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Extensive CCTV installation reduces anti-social behaviour at NHS hospital trust

CLIENT PROFILE

The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust is a 515-bed general hospital providing services to West Norfolk and parts of Breckland, North East Cambridgeshire and South Lincolnshire. The hospital Trust employs over 2,500 members of staff and receives an annual income of around £164million. Last year they served over 391,000 patients.

CLIENT ISSUE

In 2011-2012, the hospital experienced a rise in anti-social behaviour and violence towards its staff as a result of drug and alcohol abuse. There was a need to deter this behaviour in order to protect staff and patients from further incidents and in the event of an incident to be able to prosecute offenders.

OBJECTIVES

The hospital was a previous customer of Gardwell Secure Systems and had been impressed with their responsiveness and quality of work. The hospital's head of security approached Gardwell to provide a competitively-priced solution.

The brief:

- To carry out site surveys with their head of security to identify areas of immediate concern
- To recommend a cost-effective security solution that could be implemented as quickly as possible with the minimum of disruption
- Ensure the solution would help reduce the threat of violence and anti-social behaviour towards staff and patients
- Recommend a security system that would provide video footage that could be used for the provision of evidence
- Provide a comprehensive maintenance programme of all security systems within the hospital.

GARDWELL SECURE SYSTEMS RESPONSE

Gardwell responded to the hospital's request by undertaking a series of site surveys in conjunction with the hospital's Security Management Specialist to address areas of immediate concern. As a result of the site surveys, Gardwell carried out a number of CCTV installations and immediate repairs to existing security equipment.

In total, Gardwell installed 64 internal cameras throughout the hospital including 8 CCTV cameras connected to hybrid digital recorders within the paediatric areas. A further 20 cameras were installed in the Accident and Emergency department along with panic alarms. The system was linked via remote monitoring to King's Lynn and West Norfolk Borough Council CCTV control room.

CONCLUSION

The Trust's Security Management Specialist, Gary Morris, is delighted with the recent electronic security installations and commented:

"Gardwell consistently provide a reliable and professional service which includes a maintenance programme. The increased security measures provide an effective deterrent against threatening and abusive behaviour towards staff and we have seen a marked decline in the number of incidents. On the rare occasion an incident has occurred, we have been able to provide video evidence to the police to aid prosecution of individuals concerned."

CASE STUDY REF: 003

KEY SERVICES:

- CCTV Systems
- Intruder Alarms
- Remote Monitored CCTV

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