13.1 Telecommunications

13.1.1 Public Telephone Network Failure General Information

The Trust uses two Telephone Service providers. Incoming traffic is carried by British Telecom (BT) and outgoing traffic is routed via ntl:Telewest Communications as a first option and BT as a second. If the ntl:Telewest network connection is lost, outgoing traffic will automatically divert to BT.

Incoming calls to the Switchboard on the Trust’s main number are carried on digital trunk lines. Calls made direct to extension numbers (Direct Dial In or DDI) are carried on a separate set of digital trunk lines. The Switchboard and DDI connections may fail together or independently.

In the event of a failure of the Public Switchboard Telephone Network (PSTN) Pay phones and other independent exchange lines such as the Major Incident lines may still work, dependant on the scale of the PSTN failure.

Failure of the PSTN will not affect the internal phone system or site paging (bleeps).

Failure of the PSTN may be due to:

- Failure of the service providers’ equipment on our site
- Failure of the service providers’ equipment or distribution network off-site
- Congestion on the networks causing the service providers’ exchange to become jammed

Either service provider can diagnose the cause of any failure remotely, and in some cases can correct the fault in the same way.

13.1.2 Incoming Service

- Any suspected fault should be reported to BT quoting the Trusts full telephone number
- Site Manager is informed of the developing situation
- If calls coming in to the Trusts main number are disrupted, BT may be asked to divert calls to the ntl:Telewest Communications service on 01225 350 045
- DDI calls cannot be diverted
- If no incoming calls can be received see “Total Failure” Below
13.3 Outgoing Service

a) Failure of BT Service
   Traffic will divert automatically to ntl:Telewest Communications lines; report fault to BT quoting the Trust's full telephone number

b) Failure of ntl:Telewest Communications Service
   If the ntl:Telewest network connection is lost, Traffic will divert automatically to BT lines; report fault to ntl:Telewest Communications quoting the Trust's account number

c) Total Failure (or unavailability of the PSTN due to congestion)
   - Advise Site manager
   - Contact BT quoting the Trust's full telephone number and advise “Major Service Failure”
   - Contact Telewest Communications, quoting the Trust's account number
   - Emergency Incoming and Outgoing messaging using Major Incident Phones situated in Major Incident Rooms and A & E (exchange line numbers are on the phones)
   - Emergency Incoming and Outgoing messaging using Mobile Phones
   - Emergency Incoming and Outgoing messaging via RAYNET/A & E Radio Link. If RAYNET are not on site contact BANES RAYNET Controller

13.4 Internal Telephone System (Switchboard Failure)

The Trust uses an ISDX 3000L Private Automatic Branch Exchange (PABX) maintained by British Telecom (BT) on “Total Care” cover which provides for an active response within 2 hours of a “major service failure” being notified.

BT can diagnose the extent and in some cases the cause of any hardware or software failure remotely, and can often correct the fault in the same way.

The PABX is situated in the frame room opposite the Drs. Mess on the ground floor of the South block (Block 45); keys and combination from the Telephonists room.
Incoming and outgoing communications on the Trust’s main Switchboard number (01225 428331) will be unaffected but it will not be possible to transfer calls to, from or between internal extensions.

Direct Dial In (DDI) numbers will not function under Internal Telephone System (Switchboard) failure. Failure of the Internal Telephone System will affect site paging (bleeps) from internal telephones however switchboard staff can access bleeps via their master console.

Pay phones and exchange lines (including Major Incident phones) are independent of the Internal Telephone System and will continue to function.

Failure of the Internal Telephone System (Switchboard) may be due to:

- Failure of the power supply
- Failure of the air conditioning system
- Failure of system hardware
- Failure of system software

13.1.5 Action

- Advise Site Manager of the need to implement contingency
- Contact BT quoting the Trusts full telephone number Advise "Major Service Failure" and describe the problem in as much detail as possible and request that BT advise of progress towards rectification
- Contact Portering Supervisor to initiate contingency; arrange distribution of two-way radios to key personnel and allocate Porters with two-way radios to act as runners between wards
- Notify Wards to report Cardiac Arrest to Porters via runners or two-way radio
- Portering Supervisor with two-way radio to be based in Telephonists room (Telephonists room to become communications centre)
- Contact Facilities Systems Manager
- Establish if power is available to the ISDX and that the air conditioning in the frame room is functioning correctly – if in doubt contact the On-Call Electrician
- Emergency Incoming and Outgoing messaging using Major Incident Phones situated in Major Incident Rooms and A & E (exchange line numbers are on the phones)
• Emergency Incoming and Outgoing messaging using Mobile Phones

• Emergency Incoming and Outgoing messaging via RAYNET/ A & E RadioLink/ satellite phone. If RAYNET are not on site contact BANES RAYNET Controller

**13.1.6 Site Paging System (Bleep) Failure**

The Trust uses a Multitone Access 3000 site paging system maintained by Multitone. All critical parts of the system are duplicated so that if one system fails the second can be brought into operation.

