



London Ambulance Service **NHS**
NHS Trust

Procedure on Station Duties

DOCUMENT PROFILE and CONTROL.

Purpose of the document:

To provide baseline guidance for staff duties and responsibilities whilst on station

Sponsor Department: A&E Operations

Author/Reviewer: Nominated AOM. To be reviewed by February 2016

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
12/03/13	3.1	ADO South	Minor changes to terminology post SMT approval.
06/02/13	2.5	AOM Greenwich	Additional info on responsibilities and security, additional information update
30/01/13	2.4	IG Manager	Document Profile & Control update
30/01/13	2.3	AOM Greenwich	Reformat and new Implementation Plan
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20/02/2012	2.1	AOM Oval	Minor – updated names. EIA undertaken as original had not been assessed.
August 2006	2.0	AOM	
March 2003	1.0	Cdr East Central Sctr	New procedure

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

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Chief Executive	August 2006	2.0	
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EqIA completed on	By
20/02/2012	S. Adams, T Hubbard, G Norton
Staffside reviewed on	By

Links to Related documents or references providing additional information		
Ref. No.	Title	Version
OP/002	Procedure covering issue of Drugs by LAS Staff	
OP/12	Procedure for Reporting vehicle availability, Vehicle defects	
OP /026	Procedure for Vehicle Inventory and Checking of Service Vehicles	
OP/030	Policy and Procedure for Ordering, storage and Destruction of Controlled Drugs within the LAS	
TP/027	Infection Control Policy	
	LAS Smoking and Smoke Free Policy	
TP/077	Security Management Policy	
OP/001	Uniform and Work Wear Policy	
TP/070	Lockdown Policy	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

1. Introduction

Station duties are the responsibility of all members of staff. Duties which focus on enhancing the work environment, including security, should be followed in principle even when outside contractors and visitors are involved.

Recognised systems for written communication, including information received on a regular basis as well as ad hoc, are essential in allowing staff to work effectively. It is therefore essential that station notice boards are regularly updated to ensure that relevant and current information is prominently displayed.

2. Scope

The document covers standard duties and expectations required of staff at a station other than ambulance duties.

3. Objectives

1. To ensure that all staff are aware of all station related duties other than ambulance duties that are expected of them.
2. To maintain a pleasant, safe and clean working environment.
3. To provide consistency in approach to the management of notice boards and information received on station from the various recognized Communications Sources.

4. Responsibilities

All station based administrators, supervisors and managers and other senior managers based on station premises

Responsible for the security of staff, vehicles, buildings and assets within their areas of operational responsibility and of ensuring that security principles and guidelines are implemented and that staff are supported in implementing these and comply with such procedures issued to assist in preventing, reducing and detecting incidents of security breaches (eg violence, aggression, intrusion and theft) together with those for safe disposal of assets and for maintaining the security of the LAS, in line with Line Managers' responsibility to enforce and enact the Trust's policies, procedures and initiatives

Examples of Responsibilities:

- Initiate appropriate action according to Trust policies procedures and initiatives where necessary.

- Develop and maintain channels for effective three-way communication within the operational structure i.e. staff/employees, external environment and the corporate whole of the LAS. Ensure that all staff are aware of and understand the policies and procedures of the Trust.
- Ensure that all incidents are properly reported (using LA52/277), thoroughly investigated, and graded, ensuring that lessons are learnt from such incidents and that the outcomes are reported appropriately.
- Actively support members of staff who have been the victim of either physical or verbal abuse, or any other form of harassment at work.
- Undertake and follow up quarterly premises inspections, signing them off and resolving, where possible, matters locally or informing other appropriate departments (HS/001).

DSOs and Team Leaders

Part of the complex management team, the DSOs / Team Leaders ensure that staff are fully supported and that station premises, vehicles and equipment are well maintained and remain available at all times, taking remedial action as appropriate, enforcing and enacting the Trust's policies, procedures and initiatives.

- Manage staff according to LAS policy.
- Act as managerial support and deal effectively with staff welfare issues.
- Ensure that staff operate in a safe working environment and resolve any related problems as quickly as possible.
- Provide managerial support to deal with problems at scenes of incidents and on station.

