

 Re: Duress Alarms in Bungarribee House.

Sent: March 18, 2021 2:04 PM

From: Eliza Wright (Western Sydney LHD)

To: Arti Kumar (Western Sydney LHD);

Hi Arti,

I would also add to this that during any disruption to Blacktown Hospital wifi is likely to cause a critical failure of the duress system. This was the case when there was a code yellow a few months ago.

Eliza Wright
Registered Nurse | Bungarribee House
NSWNMA Branch Secretary - Blacktown City Mental Health

From: Arti Kumar (Western Sydney LHD) [REDACTED]

Sent: Sunday, 14 March 2021 15:54

To: Al Owaimrin (Western Sydney LHD) [REDACTED]

Cc: Julia Norcott (Western Sydney LHD) [REDACTED]

[REDACTED] Shivani Singh (Western Sydney LHD) [REDACTED]

Crispen Mupedzi (Western Sydney LHD) [REDACTED]

Subject: Duress Alarms in Bungarribee House.

Hi Alaa,

As discussed with you and Julie last week, the duress system in Bungarribee House is not working properly and there isn't enough duress units available for staff on shift. There is always a delay in response when it is activated or when it is checked when staff come on to shifts. The sensitivity level for the duress is not there – meaning it does not alarm it alarm is tilted. The tags that are being used to hang the duress is missing on some or have become lose therefore cannot be secured to users uniform. I have heard that about 13 duress alarms are under repair/service as they are faulty. It is quite unacceptable that this duress system are not functioning properly since it was installed less than a year ago. Also I have heard that about 17 duress alarms are missing from the ward for a long period of time therefore the staff have asked me as to what is being done to address this problem.

Now unfortunately we have had a serious incident on a night shift at Bungarribee House in the early hours of Saturday 13th of March, around 0530 -0600 hrs were all four night shift staff have been injured. When I spoke to all the injured staff they all informed me that none of their duress alarmed had worked when it was activated. It was only by chance that security arrived to the ward escorting a new admission from ED to only discover that an incident had taken place. Bungarribee House nursing staff have raised this issue and concern about how the safety is highly compromised every shift given the volatile environment. There was also a pin notice given by safe work which needs to be revisited again as well as Bungarribee House nursing staff have noticed nil change in the safety and security of working on the floor while delivering care to the patients.

Thank you,
Arti Kumar
Registered Nurse and HSR Bungarribee House.