

Case study | NHS



Guy's and St Thomas' NHS Foundation Trust

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It's a true partnership, and as we evolve as a professional healthcare security service, Securitas are coming with us.

Jo Hand,
Security Manager at Guy's and St
Thomas' Hospital

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Guy's and St Thomas' NHS Foundation Trust comprises of two internationally renowned teaching hospitals based in London.

The background

The Trust is one of the largest in the country, forming part of the King's Health Partners Academic Health Services Centre, serving the boroughs of Lewisham, Southwark and Lambeth. Securitas has worked together with the Trust since 1998.

Ongoing development

With more than 2 million patient contracts each year, 13,500 staff and tens of thousands of visitors every day, Guy's and St Thomas' is one of the largest, most comprehensive, specialised critical care hospital trusts in the NHS.

A team of 50 officers work seamlessly alongside the Trust's Management Team safeguarding the Trust's reputation and safety of patients, visitors and staff.

The officers' roles consist of many and varied responsibilities across the two sites:

- Manned guarding and patrols
- Access and egress control
- CCTV monitoring
- Emergency response
- Car park management and monitoring.

The team receive a two-day training course in addition to their core training. This is an essential part of their role and equips them with the appropriate skills needed to support the hospital staff. "Not only do they need to be security minded, they need to be compassionate and understanding of people's situations. Securitas shows a great understanding of healthcare security" Jo Hand explained.

The Accident and Emergency Department based at St Thomas', means that this is the more demanding of the two hospitals. Officers have to deal with dangerous situations on a daily basis, whether this is dealing with a patient under the influence of drugs or alcohol or a patient suffering from mental health issues.

Officers use their skills and experience to defuse the situation, safeguarding the safety of the patient, visitors and staff. Jo Hand commented "They put patients first, listen before acting and most of all, show bravery when faced with difficult or dangerous situations. We have seen some incredibly courageous acts and officers going beyond the call of duty".

Results

Historic events such as The Queen's Jubilee and the London 2012 Olympics, have led to even more pressure on the Trust Jo Hand explained "We were running a double shift, to sustain that is quite something, as I can imagine there were other demands elsewhere, but Securitas didn't miss a heartbeat".

The contingency planning Securitas has developed is second to none. This was showcased during the 7 July 2005 London bombings. Thorough planning meant that there was zero service disruption and support services were on standby ready to offer additional support to the Trust. Jayne King, Head of Security for the Trust commented, "I was impressed with the whole Securitas team on Thursday 7th July. Your officers, supervisors and managers all pulled together magnificently to respond to our needs during this major incident. We made unreasonable demands to find additional staff which you responded to in a positive way".

With the many successful changes the hospitals have seen over the years, the partnership shared between Guy's and St Thomas' and Securitas is greater than ever. Jo Hand commented, "We are just one team, not a 'them and us'. What the officers do on the front line affects me and what we do affects the officers; it all links together".

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