The service Agreement with Multitone provides for a response (a contact from an engineer) within 2 hours of the service call being received between 08.00 and 17.00 hrs Mon-Fri only.

The Paging System hardware is situated in the frame room opposite the Drs. Mess on the ground floor of the South block (Block 45); keys and combination from the Telephonists room. Control consoles are in the Telephonists Room and Telephone Services Manager’s office; transmitters are in the Supplies Building (Block 11) and in a tank room above the South Block (Block 45).

The most critical function of the Site Paging System is the notification of Cardiac Arrest, Trauma and other critical teams and individuals.

Failure of the Site Paging System may be due to:

• Failure of the power supply

• Failure of system hardware

• Failure of system software

**13.1.7 Action**

• Establish if power is available to Site Paging System – if in doubt contact the On- Call Electrician

• Switch to the back-up system – follow instructions in the Telephonists room

• If switching is unsuccessful, advise Site Manager of the need to implement contingency

• Contact Multitone and request that the company advise of progress towards rectification
• Contact Portering Supervisor to initiate contingency; arrange distribution of two-way radios to key personnel and allocate Porters with two-way radios to act as runners between wards

• Notify Wards to report Cardiac Arrest to Porters via runners or two-way radio

• Portering Supervisor with two-way radio to be based in Telephonists room (Telephonists room to become communications centre)

• Contact Facilities Systems Manager

13.1.8 Portering Services Response

In the event of Internal Telephone System (Switchboard) Failure or Site Paging System (Bleep) Failure all routine movement will cease.

Members of the Portering Department will be located at designated points throughout the hospital.

These staff should only be contacted in an Emergency Situation (i.e. Cardiac Arrest).

Emergency Deployment of Porters below:

RUH NORTH

WARD BASED RADIO HANDSET AREAS COVERED
William Budd Ward William Budd Ward
Dialysis Unit
Radiotherapy
Physiotherapy/Hydrotherapy

Discharge Lounge Discharge Lounge
Pain Clinic
Oral Surgery

Laboratories Laboratories
Mortuary
## FACILITIES

### RUH CENTRAL

<table>
<thead>
<tr>
<th>WARD BASED RADIO HANDSET</th>
<th>AREAS COVERED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cardiac Centre</td>
<td>Cardiac Centre (Mon-Fri)</td>
</tr>
<tr>
<td>Neurology Ward</td>
<td>Neurology Ward</td>
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<tr>
<td></td>
<td>Neurology OPD</td>
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<tr>
<td></td>
<td>Breast Unit</td>
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<tr>
<td>Treatment Centre</td>
<td>Treatment Centre</td>
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<tr>
<td></td>
<td>Robin Smith Ward</td>
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<tr>
<td></td>
<td>Orthopaedic Pre-Admissions</td>
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<tr>
<td>Day Surgery Unit</td>
<td>Day Surgery Unit</td>
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<tr>
<td></td>
<td>Day Surgery Theatres</td>
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<tr>
<td></td>
<td>Eye Ward</td>
</tr>
<tr>
<td></td>
<td>Eye Clinic</td>
</tr>
<tr>
<td>Respiratory Ward</td>
<td>Respiratory Ward</td>
</tr>
<tr>
<td></td>
<td>Respiratory OPD</td>
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<tr>
<td></td>
<td>Cardiac Ward</td>
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<tr>
<td></td>
<td>Coronary Care Unit</td>
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<tr>
<td>Gastro/Endoscopy</td>
<td>Gastro/Endoscopy</td>
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<tr>
<td></td>
<td>Vascular Studies</td>
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</tbody>
</table>

