

PINPOINT UPDATE

Daleham House – 10 years on Safer for staff and for clients

✦ John Waring, Pinpoint's Managing Director, writes about the company's first system installation.

Here at Pinpoint, we are celebrating the tenth anniversary of our very first installation which was at Daleham House in North London where they speak of the 'positive and unexpected' effect the Pinpoint System has had on their clients.

Daleham House, which rehabilitates people with mental health problems, has been using its Pinpoint System since the beginning of April 1993, and the Manager, Andrew Kirk, calls it 'indispensable'.

Positive effect

And while Pinpoint's patented infra-red technology is designed to protect staff in situations where there is the potential for violence, the staff at Daleham have found that over the years the System has had an added bonus.

"You find that a lot of systems alert staff to an incident but don't actually tell you where it is happening and that was something we found unacceptable," explained Andrew.

"With the Pinpoint System, you know exactly where the incident is happening and this is a far more responsible way to care for staff, as you cut down the response time.

"That was our primary motivation for choosing Pinpoint ten years ago and we have never had any serious incidents since. This good record also stems from the positive and unexpected benefits from the system.

"Although very discreet, the knowledge that help is just seconds away gives staff a greater confidence in dealing with clients. All the residents at Daleham have picked up on this added confidence and it makes them feel more secure and relaxed as well. The system has been an excellent addition to the expertise of our staff and really is indispensable to our work."

Opened as part of the Care in the Community initiative, Daleham House operates the Pinpoint System across all three floors with Infra-red Receiver Units covering all bedrooms, offices, corridors, staircases, communal areas, toilets and bathrooms.

There is a connection to a paging system so that response staff receive alarm messages directly and discreetly and all external doors are also monitored.

Pinpoint is now in its twelfth year and we have seen continuous year-on-year growth in sales because of both an increase in violent incidents in the Health Service (up 30% in the

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Despite UK medical staff experiencing a rising number of violent incidents, King's College Hospital in London is continuing to buck the trend and is on course to record a decrease of such incidents for the third year in a row.

Over the past two years the Hospital has seen violence against staff fall from 609 incidents in 2000 to 486 in 2002, with 2003 expected to see a further drop to below 400.

This dramatic decrease follows an extensive investment in developing a highly integrated Security Control Room which has already been cited as an example of good practice by the NHS Zero Tolerance Campaign.

Preventing injury

A key part of this security set-up is the use of a Pinpoint Personal Alarm System, with staff carrying a small infra-red transmitter which allows them to call for help at the slightest sign of trouble. Reporting to the Security Control Room, the Pinpoint System can



The Security Control Room at King's with the Pinpoint Alphanumeric Display Unit.

King's College Hospital reduces attacks on staff

determine a person's exact location and has been instrumental in preventing serious injury to staff.

At King's the coverage of the

system has spread from the Hospital's Accident and Emergency Department, where it was first installed eight years ago, into many other areas. Radiology, Neuro-Imaging, Paediatric A & E, the Department of Genito-Urinary Medicine, the Computer Department and Social Services all now have Pinpoint protection.

Safe and secure

The ongoing development of the Control Room and the systems it monitors saw a further extension with the opening of a new five-storey hospital wing, the Golden Jubilee Wing. Security features included swipe card access, CCTV, a public address system

and the Pinpoint System.

As one of the UK's major teaching hospitals, it is vitally important that King's College sets the standard in not only patient care but also staff care according to King's Security Manager Chris Doherty.

"If staff are to work effectively they need to feel safe and secure and as King's is a teaching hospital, I believe it is important we set a standard for safeguarding staff for the whole sector," he said.

"While there is still work to be done to reduce violent incidents further, a lot of effort has been invested in developing our security system and as our figures show it is having a significant effect. Staff confidence in the system is



Greg Smith, Pinpoint's Senior Account Manager, with King's Security Manager, Chris Doherty.

Managing your system

now very high, especially the Pinpoint System which triggers an immediate and rapid security response.

