

# Introducing our contactless monitoring system

Our ward has installed a contactless monitoring system in each bedroom to help staff care for you during your stay. Staff will explain how the system works and how they use it. They will also talk to you about the decision to use it as part of your care. This leaflet is designed to support that conversation and provide more information.

It may also be useful for your family, carers or anyone else involved in your care.

**If you have any questions or concerns, please speak to**

**or another member of staff.**

**A monitoring unit is fixed to the ceiling in every bedroom:**



## What does the system do?

When you're in your bedroom, the system measures your:

- Heart rate
- Breathing rate
- Location and movement

Staff can view this information on a screen in the nursing station or on tablets when they're walking round the ward. The system works without any physical contact – nothing needs to be attached to you, helping to make your experience in hospital more comfortable.

## How does it do this?

**Heart rate:** When your heart beats, it causes tiny colour changes in your skin. The system picks up these changes to measure your heart rate, similar to a finger-clip pulse monitor. It works for all skin tones.

**Breathing rate:** When you breathe, your chest moves up and down. The system detects this movement to measure your breathing rate. It works even if you're covered by a duvet.

**Location and movement:** The system recognises key areas in the bedroom like the main door, bed and bathroom. It can tell when someone is in the room and tracks movement between the key areas to work out their location.

## How do staff use the system to support your care?

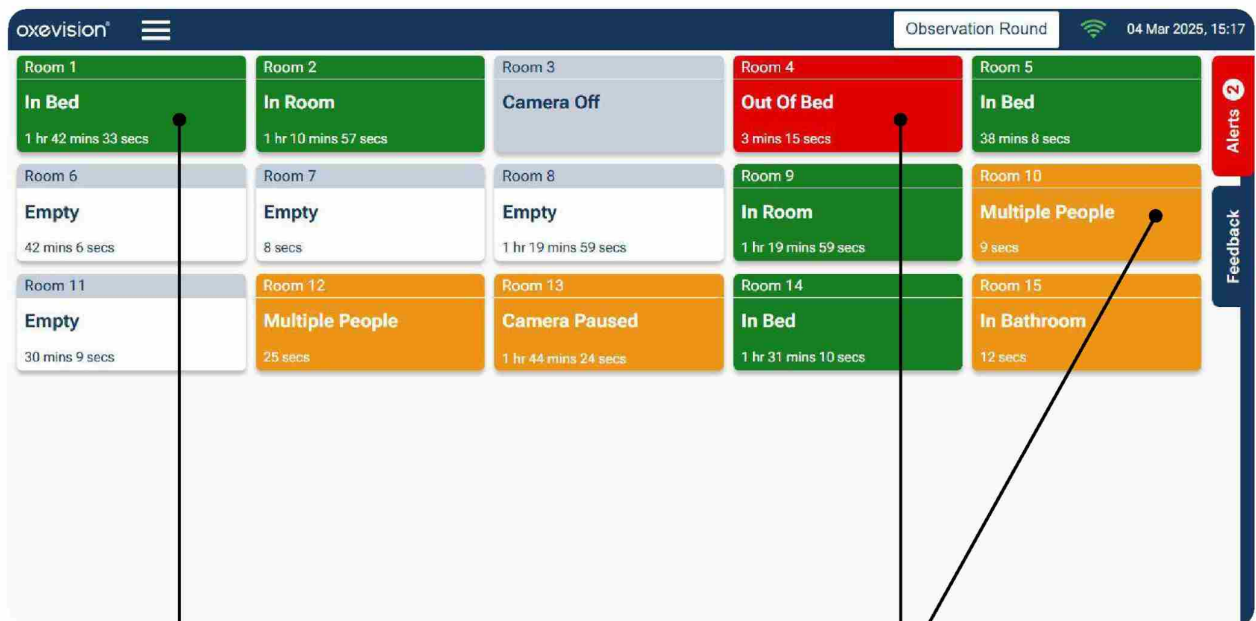
Staff can measure your **heart rate and breathing rate** from outside your room. This means they can check you're safe and well during the night without disturbing your sleep.

Staff can view **reports** showing summary information over a day or week, like how much time you've spent in bed, helping them understand more about your daily routine. This information can be discussed with you as part of your weekly review.

The system sends **notifications** to staff which let them know when you might need help. For example, if you've been in your bathroom for a long time, staff will get a notification and can come to check if you're ok.

**If you need assistance, always speak to a member of staff.**  
The contactless monitoring system may not notify staff in every situation where you need support.

### What staff can see on the system's homescreen:



Room tiles show where someone is in their room and how long they've been there.

Notifications turn a room tile orange or red to let staff know when someone might need help.

### The monitoring unit in your room:



Camera that detects infrared light  
(in real units, this is covered with dark-tinted plastic)

Infrared lights

You may notice a red glow coming from the unit. This is from the infrared lights, which help the system work in the dark. The lights stay on all the time, even if the camera is switched off.

### Can staff use the system to see into your room?

The system doesn't show a continuous live video.

Ward staff can only see a clear view of your room when measuring your heart and breathing rate for **up to 15 seconds**:



They can also see a blurred view of your room for **up to 15 seconds** when they receive a notification:



## How is your privacy protected?

As well as the 15-second time limit on viewing your room, there are safeguards in place to protect your privacy. There's no sound – staff can't hear anything happening in your room. They also can't see inside your bathroom.

Here are some of the other measures in place:

- Your healthcare provider gets weekly reports on how often staff have used the system, so they can make sure it's being used correctly.
- Recorded clear video can only be viewed by authorised staff if there's been a safety incident, and it must be requested within 24 hours. You have the right to be informed if this happens.
- All clear video is only kept for 24 hours, then it's automatically deleted. This data is handled carefully, following NHS rules and the law.



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### Want to know more?

Scan the QR code to watch a short, easy-to-follow video about the contactless monitoring system.