

STANDARD OPERATING PROCEDURE FORENSIC - RECEIVING DELIVERIES THROUGH 'DELIVERIES IN' AIRLOCK – REMOVING WASTE THROUGH 'DELIVERIES OUT' AIRLOCK

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VALIDITY – All local SOPS should be accessed via the Trust intranet

CHANGE RECORD

Version	Date	Change details
1.0	Oct-20	New SOP – approved ODG 22-Dec-20
1.1	Dec 21	Reviewed with no changes.
1.2	Jan 2023	Review date extended by 3 months due to centre upgrades. (General Manager's Sign-Off). No changes.
1.3	April 2023	Reviewed and updated. Changes to Introduction section. Approved at Security Committee (28 April 2023).

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1. INTRODUCTION

Due to the nature of the security of the Humber Centre, it is important that whenever the boundaries are breached for maintenance, delivery or removal of waste, that the perimeter remains secure. To this end, an airlock has been incorporated into the perimeter of the Humber Centre, in order to maintain the integrity of the environment, whilst maintaining it from a health and safety perspective.

Care Quality Commission (CQC) – from April 2015 the Care Quality Commission (CQC) guidance Essential Standards of Quality and Safety and the 28 ‘outcomes’ that it contained was replaced in its entirety by the ‘Raising Standards putting people First’ Strategy 2013-2016 which asked five key questions (Key lines of enquiry known as KLOEs):-

- Are we SAFE
- Are we CARING
- Are we EFFECTIVE
- Are we WELL LED
- Are we RESPONSIVE to individual’s needs.

In 2021 a new strategy ‘For the changing world of health and social care’ was published using four themes (People and communities, Smarter regulations, Safety through learning, Accelerating improvement) with 12 outcomes, but the five key questions (Safe, Caring, Effective, Well Led and Responsive) are still central to the way the CQC regulates services

2. SCOPE

This procedure applies to all staff and contractors within the forensic service.

3. DUTIES AND RESPONSIBILITIES

All staff who have received security induction to the building will be aware of this procedure and will use it to guide their practice

4. PROCEDURES

In order to maintain the high standards of security operated throughout the Humber Centre and Pineview, the deliveries in and deliveries out airlocks will be operated within the guidance of this protocol and all staff will follow the process it describes. Any use of the deliveries in/deliveries out airlock which does not follow this protocol will be considered a breach of security and will be acted upon as such.

Prior to Delivery

All deliveries will be prearranged or part of an agreed/and negotiated routine; failure to notify reception staff of a delivery may result in inability to accept delivery. In addition there may also be times when deliveries cannot be received due to unforeseen clinical or security circumstances.

Unless in exceptional circumstances, all deliveries will take place between 0700 and 2100hrs.

Unless in exceptional circumstances, reception staff will be given at least 24 hours notice of any delivery arrangement.

All delivery drivers will initially report to reception.

Reception staff will contact the member of staff responsible for accepting delivery in order to facilitate receipt via the deliveries in airlock.

All deliveries will be accepted in such a way as to not compromise the integrity of unit security i.e.:

- Delivery drivers will always be accompanied whilst on the unit.
- Deliverers will only enter the unit as far as is absolutely necessary in order to effect safe delivery.
- Deliveries will not be left in the airlock for any length of time. Reception to ensure they notify relevant departments concerned for immediate removal.

During Delivery/Collection of Waste

Deliveries are now able to be delivered, and waste collected, without staff assistance. On these occasions, reception staff will be notified by the deliverer/waste contractor on his arrival. They will then open the deliveries in/ deliveries out shutter and door. Deliveries will then be left in the air lock, and waste removed from the waste compound. Reception will close the door and shutter once the delivery/collection has taken place and will notify the relevant department to collect the delivery.

When it is necessary for staff to assist in a delivery, two members of staff must be present to ensure that if one needs to leave the building to assist with the delivery, one remains inside as, in line with security protocols, security equipment must not leave the perimeter of the building via the deliveries in/deliveries out airlocks under any circumstances. Where a staff member has to leave the building to accept or assist with deliveries they must temporarily hand over their equipment to the staff member remaining inside the building. The staff member remaining within the building must wear the other staff members' equipment as outlined in security protocols.

On completing the receiving of deliveries or waste transported out of the airlock, the doors will once again be secured and the equipment will be returned to the staff member who will wear it in the prescribed manner.

The following should also be noted and adhered to:

- Doors should not be wedged open when receiving deliveries or removing waste from the airlocks.
- No waste/laundry etc should be left in the deliveries out airlock at any time. Airlocks should be kept clear at all times.
- Staff to be aware airlock doors only open one at a time. It is the responsibility of all staff using either airlock to report any fault they encounter immediately.

At times the deliveries in airlock may be used to receive equipment/parts for repairs on the unit. In these circumstances, staff must ensure the workmen are signed in at reception and a tool check is carried out. Staff must not allow workmen access to the building through the airlock.

Under no circumstances will the 'deliveries in' and 'deliveries out' airlocks be used by staff to leave the building, the reception airlock is the only exit that staff and patients may use for vacating the premises. Any staff using the deliveries in/out airlocks to exit the building, even with equipment left in the custody of others, will be considered to have committed a serious breach of security and this will be acted upon as such.

For infection control reasons, under no circumstances will the deliveries in airlock be used to remove waste from the unit. This should always be removed through the deliveries out airlock.

5. REFERENCES

FORENSIC - staff security induction & update PROCEDURE