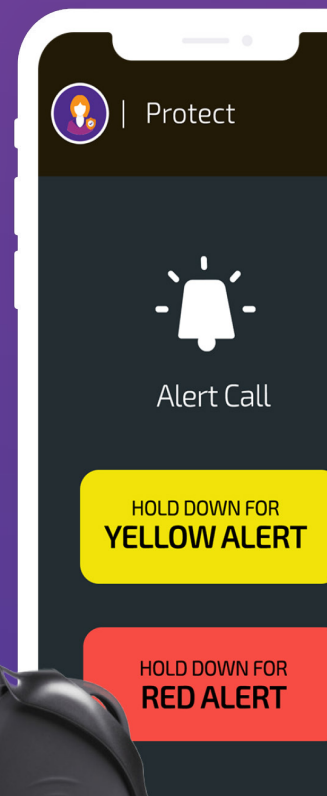
Protect from Totalmobile is proud of its work protecting lone workers in the healthcare sector. We feel particularly privileged to work in partnership with the NHS Supply Chain Framework. This simplifies the procurement process for our full range of Protect apps and devices.

We wanted to share one of our recent deployments in the sector, which was secured through the Framework. Step forward, our latest NHS client: Essex Partnership University NHS Foundation Trust (EPUT).



A Protect safety system in the community

- EPUT provides health and social care services for 1.3 million people in Essex, Norfolk, Suffolk, Bedfordshire, and Luton. EPUT delivers community health, mental health and learning disability services and employs over 5,000 people across more than 200 sites, of which some 1,500 staff members are lone workers working in the community.
- The two trusts which merged to form EPUT in 2017 had previously used two separate Totalmobile device providers. EPUT now deploys around 1,000 of our SOS Fob devices. Some of these are shared, while some are distributed to staff who more often work in remote locations visiting service users in the community. Currently, Protect on SOS Fobs offers an ideal solution, as it's an intuitive device that can easily trigger Red Alert or Yellow Alert.
- EPUT also has access to the Protect but decided to focus initially on making SOS Fob part of Totalmobile everyday safety practice. In the future, the trust will look at phasing in use of the Protect app for workers who want to use additional safety features such as Safe Check.



Totalmobile working scenarios at EPUT

The majority of staff using the devices are supporting patients in their own homes for their physical, or mental health care but devices are also used by staff working on a 1-1 basis with patients in clinical settings that may be isolated or with particularly high-risk patient groups.

As part of the most recent implementation project, devices have also been issued to estates staff and corporate staff who may find that they are working outside of traditional office hours in empty buildings. Devices are also offered to staff who may have received threats from disgruntled patients as part of staff well-being and support packages.



Customising Protect to work best for users

One issue which we addressed shortly after deployment was for workers wearing SOS Fobs on lanyards. As the mental health teams at EPUT have to be aware of a ligature risk, their lanyards are longer than standard to incorporate breakpoints. This meant that dangling devices had a tendency to trigger frequent false alerts, for instance, if they touched a desk. We quickly responded by customising the sensitivity on all devices. Additionally, we supplied belt-clips for those individuals whose clothing allows them to wear the SOS Fob at their waist.



Customer Satisfaction

Genuine alerts dealt with quickly and calmly

To date, there have been two genuine alerts where lone workers faced challenging behaviour from service users. Although the threats in each case passed and there was no emergency services callout, the devices worked perfectly and recorded the incidents accurately.

Most importantly, the escalation protocols worked smoothly, and the risk management specialist was notified promptly of the alerts. In both cases, she was able to offer further support to the lone workers quickly, following incidents taking place.



Positive feedback from users shows Protect from Totalmobile safety at its best

Having used other devices previously, lone workers at EPUT are reporting that the SOS Fob is a much easier device to use, with intuitive buttons and LED light design. Feedback has been entirely positive, for instance about the speed with which alert calls are answered. Users also report being comfortable about cancelling false alarms if they're triggered.



What's Next?

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Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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