### RUH WEST

<table>
<thead>
<tr>
<th>WARD BASED RADIO HANDSET</th>
<th>AREAS COVERED</th>
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</thead>
<tbody>
<tr>
<td>Intensive Therapy Unit</td>
<td>Intensive Therapy Unit</td>
</tr>
<tr>
<td>Children’s Ward</td>
<td>Children’s Ward</td>
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<tr>
<td></td>
<td>Children’s OPD</td>
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<tr>
<td></td>
<td>Combe Ward</td>
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<tr>
<td>Phillip Yeoman Ward</td>
<td>Phillip Yeoman Ward</td>
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<tr>
<td></td>
<td>Orthopaedic Recovery</td>
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<tr>
<td></td>
<td>Forrester Brown Ward</td>
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<tr>
<td></td>
<td>Pierce Ward</td>
</tr>
<tr>
<td></td>
<td>Pulteney Ward</td>
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<tr>
<td>Main Theatres</td>
<td>Main Theatres</td>
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<tr>
<td>Parry Ward</td>
<td>Parry Ward</td>
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<tr>
<td></td>
<td>Haygarth Ward</td>
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<tr>
<td></td>
<td>Waterhouse Ward</td>
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<tr>
<td></td>
<td>Midford Ward</td>
</tr>
</tbody>
</table>
RUH SOUTH

WARD BASED RADIO HANDSET

Accident & Emergency Department
Medical Assessment Unit
Victoria Ward
Helena Ward
Hamilton Ward
Medical Short Stay Unit

AREAS COVERED
A &E
Medical Assessment Unit
Victoria Ward
Victoria Annexe
Helena Ward
Widcombe Ward
Hamilton Ward
Marlborough Ward
Medical Short Stay Unit

PRINCESS ANNE WING

WARD BASED RADIO HANDSET

Central Delivery Suite
Charlotte Reception

AREAS COVERED
Central Delivery Suite
Newborn Intensive Care Unit
PAW Theatres
Gynae OPD
Charlotte Ward
Cheseldon Ward
Cheseldon OPD
Alex Ward
Mary Ward

13.1.9 Two Way Radio Distribution Check Lists

Two Way Radio Distribution Check List – Ward Based Handset – Portering and Switchboard staff have copies of this list.

Two Way Radio Distribution Check List – Site Staff – Portering and Switchboard staff have copies of this list.

Staff collect their radios from Switchboard and return them after use.

13.1.10 How to Use Emergency Porters in the case of Telephone Systems Failure

This procedure will ONLY be instigated; when/if there is a Telephone Systems breakdown

- On notification of emergency all airway traffic must cease
• ALL staff involved in an emergency situation MUST acknowledge they have received and understood the message, by calling in their radio number and stating that they have received the call.

• Portering procedures state that they will issue the emergency call twice.

13.1.11 How to Use the Emergency Porters in Bleep System Failure

This procedure will ONLY be instigated; when/if there is a bleep system failure.

• On notification of emergency all airway traffic must cease.

• ALL staff involved in an emergency situation MUST acknowledge they have received and understood the message, by calling in their radio number and stating that they have received the call.

• Portering procedures state that they will issue the emergency call twice.
13.1.12 How to use the Emergency Porters in case of Total Systems Failure

This procedure will ONLY be instigated; when/if there is a Combined Internal Telephone and Site Paging Systems Failure.

- On notification of emergency all airway traffic must cease
- ALL staff involved in an emergency situation MUST acknowledge they have received and understood the message, by calling in their radio number and stating that they have received the call
- Portering procedures state that they will issue the emergency call twice
13.2 Catering

13.2.1 Contacts

In the event of a Major Incident the Catering Managers can be called via switchboard.

13.2.2 Catering Arrangements & Availability

The most likely initial catering requirement will be for hot and cold beverages and sandwiches. These items are available from the Lansdown Restaurant and South Kitchen.

13.2.3 Access to Lansdown Restaurant

The key to the Cash Up Room is held by Switchboard. Keys for the Restaurant doors are colour coded and kept in the key box (labelled) in the Cash Up Room.

13.2.4 Access to the South Kitchen

Keys to the South Kitchen are also kept in the key box (labelled) in the Cash Up Room.

13.2.5 Sandwiches

Packaged sandwiches are kept in the upright fridge in the Lansdown Restaurant Wash-Up Room and in fridges in the South Kitchen.

13.2.6 Beverages

A trolley with a hot water boiler and supply of hot and cold beverage ingredients, together with disposable cups, spoons and plates, is kept in the main Lansdown Restaurant Store Room (labelled).

The Hot Tap water boiler can be switched on in the Lansdown Restaurant, as can the automatic hot beverage machine. Milk is available in the upright fridge in the Lansdown Restaurant Wash Up Room.

13.2.7 Major Incident Plan Cards

Catering cards are displayed in the Lansdown Restaurant Cash Up Room.

13.3 Linen

13.3.1 Contacts

In the event of a Major Incident contact the Stores & Linen Manager via switchboard.
13.3.2 Access

The code for the Linen Room is held by Security.

