







 Fw: C4A/C4B duress alarms

Sent: February 27, 2023 1:19 PM

From: Janine Van Bruinessen (Western Sydney LHD)

To: Nick Howson (Western Sydney LHD);

 11 Attachments

 image004.png (16 KB);  image005.png (9 KB);  image006.png (22 KB);  image009.png (18 KB);
 image010.png (9 KB);  image001.png (13 KB);  image002.png (22 KB);  image003.png (25 KB);
 Outlook-odrljlon.png (22 KB);  Outlook-h043ox22.png (7 KB);  Outlook-wtawjds3.png (58 KB);

FYI

Warm Regards

Janine van Bruinessen

A/DDON

Mental Health Service - WSLHD

[Redacted]



From: Mark Bolst (Western Sydney LHD) [Redacted]
Sent: Monday, February 27, 2023 11:56
To: Janine Van Bruinessen (Western Sydney LHD) [Redacted]
Cc: Christine Dictado (Western Sydney LHD) [Redacted] WSLHD-MHS-NursingExecutive
Subject: RE: C4A/C4B duress alarms

Hi Janine

Just to confirm that none of the man-down functionality has been disabled if it was functioning previously.

Across the LHD, there is only a small subset of man-down functionality enabled, which is primarily within the Cumberland facility.

Westmead has not previously had this enabled.

We are happy to enable this for the C4A/C4B area, as long as you're comfortable there has been adequate training on how to use it in the space.

Please let me know how you'd like to proceed from here.

Thanks

Mark

Mark Bolst

Technical Services Manager | **Digital Health Solutions**
Western Sydney Local Health District
5 Fleet St North Parramatta

Tel [REDACTED] | Mob [REDACTED] | Email [REDACTED]



Visit the [NSW Health website](#) for the latest information on COVID-19.

Disclaimer: This message is intended for the addressee named and may contain confidential information. If you are not the intended recipient, please delete it and notify the sender.

From: Janine Van Bruinessen (Western Sydney LHD) [REDACTED]
Sent: Monday, 27 February 2023 11:44 AM
To: Mark Bolst (Western Sydney LHD) [REDACTED]
Cc: Christine Dictado (Western Sydney LHD) [REDACTED]; WSLHD-MHS-NursingExecutive [REDACTED]
Subject: Fw: C4A/C4B duress alarms

Hi Mark,

We have been advised the below regarding the below - Global disconnection of the Man down alarm on PDA.

Can you please advise if Mental Health Services were consulted , as we always held a strong position of requiring the Man down function due to a past very serious staff injury , type of patient cohort and current environmental set up .

We recently had a staff injury incident in C4B - details below.

Effect on staff

Just to let you know a little about the follow up following an incident in C4B this am.
70 year old lady Level 1 grabbed the neck of the Nurse Special and pushed her to the ground.
Staff member yelled out and was heard by C4A staff who assisted to get the patient off her.
Staff member denies any injury.
Supported immediately with debrief. Wants to stay on shift
Allocation changed so she is not working the remainder of the shift with this patient.

Concerns

Nurse pulled duress – duress didn't work.
Staff have tested all the C4AB duress tags – none were working and not self testing.
Green light indicates they are charged
Security contacted and attended.
Security reset the panel and all self testing and working

From investigating this incident we were advised about the man down functionality being disabled.

This is concerning - can you provide some further information

Warm Regards

Janine van Bruinessen

A/DDON
Mental Health Service - WSLHD
Mobile- [REDACTED]



From: Ashaben Nakrani (Western Sydney LHD) [REDACTED]
Sent: Monday, February 27, 2023 10:41
To: Christine Dictado (Western Sydney LHD) [REDACTED]

Cc: Nick Howson (Western Sydney LHD) [redacted] Wade Norrie (Western Sydney LHD) [redacted]; Janine Van Bruinessen (Western Sydney LHD) [redacted]; Asdeep Kaur (Sydney LHD) [redacted] Darren Penney (Western Sydney LHD) [redacted] WSLHD-MHS-NursingExecutive [redacted]; Luz San Pedro (Western Sydney LHD) [redacted] Mark Bolst (Western Sydney LHD) [redacted] Nicole Murray (Western Sydney LHD) [redacted]

Subject: RE: C4A/C4B duress alarms

Hi Christine,

Below is the response I received from **Stojan Bratovic (Senior Network Analyst | Digital Health Solutions)** regarding the man-down function for duress tags.

