



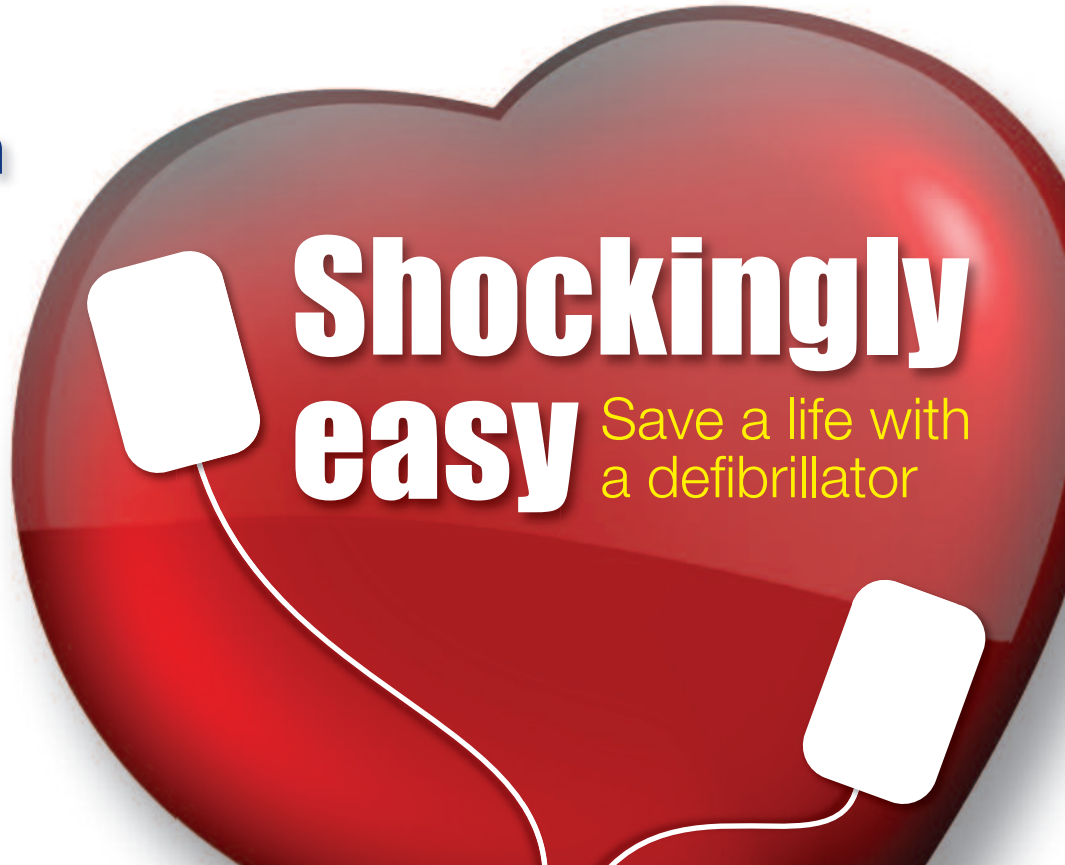
London Ambulance Service



NHS Trust

Defibrillator Accreditation Scheme

**Shockingly
easy** Save a life with
a defibrillator



Foreword

London Ambulance Service's
Medical Director
Dr. Fionna Moore MBE:



“Over 10,000 people collapse and stop breathing every year and for more people to survive a cardiac arrest, more public places need to have defibrillators.

“The survival rate in the capital has been steadily increasing over the last decade, but having easy access to defibrillators and people trained to use them will only help to save more lives.”



A cardiac arrest survivor Wilhelm Schleibach learning life-saving skills at Heathrow Airport

Defibrillator accreditation scheme

When someone suffers a cardiac arrest, blood is no longer being pumped around their body and they are clinically dead. The longer they go without emergency life-support, the harder it is to restart their heart. That's where you can make a difference.

A defibrillator is a machine used to give an electric shock to restart a patient's heart when they are in cardiac arrest. Defibrillators are easy and safe to use, and if there were more of them in public places, more people could get the life-saving shock quickly, giving them the best chance of survival.

The London Ambulance Service's defibrillator accreditation scheme offers formal guidance and support to organisations about having a defibrillator.

This booklet provides information on how you can become accredited under our scheme.



A survivor's story

Chris Worwood was about to see Dame Helen Mirren's film *The Debt* when he collapsed on the red carpet and suffered a cardiac arrest. An off-duty police officer realised that Chris was not breathing, started cardio-pulmonary resuscitation and put a call out for a defibrillator. His police colleagues picked up the life-saving machine from a nearby underground station and rushed it to the scene where it was used to restart Chris' heart. He has since made a full recovery.