All employees

Responsible for following policies, procedures and initiatives of the LAS

- Responsible for co-operating with the principles and guidelines issued to assist in and the enhancement of the security of the LAS.
- To take personal responsibility to ensure that they have a pass / ID on them at all times while on Trust property / duty (see Uniform Work Wear Policy OP/001).
- It is the responsibility of the individual to make themselves aware of the layout of the station, evacuation procedures and fire exits, location of fire-fighting equipment and assembly points.

5. Security

5.1 Security of Station

Any accessible areas must be secured when left unattended; this includes all windows and doors. It is the LAS's responsibility to ensure

that all windows and doors are securable and line managers must ensure that security of premises is kept under constant review and improvement sought. It is all members of staff's responsibility to inform their line manager or Control as soon as practical of any deficiencies found in security. None of the above should unduly delay or impede the response to an emergency call. Information regarding access to stations can be obtained from the Resource Centre or Control out of hours.

5.2 Security of Service Vehicles

All service vehicles should be kept in a lockable garage. If left outside the garage, which includes the station forecourt, they should be secured at all times. Vehicle keys should be stored securely and in a place that is accessible by management. Garage gates should be closed and secured at all times.

5.3 Security of Equipment

All spare non-consumable equipment must be kept in a secure store room. Duty station officers (DSO) have responsibility for allowing access to the store room during working hours. Out of hours all store rooms must be accessible to the sector DSO (99) / Team Leaders; Ambulance Staff should contact the DSO via EOC when requiring non-consumable equipment. Consumable equipment should be stored in an accessible area for all staff; this will include medical gases which are covered by their own storage and health and safety arrangements.

5.4 Security of Drugs

In line with the POMS act, prescription only medicines should be stored on station in a locked cupboard within a locked cupboard/room. Security and storage of personal issue drugs is the responsibility of the member of staff they have been issued to. To enhance the security of prescriptions only medicines the guidance on the storage, issue and returning of drugs must be adhered to at all times.

5.5 Security of Uniform and Personal Protective Equipment (PPE)

All Trust issued uniform and PPE remain the property of the Trust and staff are responsible for ensuring that these items are stored securely when not being worn or used to prevent any loss or theft.

5.6 Security of Personal Property

Personal property is the responsibility of each individual and should be kept on their person. Personal items should not be left in public areas or in vehicles.

6 Vehicle Cleaning

- 6.1 Health Care Initial is responsible for the cleaning and re-stocking of ambulances once daily.
- 6.2 It is the responsibility of individual crews to keep the interior and exterior of their vehicle clean in accordance with LAS procedures. It is also the responsibility of staff to ensure that vehicle equipment is safely stored after cleaning.
- 6.3 Disposal of sharps and clinical waste must be in accordance with LAS Policies.
- 6.4 Appropriate personal protective equipment should be worn when undertaking vehicle cleaning.

7 Equipment Cleaning

- 7.1 There are some individual pieces of non-disposable equipment for which specialist cleaning is required. If staff have concerns over individual pieces of equipment they should seek advice from the Clinical Support Desk or contact their DSO / Team Leader or out of hours DSO, who will ensure that they are informed of the appropriate procedure.
- 7.2 Any equipment being sent for servicing or maintenance must first be decontaminated and then labelled to say that it has been decontaminated and is of no risk to the maintenance company.
- 7.3 Appropriate personal protective equipment should be worn when undertaking equipment cleaning.

8 Station Cleanliness

- 8.1 It is the responsibility of all staff to ensure that ambulance stations are kept clean and tidy at all times for the benefit and health and safety of themselves and others; this includes all garage and forecourt areas.
- 8.2 Items stored in food fridges should be wrapped, labelled and dated. Station food fridges should be routinely monitored for compliance
- 8.3 The Cleaning of kitchen appliances, including the insides of fridges and microwaves, is the responsibility of station staff.
- 8.4 Staff should ensure that work surfaces are kept clean at all times, spillages immediately cleaned and basic food hygiene adhered to at all times.

- 8.5 Staff should be aware of fire hazards that may occur, such as overflowing bins, and must act accordingly when observed. It is staff's responsibility to ensure all fire exits are kept clear from any obstruction and that fire doors are kept closed at all times. Staff should ensure that no loading exists on top of lockers, as this has the potential to accelerate the spread of fire.
- 8.6 If any Control of Substances Hazardous to Health (COSHH) issue arises, the LAS Health and Safety Manual should be referred to and the Complex H&S representative informed.

