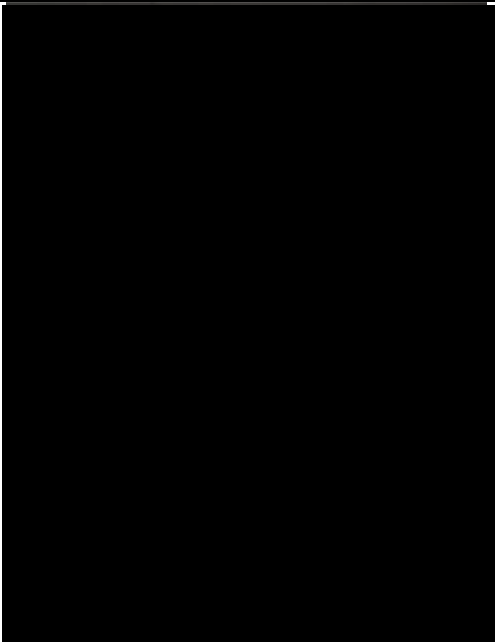


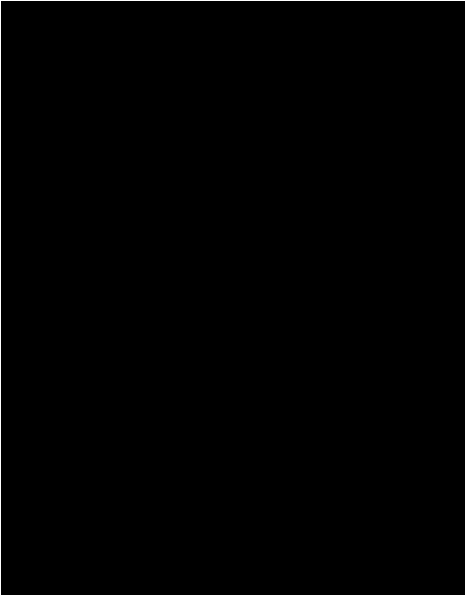




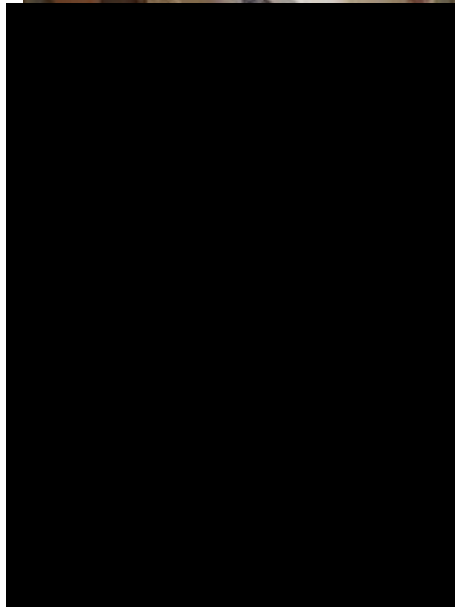




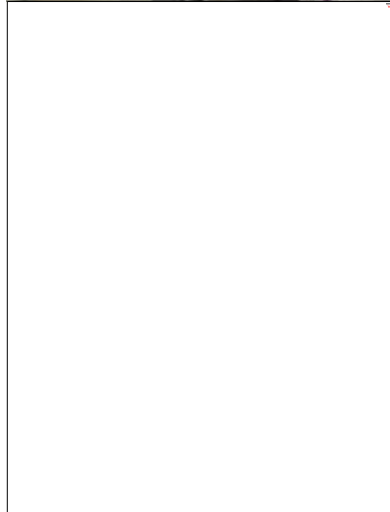
EEAST PAS Quality Assurance visit

Company visited: UKSAS	Date: 14 th October 2016	Follow up actions
<p>General comments</p>	<p>On the 14th of October the QUIPS team carried out an unannounced visit to UKSAS in Rainham Essex. The team consisted of [REDACTED] who was involved in the initial accreditation of the company joined the team on the visit.</p> <div data-bbox="338 475 819 1118" data-label="Image"> </div> <div data-bbox="846 475 1749 1102" data-label="Diagram"> <p>UK Specialist Ambulance Services Organisation Chart</p> <pre> graph TD MD[Managing Director] --- CEO[Chief Executive Officer] MD --- DOS[Director of South East Operations] MD --- DM[Medical Director] MD --- DET[Director of Education Training] MD --- CD[Clinical Director] MD --- DOF[Director Of Fleet] MD --- DSS[Director of Specialist Services] MD --- PF[Payroll & Finance] CEO --- DOS CEO --- DM CEO --- DET CEO --- CD CEO --- DOF CEO --- DSS CEO --- PF DOS --- HR[Head of Human Resources] DOS --- DSM[Driving School Manager] DOS --- HEM[Head Of Events] DOS --- CSM[Customer Services Manager] DOS --- HOB[Head of Bariatrics] DOS --- FM[Fleet Manager] DOS --- CM[Control Manager] DOS --- ELM[Equipment & Logistics Manager] HR --- RT[Recruitment Team] HR --- SPM[Special Projects Manager] HR --- TC[Transplant Coordinator] SPM --- STSC[Secure Transport Services Crews] SPM --- OTSC[Organ Transplant Crews] DSM --- DI[Driving Instructors] HEM --- ES[Events Supervisor] ES --- ET[Events Teams] CSM --- GMA[General Manager A&E] CSM --- SM[Station Manager] GMA --- OTL[Operational Team Leaders] GMA --- CTL[Clinical Team Leaders] OTL --- ACE[A&E Crews] SM --- BCR[Bariatric Crews] FM --- FA[Fleet Assistant] FA --- DCO[Deep Cleaning Operatives] CM --- CS1[Control Supervisor] CM --- CS2[Control Supervisor] CS1 --- ECR[ECR Support Crews] CS2 --- DCO2[Deep Cleaning Operative] </pre> </div> <p>UKSAS employ 60 staff and have 700 bank staff. They have approximately 70 vehicles. They provide approximately 19-20 vehicles per day for EEAST including qualified DSA's, ITV's and RRV's. The Corporate HQ has a control room and training and education centre on site.</p>	
<p>IMMEDIATE ACTIONS</p>	<p>None identified</p>	


Company visited: UKSAS		Date: 14 th October 2016		Follow up actions
General Comments:	Control Room: The control room staff have live information on where vehicles are located, whether they are travelling under blue lights, and the speed that the vehicles are travelling at.			
General Comments:	Fleet: Deep cleans are carried out on a traffic light system and use of a fogging machine. No vehicles are over 5 years of age.	 		

Company visited: UKSAS	Date: 14 th October 2016	Follow up actions
<p>Fleet vans service tyres and brakes. The events division has quad bikes, motorbikes and bicycles. There are also a number of land rover vehicles kitted for use in bad weather with winches.</p> <p>Gas storage is secure within the bay area.</p>	  	