Chris said: "Basically the defibrillator saved my life. I wouldn't be here today without it. They should be on every street corner and in every building. It's as simple as that."

Chris Worwood and Dame Helen Mirren were reunited with the police officer who saved his life



Criteria for accreditation

To become accredited as part of our scheme, organisations must meet all of the criteria for accreditation detailed below:

- 1 Defibrillator** – this must be a semi or fully automatic defibrillator operating according to the latest UK Resuscitation Council guidelines. Items such as the battery or defibrillator pads must be within their expiry date.
- 2 Storage** – the defibrillator must be easily accessible and not locked away. The storage cabinet should be highly visible and its location marked with the UK-standard defibrillator sign.
- 3 Training** – staff at the location should be trained in using the defibrillator and training should be refreshed on an annual basis. An up-to-date list of trained staff and their certificates must be available.

- 4 Checking** – the accredited organisation must record that the defibrillator has been given a visual check at least once a week and a ‘switch-on’ test at least once a month. These checks must be recorded on the London Ambulance Service’s online system. Each location should have two nominated people who take responsibility for the defibrillator and their contact details should be provided to us.
- 5 Alerting** – the accredited organisation must provide at least one telephone number (up to a maximum of five numbers) so that we can advise of any emergency calls made near the defibrillator.

Accreditation will last for one year and organisations will be required to contact us to renew their accreditation.



Getting accredited

There are a number of ways to get a defibrillator and the training. We provide a free advice service to help you choose the best option for you.

An easy way to get accredited is to let the London Ambulance Service manage everything for you.



Simply make one call to us to buy your defibrillator and storage unit, and arrange the required training. We can also provide annual refresher training as required to maintain your accreditation and we can supply the essential components – electrode pads and batteries – that have an expiry date and must be replaced.

Call or email us on

Tel: 020 7783 2366

Email: ShockinglyEasy@londonambulance.nhs.uk

If you already own or use a different supplier to buy a defibrillator, storage cabinet and/or training, you can still get accredited with us. Find out what you need to do to achieve this by reading the next few pages.

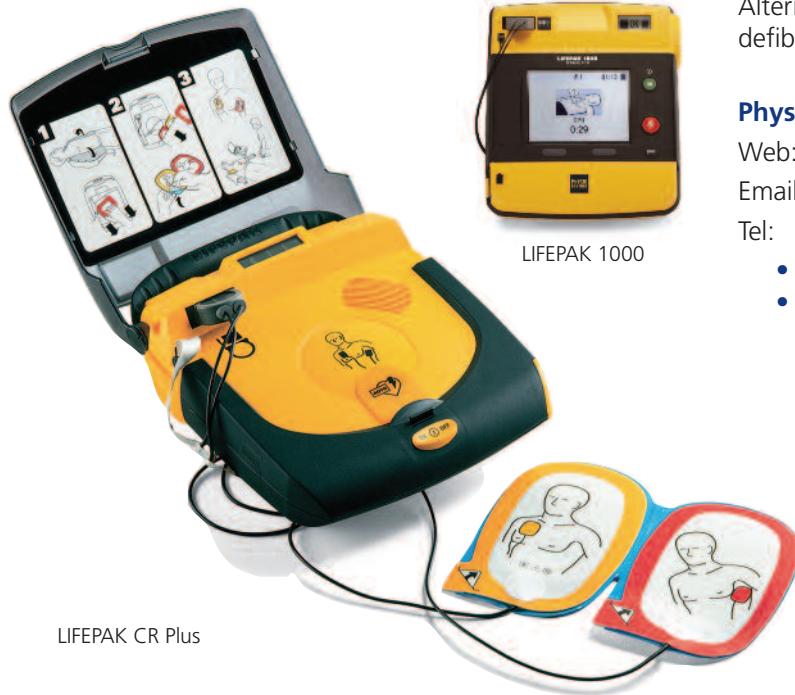
Harrods is a London Ambulance Service accredited defibrillator site

Defibrillator

We recommend a semi-automatic defibrillator because they offer greater control, but you can use a fully automatic machine, as both save lives. Manual defibrillators should only be used by healthcare professionals. We recommend the defibrillator is equipped with two sets of electrode pads.

Whilst modern defibrillators are very reliable, there are essential components that have an expiry date and must be replaced. These include electrode pads, which last for about two years and cost about £20 per pair to replace. The defibrillator battery lasts for about four years and costs about £150 to replace.

