

## CASE STUDY

### HEALTHCARE SECURITY: CARING FOR ALL

#### OVERVIEW OF MAJOR RESULTS

- Officers trained in customer service to ensure empathy in healthcare environment
- New Watchman technology being introduced to enhance personnel security
- Hospital Manager: "C.UK's officers here are all excellent. They have the right balance of skills and are always very helpful"

#### SITUATION

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When a building is open for 24 hours a day, there will be potential security issues surrounding its integrity. Like any other similar operator, the Cambridgeshire and Peterborough NHS Foundation Trust had just such concerns with a building that offered an out-of-hours drop in service to the general public. The Trust required a service that would meet both the sensitive nature of healthcare but also budgetary constraints. Specific requirement included the control of access and egress, car parking, responding to panic alarms from staff, and assisting in the visible checks of the internal and external maintenance of the building.

The Cambridgeshire and Peterborough NHS Foundation Trust asked C.UK to present a bespoke, healthcare-specific solution that would satisfy their security requirements.

#### C.UK SOLUTION

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C.UK's solution to the Trust's requirements came through knowledge of the building during construction. The officers had previous experience and understanding of the building as they had been responsible for securing the site during construction. Apart from intimate knowledge of the site, it was also vital that security officers would be good ambassadors to the Trust and take into account the particular, often sensitive nature of healthcare. Thus it was decided that all onsite officers, as part of the service offered, all security officers would be taken through the NVQ Level 2

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training in customer services as provided by C.UK. The end result would be highly trained patient- and staff-focused officers that would be dependable and able to interact with the general public: they would provide the necessary security for the buildings whilst being empathetic to any visitors to the site.

C.UK strongly believes in establishing good working partnerships with its clients. As such, officers would be encouraged to integrate with the team onsite, ensuring two-way communication between client and company on a daily basis. This would guarantee that security concerns raised by the client would be dealt with as quickly as possible, to the benefit of everyone onsite.

The integrity of the building is paramount due to the high value of equipment and the potentially vulnerable state of many of the patients and staff onsite. C.UK are therefore introducing Watchman Monitoring Services on the site. This will improve the peace of mind of both the client and C.UK's officers, ensuring that tasks are carried out on time. Watchman also provides a fully auditable database of information resulting in daily performance reports.

## RESULTS

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During the last six months of the contract C.UK has seen the team onsite settle into the role, and the client has praised the services and offered references in order for C.UK to develop further NHS Trust work.

A senior manager with the Cambridgeshire and Peterborough NHS Foundation Trust stated: "C.UK's officers here are all excellent. They have the right balance of skills and are always very helpful". Another manager noted: "The CUK Officers are part of the City Care Centre team which provides first class, quality healthcare services in Peterborough".

C.UK's smooth operation of this exciting venture with the Cambridgeshire and Peterborough NHS Foundation Trust has enabled us to develop services within other Trusts across the country.

## CONTACT

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