13.3.3 Emergency Stock

Emergency stock is held in the Linen Room in a cage marked “Emergency Linen”. The cage contains the following:

- 200 Disposable Gowns
- 80 Blankets
- 1 case Disposable Blankets (Silver foil)
- 200 Sheets
- 200 Pillowcases

13.3.4 Additional Requirements

Draw from the linen stacked ready to go out to the wards the following day. To replace this linen or order extra, ring the laundry contractor on the 24 hour emergency number.

13.3.5 Major Incident Action Card

An Action Card is held in Facilities Reception.

13.4 Supplies

13.4.1 Contacts

In the event of a Major Incident contact the Stores & Linen Manager via switchboard.

13.4.2 Access

The key and alarm code for the area is held by Security.

13.4.3 Emergency Stock

The current agreed stock levels in Accident & Emergency Department include stock for Major Incidents to ensure they are kept in date.

Further replacements or additional stock items, e.g. body bags, can be obtained from Logistics in Bridgewater via their 24 hour help line. This is a security number – they will ask who and where the stock is required and will then ring the Duty Manager at Bridgewater to arrange for the goods to be sent.

13.4.4 Major Incident Action Card

An Action Card is held in Facilities Reception.
13.5 **Maintenance**

13.5.1 **Maintenance On-Call**

For emergencies call in the following order:-

1) In the First Instance Call the Trades Person On Call via switchboard:-

- Fitter
- Plumber
- Electrician
- Builder

If you are unable to contact the Tradesmen On Call, contact:-

2) The PTB Officer On Call via switchboard

In the event you are unable to contact any of the above please contact one of the following via switchboard:

- Engineering Manager
- Building Manager
- Electrical Engineer
- Maintenance Coordinator
- Maintenance Manager

**13.5 Useful Telephone Numbers for Other Maintenance Staff & On-Call Contractors**

A copy of this information is held on the notice board in the Facilities Managers’ office. All PTB Officers also hold copies.

**13.5 Emergency Maintenance Manual**

A manual covering all emergency procedures is held in the box on the pillar in the Maintenance Operations office.

**13.6 Cleaning**
13.6.1 Contact

In the event of a Major Incident contact the Facilities Manager – Hotel Services via switchboard. The service is supported from 6.00 a.m. until midnight 7 days a week by an on duty Team Leader.

13.6.2 Access

Security have the door code for the Cleaning Department and keys to the main office within the Department.

13.6.3 Telephone Numbers

A list of staff who have given their telephone numbers to be contacted if required is held in the red file marked “Emergency Procedure” on the shelf in the Cleaning Department clerks office.

13.6.7 Team Leader on Duty

‘Standby’ Alert

On receiving alert go to Control Room (patient access team) and report to Site Manager to establish alert status and receive a briefing.

Deploy cleaners to the following locations:

<table>
<thead>
<tr>
<th>CLEANER</th>
<th>DEPLOYMENT</th>
<th>ROLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaner 1</td>
<td>Accident &amp; Emergency</td>
<td>As directed by Senior Nurse</td>
</tr>
<tr>
<td>Cleaner 2</td>
<td>Accident &amp; Emergency</td>
<td>As directed by Senior Nurse</td>
</tr>
</tbody>
</table>

Deploy staff to Accident & Emergency as necessary.

Prepare to respond in the event of a ‘Declared’ Alert being issued. NB A large ‘Declared’ Alert incident will require extra cleaning support.

Inform Cleaning Manager ‘out of hours’.

‘Declared’ Alert

Complete ‘Standby’ Alert actions. Deploy a Team Leader (FTL) with bleep to the Accident & Emergency Department to discuss likely workload with Nurse-in-Charge and liaise with cleaners as necessary.

Deploy cleaners to the following locations. (This is the minimal deployment.)

<table>
<thead>
<tr>
<th>CLEANER</th>
<th>DEPLOYMENT</th>
<th>ROLE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cleaner 1</td>
<td>Accident &amp; Emergency</td>
<td>As directed by FTL</td>
</tr>
<tr>
<td>Cleaner 2</td>
<td>Accident &amp; Emergency</td>
<td>As directed by FTL</td>
</tr>
</tbody>
</table>
The Team Leader will call in additional staff as required to provide the required level of cleaning.

13.7 Portering

A Portering Action Card is held in Portering Department and Facilities Reception. See Appendix 87

13.8 Security

A Security Action Card for both contamination and non-contamination is held in Facilities Reception. See Appendices 88 & 89