You can purchase a defibrillator from us if you opt for us to manage your accreditation package. Alternatively, the following manufacturers have defibrillators that are suitable for public-access use:



LIFEPAK CR Plus



LIFEPAK 1000

Physio-Control

Web: www.physio-control.co.uk

Email: brendan.mahood@physio-control.com

Tel: 07802 160 946

- LIFEPAK 1000 (this model is used by our frontline staff)
- LIFEPAK CRplus

Cardiac Science

Web: www.cardiacscience.com

Email: jphillips@cardiacscience.com

Tel: 07787 563 612

- Powerheart G5



Powerheart G5

Storage

For ease of access, we recommend that the unlocked defibrillator storage cabinet should be high-visibility yellow (ideal colour is RAL 1016).

In some locations it might be more appropriate to use a wall bracket rather than a cabinet.

Accredited sites will be provided with a self-adhesive sign to indicate that they are a London Ambulance Service accredited site. This sign should be prominently displayed so that visitors and passers-by are aware that a defibrillator is available. The sign is double-sided so it can be displayed on a window or other hard surface.

The defibrillator location should always be marked with the UK-approved symbol. We will provide adhesive and rigid plastic signs.



You can obtain storage cabinets from us if we are managing your accreditation package for you. Alternatively, the following suppliers can provide appropriate storage cabinets:

Physio-Control

Web: www.physio-control.co.uk

Email: brendan.mahood@physio-control.com

Tel: 07802 160 946

Cardiac Science

Web: www.cardiacscience.com

Email: jphillips@cardiacscience.com

Tel: 07787 563 612

Training

For the most effective defibrillation, people based at an accredited site should be cardio-pulmonary resuscitation (CPR) and defibrillator trained. The UK Resuscitation Council recommends that all training should include practising on a life-sized training mannequin.

Information about CPR and defibrillator training can be found on the UK Resuscitation Council's website www.resus.org.uk and in their booklet 'Cardiopulmonary Resuscitation and Automated External Defibrillation'.

Training courses are approximately three hours long and training has to be refreshed annually.

We can provide training for you, even if you have purchased your defibrillator and other equipment elsewhere.

Contact us:

Web: www.londonambulance.nhs.uk/resustraining

Email: resustraining@londonambulance.nhs.uk

Tel: 020 7783 2534



Alternatively, the following organisations provide suitable training:

St John Ambulance

Web: www.sja.org.uk

Email: london-region@sja.org.uk

British Red Cross

Web: www.redcross.org.uk

Email: ptlondon@redcross.org.uk

Many private companies provide defibrillator training but we recommend that you only consider companies that are HSE or OFQUAL registered.

Checking

Every site must have two nominated people who are responsible for regular defibrillator checks. It is an accreditation requirement to provide the names, email addresses and telephone numbers for the two people.

Most modern defibrillators are designed to do an automatic check every 24 hours and the electronic display confirms the defibrillator's readiness.

We require weekly and monthly checks to ensure the defibrillator is ready to use. These checks should take no more than five minutes, and must be recorded using our online checking system.

ID	Serial No	Location	Last checked	
311	38336178	Reside water fountain	17/06/2015	Success
312	38336188	Reception		Success

Record new check of selected equipment

Checks performed on equipment selected above

Weekly checks

- Check that the display indicates the defibrillator is working correctly and that the battery is charged.
- Check that the defibrillator pads have not reached their expiry date.
- Confirm check has taken place by adding details to the online checking system.

Monthly checks

- Check that the display indicates the defibrillator is working correctly.
- Check that the defibrillator pads have not reached their expiry date.
- Switch on the defibrillator to confirm that it is working and switch off.
- Confirm check has taken place by adding details to the online checking system.

An organisation can only remain accredited if they regularly check the defibrillator.

Alerting

A defibrillator should always be taken to a seriously ill or injured patient, but on occasions people responsible for the machine might be unaware that a 999 call has been made to the ambulance service.

We have an automatic alerting system, which will inform the accredited organisation when there is a medical emergency nearby. As well as ensuring that someone with life-support skills is informed, the call will alert staff to the arrival of ambulance crews.

We will therefore require a minimum of one and a maximum of five telephone numbers that will be contacted in the event of a 999 call being made from the defibrillator site. These numbers can include the reception or security desk, a duty manager's mobile and any on-site medical personnel.



What we will provide

Accreditation

We will visit you, advise on the scheme, meet with the nominated people and assess your organisation against the accreditation criteria. Once accredited, you will receive a certificate, a memorandum of understanding signed by both parties, an accreditation badge to display in your property, and signs to indicate the location of the defibrillator.

Checking

We will provide accredited sites with access to our online checking system.

Alerting

We will automatically alert you as an accredited organisation to a medical emergency near the defibrillator location.

Support

Our team will provide advice and support to accredited sites. When a defibrillator is used, a call should be made to the Defibrillator Hotline on 020 7783 2365 at the earliest opportunity. We will visit your site to debrief those involved and answer any questions or concerns.



