

Ngā Rau Rākau Alarm/Call Response Guideline

MHAPPM/8506

Approved by:	General Manager – Mental Health & Addiction	First Issued:	June 2002	
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Purpose

The purpose of this document is to provide guidance to Ngā Rau Rākau staff, to ensure all call point, rapid response and intercom activations are responded to by appropriate staff in a safe and timely manner.

This document is to be used in conjunction with MHAPPM/8953 – [Mental Health and Addiction Group Policy](#) which outlines the shared vision and expectations for the direction, values, principles, attitudes and ways of working to deliver a values based service.

Principles

All Te Whatu Ora, Te Matau a Māui Hawke’s Bay documents are based on and link back to our values; **He Kāwanuano** (respect), **Ākina** (improvement), **Raranga Te Tira** (partnership) and **Tauwhiro** (care), and are detailed so all persons are provided with clear information on the way they are expected to practice and undertake tasks.

Scope

All staff working within or accessing Ngā Rau Rākau.

Definitions

Role	Responsibility
SPEC trained staff	Staff that have the appropriate training in Safe Practice Effective Communication.
Visiting Staff	Includes any person not working in Ngā Rau Rākau but is required to have tāngata whaiora contact for example, dietician, district inspector, key worker, support worker, lawyers.

Roles and Responsibilities

Role	Responsibility
Ngā Rau Rākau Staff	Will respond to activated alarms immediately, assess and plan response. All staff to immediately notify the senior nurse or manager on duty if unsure of the process/procedure/system.

Guideline

When Alarm/Call Activated

- The response team that is identified at the commencement of the shift should be the only people responding to prevent further escalation of the situation. Be aware of your own and others safety when moving to the area where the alarm has been activated. Move quickly but do not run. Keep access routes as clear as possible to avoid injury.
- Staff are expected to take individual responsibility for their own safety at all times by being familiar with the type, location and use of alarms in the area they work. This includes the wearing of their personal alarms while in the workplace.
- All activations will be indicated on the display panels located throughout Ngā Rau Rākau, these will indicate the area of activation i.e. Harakeke, Kowhai, Puketea, Kahikatea and then the specific room. When an alarm is activated it must be responded to and not assumed that it is a false alarm.
- All staff who have received training in SPEC are expected to respond to rapid response alarms, the coordination of who responds at the time will be directed by the Shift Coordinator to ensure that rest of the ward is safely staffed.
- Rapid Response activations will override any other activations occurring at the same time.

Nurse Call

- Can be activated by staff, tāngata whaiora or visitors when assistance is required.
- They are activated by pushing the wall points (green lit buttons) throughout tāngata whaiora areas.
- The display panels throughout the building and the monitor screen in the nurses' office will indicate in green the location of the activation and a sound will indicate activation.
- The allocated nurse if available or a member of the nursing team will respond to the area and provide assistance as required in a timely and appropriate manner.
- To deactivate the call point, press the © on the point activate or the deactivation panel located next to it.
- Seclusion rooms contain a nurse call point for tāngata whaiora in seclusion to call for attention – there is no sound attached to these points but the display panels and monitor screen will indicate the area of location.
- Overnight the volume will be decreased to reduce disturbance of other tāngata whaiora. The timing for reduced volume will be pre-programmed into the system.

Rapid Response

- The rapid response alarm is to be activated for any situation that would require an immediate/rapid response from staff. This could include but is not limited to aggressive acts, self-harm/suicide attempts, or medical emergency.
- Alarm responders should include SPEC trained staff, medical staff if on the ward, CNM/ACNM or Shift Coordinator
- To activate press and hold the button on the alarm pendant - this will instantly activate the alarm sound, display panels and monitor screen in the nurses' office. Does not instantly activate – button needs to be held down for few seconds before it starts sounding. If you just press it and let go it doesn't necessarily activate.
- The deactivation of the pendant alarm can only occur in the nurse's office and must be done at the direction of the staff involved in managing the incident.
- Each shift will indicate which staff will be expected to respond to the rapid response alarm while ensuring that staff still remain available in other tāngata whaiora areas.

- All casual staff and visiting staff will have access to an alarm for the duration of their shift or time in Ngā Rau Rākau.
- Rapid response alarms will be indicated in red on both the monitor screen and the display panels (area and specific location) and will override any other activation occurring at the same time.
- There are three wall rapid response alarms located in: reception, admission room and the nurses' office and these can only be deactivated at the wall point.

Intercom Activation

- There are two (2) intercom phones located in the nurses' office. One by the door into the nurses' office from the corridor which is linked to the intercom in the administration office and the entrance to the secure vehicle bay. The other is located at the seclusion end of the nurses' office and links through to the seclusion rooms only.
- These phones are for the purposes of the intercom response and cannot be utilised as a regular phone.
- Once the intercom has been activated the intercom phone will indicate the activation, staff need to lift the handset, wait for the intercom to connect (this is indicated on the phone panel) and press the white button to talk and release the white button to hear the person on the other end.
- If staff are not in the office the display panels will sound and indicate the specific intercom location activation in orange.
- Staff are expected to respond to the intercom on return to the office at which time the CCTV monitor can also be viewed for confirmation of people at the front entrance or secure vehicle bay entry.

Visiting Family/Whānau

- All visitors, family/whānau are to be orientated to Ngā Rau Rākau upon arrival by staff.
- All visits are to take place in communal areas of the ward and no visits are permitted in individual bedrooms.
- As part of the orientation, staff are responsible for ensuring:
 - MHAPPM/8959 - [Ngā Rau Rākau Visitor Procedure](#) is followed.
 - All visitors are introduced to the allocated nurse for tāngata whaiora
 - All visitors are aware of how to access staff for support should it be required including identifying an actual or potential hazard, or any risk or event that occurs.
- Should an alarm or rapid response occur in the presence of visitors, that staff to ensure the health and safety of tāngata whaiora, visitors and staff.
 - Staff to explain to visitors what an alarm may mean, therefore ensuring the correct steps are in place to minimise distress to tāngata whaiora and visitors.
 - A debrief and support is to be offered (as appropriate) to visitors post event. This is to be documented in the health record or Safety1st event reporting system.

Measurable Outcomes

There is a positive safety culture with an appropriate response to all alarms in a timely manner.

All permanent nursing and medical staff will be allocated an individual rapid response alarm that they are responsible for having on their person while at work.

All casual staff and visiting staff will have access to a rapid response alarm for the duration of their time on the ward, this will be signed for on allocation and return.

That alarms are worn at all times, remain in good working order and are responded to appropriately when activated

Related Documents

MHAPPM/8953 – [Mental Health and Addiction Group Policy](#)

MHAPPM/8959 - [Ngā Rau Rākau Visitor Procedure](#)

TMMHB/CPG/100 – [Early Warning Score System for Adult Patients – Including Rapid Response Team](#)

References

No references

Keywords

Rapid Response

Alarm

Intercom

Response

***For further information please contact the Clinical Nurse Manager –
Mental Health Intensive Services***