9 Parking of Private Vehicles

- 9.1 Parking of any private vehicle on LAS premises is at the concession of the LAS NHS Trust and administered by the appropriate manager. Where permission is granted it is the duty of all individuals to ensure that private vehicles do not impair the safe movement of ambulances or other LAS vehicles. Private vehicles must comply with legislation, have a current Road Fund Licence, Insurance and MOT where applicable. Staff must ensure that their private vehicles are not dripping lubricants or fuel and discharge of fuel must not take place on station premises.
- 9.2 Staff are only entitled to park their private vehicles on LAS premises during their hours of work, or by agreement with the senior manager responsible for the station. Private vehicles are not to be left / stored on LAS premises. The parking of private vehicles is entirely at the owner's risk. The Trust does not accept any responsibility for any loss or damage, including accidental damage that may occur.

10 Smoking Policy

- 10.1 The LAS has a service wide smoking policy. Staff should adhere to this at all times and only smoke in designated areas.
- 10.2 The NHS has introduced a no smoking policy effective from October 2005 for all NHS premises and grounds. All LAS staff must adhere to this policy when visiting hospitals and be aware that they are not permitted to smoke on NHS premises.

11 Communication

- 11.1 All stations should have a visitors book in which managers and other visitors must sign in and out each time a visit is made to that station. Entries should include name (printed), signature and designation/organisation. Completion should be monitored on a daily basis by the appropriate manager.
- 11.2 Any information received by Control concerning hospital closures, road closures, etc will be put out on general broadcast and sent as a text message to AIRWAVE terminals. It is individual staff's responsibility to routinely check for transmissions during the shift.
- 11.3 Local information may also be provided by the station management team. It is the individual staff's responsibility to review the notice boards (See Section 12).
- 11.4 All staff have an LAS email account. Some communication is delivered electronically and therefore staff should access their email account when possible to ensure they are kept up to date.

12 Maintenance of LAS Notice Boards

- 12.1 The DSO has responsibility for the maintenance of LAS notice boards. These boards should, where possible, be kept locked and display:
- Routine Information Bulletin (RIB)
 - H&S Bulletins
 - Any other LAS Bulletins
 - Performance Data
 - Local Management Information

The boards should be kept free of any other notices.

- 12.2 It is the responsibility of staff to ensure that they read all new LAS bulletins after they have signed on for duty. Staff should inform their line manager if they are not getting the opportunity to read the notice boards.

13 Reporting of Building / Engineering Defect.

- 13.1 All reporting defects / requests for repairs or general maintenance for the building /site should be reported by Station Management to Estates Office at Barnehurst via the 'HEAT' online reporting system or verbally

if it is not available. All items reported to Estates Office should be recorded.

- 13.2 Any emergency repair required out of normal office hours must be reported to the DSO and a nominated contractor, whose details will be found on the 'Emergency contractors list', will be contacted. Up to date copies of the list are available from Estates Office. The Estates Office must be informed of any such report as soon as possible.

IMPLEMENTATION PLAN				
Intended Audience	All Operational staff utilising Ambulance Stations			
Dissemination	The Pulse			
Communications	Announced in RIB			
Training	N/A			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Station cleanliness	Audited monthly with station inspection audit	DSO/TL will report audit to Infection Control – results to be stored on station (IPCC)	IPCC	Feedback at H&S meetings locally
Vehicle Cleanliness	Selection of random vehicles to be audited monthly using Vehicle Audit sheet	DSO's/TL to conduct set number of audits. Vehicle cleanliness audits to be available on all vehicles and staff encouraged to complete	Audit results sent to Infection Control Dept and copies kept on station. To be monitored and reviewed by local AOM	Common trends to be fed back to Initial and H&S rep in order to improve
Security of POM	Daily checks and regular audits (as stipulated in OP30)	DSO/TL to carry out routine audit. Daily checks to be undertaken by staff	Medicines Management Group	Non compliance with OP30 to be addressed
Maintenance of Notice Boards	Checked routinely for relevance Frequency set by local management team	DSO and Team Leader named lead. Union notice boards to be managed by union officials	Station Complex Meeting Group or Area Rep	---