Defibrillator Accreditation Scheme

Memorandum of Understanding (Draft)

Between the **London Ambulance Service NHS Trust (LAS)** and

Accredited organisation

This Memorandum of Understanding (MoU) shall commence on the date of signature by both parties

Commencing from: D D - M M - Y Y **and shall expire on:** D D - M M - Y Y

Accreditation scheme

To become a London Ambulance Service (LAS) accredited defibrillator site the accredited organisation will comply with the five accreditation criteria, specifically:

- 1. Defibrillator** – this must be a semi or fully automatic defibrillator operating according to the latest UK Resuscitation Council guidelines. Items such as the battery or defibrillator pads must be within their expiry date.
- 2. Storage** – the defibrillator must be easily accessible and not locked away. The storage cabinet should be highly visible and its location marked with the UK-standard defibrillator sign.
- 3. Training** – staff at the location should be trained in using the defibrillator and training should be refreshed on an annual basis. An up-to-date list of trained staff and their certificates must be available.
- 4. Checking** – the accredited organisation must record that the defibrillator has been given a visual check at least once a week and a 'switch-on' test at least once a month. These checks must be recorded on the online checking system. Each location should have two nominated people who take responsibility for the defibrillator and the LAS provided with their contact details.
- 5. Alerting** – the accredited organisation must provide at least one telephone number (up to a maximum of five numbers) so that we can advise of any emergency calls made near the defibrillator.

In return the LAS will provide the following:

Accreditation

We will visit the site that would like to become accredited, advise on the scheme, meet with the nominated people and assess the organisation against the accreditation criteria. Once accredited, the organisation will receive a certificate, a memorandum of understanding signed by both parties, an accreditation badge to display in their property, and signs to indicate the location of the defibrillator.

Checking

We will provide accredited sites with access to the LAS online checking system.

Alerting

We will automatically alert an accredited organisation to a medical emergency near the defibrillator location.

Support

Our team will provide advice and support to accredited sites. When a defibrillator is used, a call should be made to our Defibrillator Hotline on 020 7783 2365 at the earliest opportunity. We will visit the site to debrief those involved and answer any questions or concerns.

Termination

Either party may terminate this agreement at any time, subject to the termination being made in writing. Under these circumstances the organisation's telephone numbers will be removed from the automatic alerting system at the earliest opportunity, however this may take a few days.

Data protection

The LAS and accredited organisations shall ensure that they comply with the requirements of the Data Protection Act 1998 and any other applicable data protection legislation or requirements including ensuring that appropriate technical / security measures are in place with regards to the security of data.

Variation

This MoU can be amended by agreement between the parties in writing.

Charges and liabilities

- a. The parties shall each bear their own costs and expenses incurred in complying with their obligations under this MoU.
- b. Both parties shall remain liable for any losses or liabilities incurred due to their own or their employees' actions and neither party intends that the other party shall be liable for any loss it suffers as a result of this MoU.

Status

- a. This MoU is not intended to be legally binding, and no legal obligations or legal rights shall accrue between the parties from this MoU. The parties enter into the MoU intending to honour all their obligations.
- b. Nothing in this MoU is intended to, or shall be deemed to, establish any commercial partnership or joint venture between the parties, constitute either party as agent of the other parties, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

Governing law and jurisdiction

This MoU shall be governed by and construed in accordance with English law and each party agrees to submit to the exclusive jurisdiction of the Courts of England and Wales.

Signed for and on behalf of:

Organisation:

Signature:

Date:

Name:

Position:

Signed for and on behalf of:

Organisation:

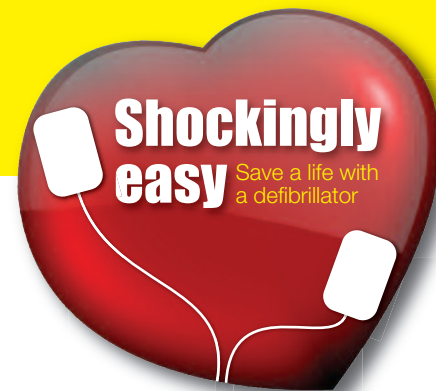
Signature:

Date:

Name:

Position:

Defibrillator Hotline to report defibrillator use: 020 7783 2365



These are some of the organisations in London that we have already worked with to put defibrillators in more public places.

MARKS &
SPENCER



Heathrow
Making every journey better



For further information or to request an accreditation assessment, please contact:

 **020 7783 2366**

 shockinglyeasy@londonambulance.nhs.uk

 londonambulance.nhs.uk/shockinglyeasy

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 [/londonambulanceservice](https://www.facebook.com/londonambulanceservice)



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