Company visited: UKSAS		Date: 14 th October 2016		Follow up actions
General Comments:	<p>Medicines Management: UKSAS have a robust medicines management system; they hold a Home Office CD licence. Drugs are ordered from Chelmsford pharmacy. At shift start crews pick up a drugs bag. The drugs bags are tagged green when complete and red tagged when any drugs have been used. They are stock checked when they are replenished. There is a locked cabinet in the bays for a limited number of drugs bags, all others are kept in the safe in a locked room. Morphine is issued from Colchester. Paramedics have their own hard back record book. There is an emergency 10 ampoules kept in the control room in a lock box inside a lock box. All paramedic staff are given safes for their cars and homes for transportation and storage of CD's.</p>	   		

Company visited: UKSAS		Date: 14 th October 2016		Follow up actions
General Comments:	<p>Stores: Stores are secure and bar coded for stock in and out. UKSAS have calibration equipment for testing suction. EMS Basingstoke maintain suction and defibrillators, there is a field engineer who is Ferno trained.</p>			
				

Company visited: UKSAS		Date: 14 th October 2016	Follow up actions
General comments:	<p>Training: There is a training and education centre on site. At the time of the visit there was a course ongoing. The company have 3 employed DI's and 2 freelance. A number of courses are run by the company; ECA, ECSW and they are currently working with Portsmouth University in regards to Paramedic training. There is a rolling programme of training which incorporates IG, child protection, safeguarding, which follow the skills for health guidelines. Staff have attended a Safeguarding Train the Trainer course run by EEAST at Melbourn. There are CPD workshops that are provided by UKSAS, these have covered such topics as maternity, ECG's and Portfolio completion. Any clinical bulletins received from EEAST are e-mailed to staff. The company are</p>		<p>insist that all staff who work on their contract have a one day induction of all processes and pathways used within this is delivered by UKSAS. Could EEAST provide the same to ensure that all staff on EEAST contract up aware of all pathways, procedures?</p>

Company visited: UKSAS		Date: 14 th October 2016		Follow up actions
	currently looking at the Skill Stream software package where staff will have to read any new bulletins prior to viewing their shifts. HR has ELAS system which holds the mandatory/statutory training records and flags for all staff.			
General comments:	Vehicle check: All consumables and equipment randomly spot checked in order.			

Company visited: UKSAS

Date: 14th October 2016

**Follow up
actions**

Company visited: UKSAS		Date: 14 th October 2016	Follow up actions
General comments:	<p>PCR: EEAST PCR's are currently placed in a folder in the control centre and locked into a safe, they are posted daily to Basildon Station. The member of staff spoken to stated that he was in the process of obtaining a locked PCR storage box for staff to directly post the PCR's into. Any issues are reported to EEAST via [REDACTED]</p>		