Protecting staff

"The Pinpoint System is regarded here as an important tool for providing for staff safety and reducing the fear of crime on our campus. Indeed, other Trusts in London have visited King's to see how we employ Pinpoint as part of our integrated security system and have since ordered it for their own A & E Departments."

Chris added: "It is conceivable with its growing presence on our site that one day we will have a site-wide Pinpoint System which will form a significant part of our efforts to further safeguard staff."

Plans are now afoot to extend the Pinpoint System to the Psychological Medicine Department.

John Waring, Managing Director of Pinpoint, said: "Chris Doherty and his team have done a tremendous job at King's in creating an integrated security system that is having a significant impact on reducing the number of incidents against staff.

"Our business is protecting staff, so I am delighted that Pinpoint is part of such a significant success story for the whole sector, as King's continues to lead by example. That we are talking about potentially saving lives is never far from our thoughts, so I look forward to further supporting Chris and his team and ensuring that Pinpoint is doing its bit to assist the dedicated staff at King's to go about their work in safety."

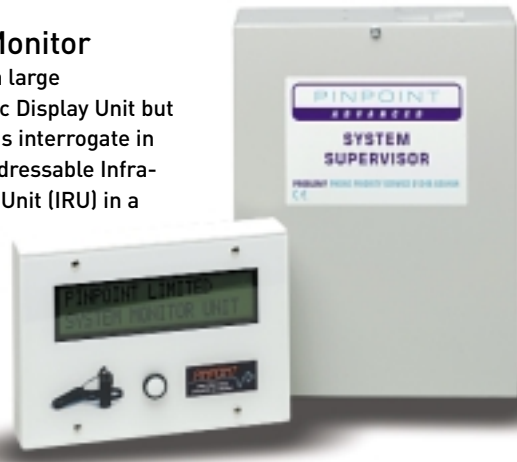
Pinpoint has launched two new products to help you manage your Pinpoint System. The Advanced System Supervisor is designed for installation with the more recent Advanced Systems and the System Monitor can be installed with any Pinpoint System.

System Monitor

It looks like a large Alphanumeric Display Unit but what it does is interrogate in turn each Addressable Infra-red Receiver Unit (IRU) in a System by sending it a message and waiting for a response. This tests whether the IRU is connected properly, whether it has power and whether its program is functioning correctly. Should an IRU fail to respond after three tries, then an alarm sounds within the unit and the location address of the potentially faulty IRU is displayed. More than five potential faults will result in a CHECK SYSTEM message. The

System Monitor does not monitor Slave Receivers.

A special version of the System Monitor is available for 600 series Pinpoint Systems with a small alphanumeric display built into the Central Services Unit.



System Supervisor

The Supervisor is designed to be installed with any Pinpoint Advanced System. It checks all Advanced Receiver Units in a System (with the exception of External Slave Units), together with Display Units and the Communications Interface. As well as checking a Receiver Unit in the same

manner as the System Monitor does, it will also report whether a Receiver Unit is covered up and whether it is receiving infra-red correctly. The Supervisor thus provides comprehensive checking of all of the functions of every Receiver Unit in a System.

Apparent faults found are reported to a specified Display Unit on the System or via a connected paging system to display pagers carried by appropriate staff. Additionally a printer can be connected so that a log can be kept which will provide an accurate print-out of all faults as well as all incidents. The Supervisor can also, with the addition of a GSM modem, report faults directly to Pinpoint Priority Service so, with this facility added to your maintenance contract, the Pinpoint service engineer may well attend your site to investigate a problem of which you are completely unaware yourself!

To find out more about the System Supervisor or the System Monitor, ask your Account Manager or telephone Laurie Piper on 01333 421706.

Pinpoint gets new website

Pinpoint has launched its new website with a new web address – www.pinpointlimited.com

The new site presents Pinpoint's Systems and Services in a new easily read brochure-style format which we believe will be simple to follow and understand. As time goes by, the website will be expanded to include more technical information, answers to frequently asked questions and, of course, this newsletter.