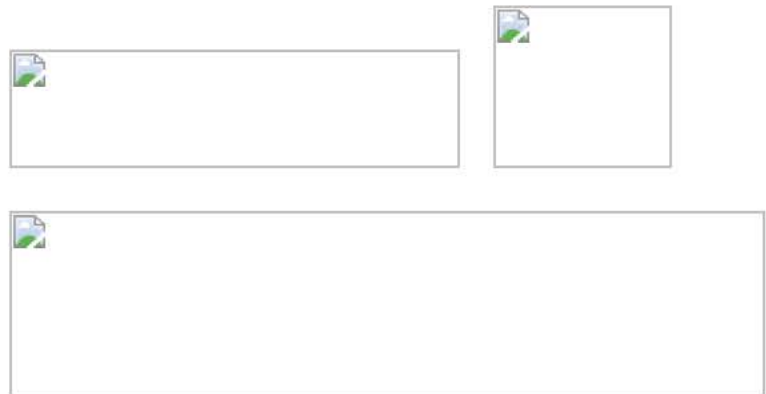
“The man-down feature is disabled globally, and there would need to be a proper business change management process undertaken by the business prior to it being enabled.
Please contact Mark Bolst [redacted] for and further information regarding this.”

I’ve Cc’d Mark in this email for further clarification.

Regards,
Ash
[Ashaben Nakrani](#)

[A / Nurse Unit Manager Westmead Hospital C4b OPMH](#)

Tel [redacted] | Fax [redacted] | [redacted]
[redacted]



From: Ashaben Nakrani (Western Sydney LHD)
Sent: Friday, 24 February 2023 1:24 PM
To: Christine Dictado (Western Sydney LHD) [redacted]
Cc: Nick Howson (Western Sydney LHD) [redacted] Wade Norrie (Western Sydney LHD) [redacted]; Janine Van Bruinessen (Western Sydney LHD) [redacted]; Asdeep Kaur (Sydney LHD) [redacted]; Darren Penney (Western Sydney LHD) [redacted]; WSLHD-MHS-NursingExecutive [redacted]; Luz San Pedro (Western Sydney LHD) [redacted]
Subject: Re: C4A/C4B duress alarms

Hi Christine,
I have already raised a ticket through SARA.
Waiting for the response.
I’ll keep you posted on this.

Regards,
Ash

Sent from my iPhone

On 24 Feb 2023, at 1:15 pm, Christine Dictado (Western Sydney LHD)

[REDACTED] wrote:

Hi

Thank you for identifying this gap. Asdeep / Ash and Janine can you make immediate enquiries to enable the man down function to be reactivated on the duress alarms.

Please provide me with an update before COB today.

Thank you
Kind Regards
Chris Dictado

From: Nick Howson (Western Sydney LHD) [REDACTED]
Sent: Friday, 24 February 2023 11:16 AM
To: Christine Dictado (Western Sydney LHD) [REDACTED]; Wade Norrie (Western Sydney LHD) [REDACTED]; Janine Van Bruinessen (Western Sydney LHD) [REDACTED]
Cc: Ashaben Nakrani (Western Sydney LHD) [REDACTED]; Asdeep Kaur (Sydney LHD) [REDACTED]; Darren Penney (Western Sydney LHD) [REDACTED]; WSLHD-MHS-NursingExecutive [REDACTED]; Luz San Pedro (Western Sydney LHD) [REDACTED]
Subject: C4A/C4B duress alarms

Good morning,

Attached to this email is a photo of all duress alarms not currently being used by the staff of C4A/C4B in Westmead Hospital. All the alarms are flat on the table and they are not activating a person-down alarm.

Below are some excerpts from Chapter 11: Duress Alarm Systems from the NSW Health *Protecting People and Property* manual regarding these type of alarms:

1. Workers must have unobstructed access to purpose designed equipment enabling them to summon assistance if they are faced with a personal threat or physical assault. This may include the use of personal duress alarms or fixed duress alarms or both, reflective of the nature of the work being performed and level of risk of threats identified.
2. Personal duress alarms are used where the worker is moving around within a building in the course of their work and where there is a risk of being confronted by aggressive behaviour.
3. All personal duress alarm units must have the following features:
 1. provide activation that can be initiated by the wearer and also activated where the user is not moving or has fallen down. These must not be able to be disabled by individual workers. Where frequent false alarms are occurring discussion with the provider of the duress alarm must occur to identify options for reducing these false alarms.
 2. include a warning when the person down/no movement feature is about to trigger

The C4A and C4B duress alarms do not have the person-down function enabled. It also does not appear that this functionality can be disabled at a user/tag level and is disabled elsewhere. Given the incidents last week in C4B and the very serious incident in Blacktown ED this functionality needs to be immediately enabled for the safety of the staff in C4A/C4B. I would also like to draw your attention to

SafeWork Improvement notice 7-394893 issued to Bungaribee House regarding the same style of duress alarm system and provider having issues with reliability and functionality in March of 2021.

There have also been queries about if people are testing the alarms. My understanding of the self-test functionality is that it only tests to see if the alarm can communicate with the system to send alerts to other alarms. It does not test or show which functionality is enabled on each alarm unit.

This email is being sent in my capacity as a Health and Safety Representative under s68 and s69 of The Work Health and Safety Act as there is a serious risk to the health or safety of workers. I am requesting action to remedy this situation immediately and to be included in communication regarding this issue as per s68(2)(f).

Regards,

Nick Howson

Health and Safety Representative | **Hainsworth Unit**

— [REDACTED] | [Teams Chat](#) | [REDACTED]