

Oxehealth – information for inpatients

Oxehealth is a sensor that monitors your physical wellbeing, such as your pulse and breathing rate.

Your care team should discuss the details of this leaflet with you.

About Oxehealth

Oxehealth sensors (pictured below) are installed in rooms in most wards across our Trust to support patient safety.



The technology uses cameras, but it's not CCTV. Oxehealth also uses an infrared-sensitive camera to monitor your safety and physical wellbeing.

This technology can give ward staff your vital signs and information about your activity, to help keep you safe while you stay with us. This also includes sleep activity for patients on those wards piloting the sleep module (Cedar, Elm and Rowan Lea) Staff may also use this data to plan your care with you.

Oxehealth helps our staff care for you more safely and provide better care by:

- Allowing staff to measure your pulse and breathing rate remotely without entering your room, including when you're lying on your bed and when you're asleep.
- Alerting staff when you may need support, for example if you've fallen (only in our mental health services for older people)
- Alerting staff if a second person enters your room.

Oxehealth alerts are sent to a dedicated monitor in the ward office or a handheld device, such as a tablet. This means that if an alert is triggered, a member of staff will check on your safety and offer support.

Staff cannot monitor all your activity. If you need help or assistance, always speak to a member of staff.

There is no microphone, so sound cannot be heard or recorded.

To make sure the system is running as expected, and used in the right way, we monitor reports and perform audits for each ward.

How does Oxehealth work?

The camera is used as a sensor to generate accurate readings of your pulse and breathing rate. It can also detect movement and inactivity in the room and uses this function to trigger safety alerts.

There are different types of notifications our staff may receive on the dedicated monitor in the ward office or handheld device/tablet. These are:

1. In bathroom: when you enter and leave the bathroom
2. At door – when you are next to your door
3. Leaving bed – when you are about to get up from your bed
4. Out of bed – when you have gotten out of your bed

What can staff see?

Ward staff will use Oxehealth to check your pulse and breathing rates.

When these checks take place, staff will only have access to a clear image of your room for up to 15 seconds. These checks are used very infrequently, and only when there is a clinical need.

This will not replace care rounds or staff coming straight to your room if you need help or support.

Staff will also have access to a blurred image of your room for up to 15 seconds, only when they receive a notification of a safety alert from the system. Staff will come straight to your room if they see you need help during their checks.

A clear image can be seen for up to 15 seconds only when checking your pulse and breathing rate



A blurred image can be seen for up to 15 seconds only when a notification has been received



Can I opt out?

You can ask for Oxehealth to be switched off in your bedroom. This is called opting-out.

Our priority is to keep you safe. If you ask to opt-out, this will need to be considered by your responsible clinician and the multidisciplinary team caring for you.

Your care team will assess the risk to your safety and your current mental capacity.

They will also consider any potential harm the system may present to you at this time, together with the views from your carer, family or advocate. This will be regularly reviewed with you during your stay on the ward.

Requesting data from Oxehealth

There may be times when we request information or data from Oxehealth to help us with internal reviews, for example, if there has been a safety or safeguarding incident.

You are also able to request information if you have been involved in an incident.

Any request must be made within 24 hours because the data is not available after this time.

How your privacy is protected:

- Your personal data is protected by NHS regulation and national law
- Clear video images on Oxehealth are automatically deleted after 24 hours.
- All other data is anonymous (non-personal) and only used to make sure Oxehealth is working correctly.

- Requests can be made for recorded images to be obtained by staff if there is a safety incident
- You have the right to be informed if recorded images are used for a safety review
- Recorded images cannot be viewed by staff. A request must be made to Oxehealth.

Patient involvement and feedback

Evaluating and monitoring the benefits of Oxehealth is ongoing in our Trust.

We are also working with a group of people with lived experience of mental health to make sure we use Oxehealth in the best way possible.

I want to know more or have concerns. Who do I ask?

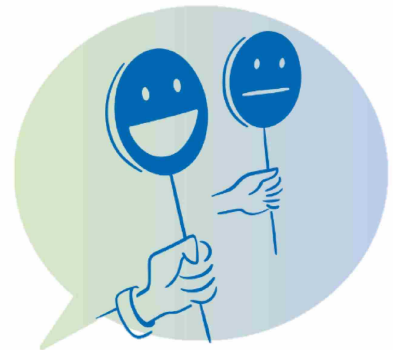
Please ask the ward manager or your named nurse if you have any questions about Oxehealth.

You can ask to be shown how Oxehealth works, and staff will be happy to show you.

Feedback

Please let your care team know if you want to comment on whether:

- this information is useful.
- any information is missing.
- you do not understand the information.



Do you have concerns or complaints?

If you have concerns or complaints about a service, you can:

- tell a member of staff.
- call our complaints - freephone **0800 052 0219**
- email tewv.complaints@nhs.net

Information in other languages and formats

All our information leaflets are available in many formats - please contact a member of staff if you would like this leaflet in:

- another language
- large print
- audio
- braille

Find this information

Staff: Trustwide shared drive > Patient and Carer Information > Trustwide

Service users and carers: go to our website www.tevv.uk and search for Oxehealth.

This leaflet has been co-created with people in our care and carers.

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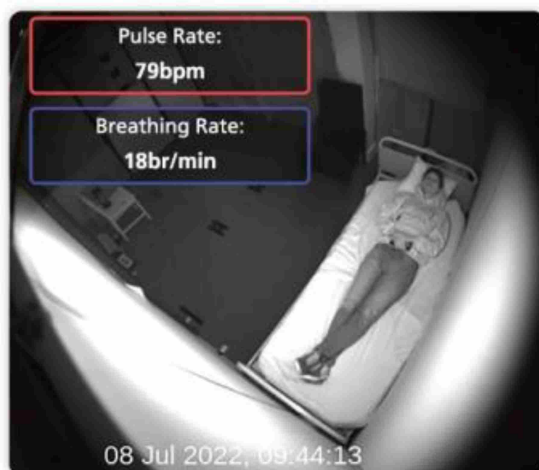
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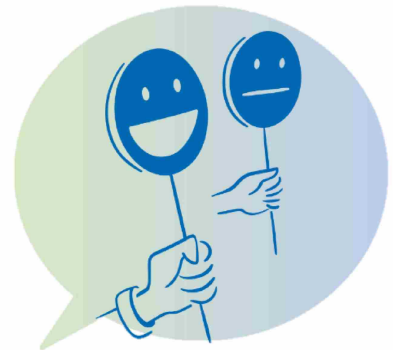
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