





St Oswald's Hospice

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We're a charitable hospice rooted in the North East. We provide outstanding, specialist and expert care to adults and children with life-limiting conditions. We strive to provide quality time for everyone.

www.stoswaldsuk.org

Background

Abloy UK has provided St Oswald's Hospice in Newcastle upon Tyne with a secure and flexible medicine management solution. The implementation of the CLIQ system has further advanced safety and security of medicine management in the organisation.

St Oswald's has been delivering care to adults and children with life limiting conditions for over 35 years and required a security system that would guarantee safety and compliance while fitting into a sensitive care environment. The solution would also need to deliver accountability and offer tracking of access to secure drug storage throughout the site.

Solution

Abloy worked alongside the hospice and were able to install the CLIQ cylinders across all drug cabinets, trolleys, fridges and patient's room drug cabinets, which has ensured that only authorised personnel can gain access. The installation was carried out with great care as many patients were resting in nearby bedrooms, and it was also important to ensure that the process caused no disruption to day-to-day operations.

St Oswald's have also introduced a Traka key management system, which compliments the CLIQ system. This has enabled the hospice to centrally manage their electromechanical keys, adding an extra layer of security and efficiency while simplifying access control processes for staff. Prior to this solution, the hospice relied on a traditional mechanical key system, which operated through a sign-in/sign-out process.

The CLIQ system provides full auditability as every key use is logged so that staff have a complete access record of activity. This has enhanced security and regulatory compliance, while also providing a preventative capability in the event of an incident.

Since the installation, the hospice has fully embraced the CLIQ system, recognising its role in strengthening medicine management while providing flexibility and efficiency for staff. Essentially the system offered benefits to the patients' timely administration of medication medicine management.

The system is low maintenance, easy for staff to use and completely scalable. The hospice has expanded its use into the Children's and Young Adult Services, highlighting commitment to patient safety.

Rory Grant, Regional Specification Manager at Abloy UK, said: "We are proud of the relationship we have built with St Oswald's over the past seven years and how we've continued to deliver compliant and secure solutions which have evolved with the changing needs of the hospice."

"Through CLIQ, Abloy has given us complete confidence in how we manage all non-controlled and controlled drugs with the reassurance of full auditability and traceability. Each individual nurse is now able to hold their own identifiable key: this removes the issue of time spent finding a nurse who held the wards' drug keys.

Using the CLIQ system now allows the nursing staff to have access to any drug cupboard instantly ensuring that our patients receive their 'as required' medication for symptom control with greater efficiency. Installation was simple, with minimal disruption to our environment, and we're really looking forward to expanding the system and continuing to collaborate with the team at Abloy."

Joan Graham
Sister, Medicine Management Lead at St Oswald's Hospice



ABLOY solution

- PROTEC² CLIQ

Benefits

- Individual access rights for each nurse.
- Remote access management with audit trail.
- Reduced risk of lost keys and key logistics.
- Wire-free and easy to integrate into their pre-existing solution.

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