Never-say-never Becky

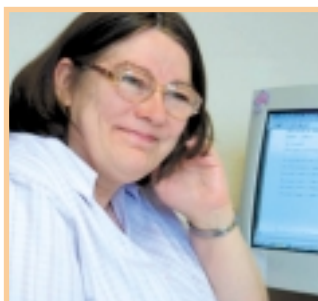
❖ At Pinpoint we believe in communication. We want you to know us and not just as a voice at the end of a telephone. That's why we have introduced a new feature where you can learn a bit more about the people who are working hard to ensure you enjoy the best quality of service possible.

Introducing...Becky Robertson!

It is somehow very fitting that Sean Connery is the favourite actor of Pinpoint's Director of Finance and Administration. The title of his last Bond movie 'Never Say Never Again' is also a phrase that rings true for Becky (46), who returned to study and a high-flying career after leaving school at the earliest opportunity.

"When I was young, I never really entertained the idea of going on to further study," she recalls. "I remember just wanting to leave school and be like my pals earning money."

At 20 Becky had her son, Derek, and the next few years



Becky's determination has paid off.

saw her putting a natural gift for figures to use through part-time bar work. However, throughout this time the need for a greater challenge was slowly fermenting inside her and when Derek hit 14, Becky decided she wanted to work full-time.

It was a decision that would take her all the way to her current position with Pinpoint. And it began with her brave decision to return to school, aged 34.

"It was a big thing going back to school," she said. "It was just when Kirkland High School in Methil became a Community College and so it was daunting going into a classroom with school

children, but I had made up my mind and swore I would never go back to monotonous jobs."

'O' Grades and 'Highers' soon followed and with her determination at an all time high, Becky went on to take her HND in Accountancy at Fife College where she graduated in June 1993.

Although used to challenges, the next three years proved particularly difficult as her many job applications proved fruitless. "I stopped counting at 20," she laughs.

Then she saw Pinpoint's advertisement for a part-time bookkeeper in her local newspaper.

"John Waring, our M.D., likes to employ local people, particularly those that are unemployed. When he heard of my determination to go through college I think he realized I would be a good worker and deserved a chance."

Becky's part-time post quickly became full-time when she began helping answer the

phones and working with Pinpoint's customers. This was in 1998 when the company employed 17 staff and had just moved to its new premises at Methil Docks.

Since then staff numbers have more than doubled and Becky's career has gone from strength to strength. In 2000 she became Finance Manager and then in 2002 she assumed the post of Director of Finance and Administration, following Company reorganisation and the formation of a new management team.

"The past seven years have been a wonderful experience, working as part of a great team," she said. "Pinpoint is a very nurturing environment where people can realise their full potential. I benefited from this and so have many others."

"I love the challenge and just wish I had made up my mind what I wanted to do a bit sooner. Although it is no longer my job, I still answer the phones when nobody is looking, as I still enjoy speaking to customers and getting their feedback."

continued from page 1 last three years alone) and an increasing awareness of the risks to staff and the importance of protecting them.

We have always aimed to establish long-term relationships with our customers that will bring benefits both to them and to us. Being the site of the very first installation of a Pinpoint System has made Daleham House a special place for us and I have fond memories, myself, of clambering up and down ladders in stifling heat to

complete the installation on time. I am delighted that our partnership has continued for so long. The staff at Daleham operate with tremendous professionalism and compassion and all of us at Pinpoint are proud to be associated with their important work.

Daleham House gave Pinpoint an excellent start and since then we have gone on to install over 1500 further Systems which have provided real protection and peace of mind to thousands of care staff across the country.

While our core activity has centred on places caring for people with mental health problems and learning disabilities, there are now numerous Pinpoint Systems in different departments in Acute and General Hospitals, in doctors' surgeries, hostels, secure units, social work offices and schools.

With 38 staff and offices in Chesterfield and Dublin as well as the head office here in Fife, Pinpoint's Systems are to be found in over 25% of all of the UK's NHS Trusts.