

Helideck Services Policy	Type: Policy Register No: 11036 Status: Public
---------------------------------	---

Developed in response to:	Service Development NICE
Contributes to CQC	Regulation 15

Consulted With	Post/Committee/Group	Date
Fire Safety Group	Fire Safety Group	November 2017
Dr Alex Hieatt	ED consultant	November 2017
Dr Ronan Fenton	Anaesthetic consultant / HEMS Dr	November 2017
Angela Wade	ADO emergency care	November 2017
Helen Ali	Clinical operations manager	November 2017
Simon Petts	Station Manager, BAA fire service, Gatwick Airport	November 2017
Richard Wilks	Senior Fire Officer	November 2017
Professionally Approved By	Carin Charlton, Chief Estates & Facilities Director	November 2017

Version Number	3.0
Issuing Directorate	Estates & Facilities Directorate
Ratified by:	Chairmans Action
Ratified on:	2 nd January 2018
Executive Board Date	February 2018
Implementation Date	30 January 2018
Next Review Date	November 2020
Author/Contact for Information	Doug Smale, EP Officer/LSMS
Policy to be followed by (target staff)	All staff
Distribution Method	Intranet, Website
Related Trust Policies (to be read in conjunction with)	Helideck Standard Operating Procedure Infection Prevention Policies Mandatory Training Policy Manual Handling Policy Fire Safety Policy Clinical Record Keeping Policy

Document Review History

Review No	Authored/Reviewed by	Active Date
1.0	Russell Harrison	25th May 2011
2.0	Steve Nunn/Dr Kevin Kiff	23rd October 2014
3.0	Doug Smale	30 January 2018

Index

- 1. Purpose**
- 2. Aims of the Service**
- 3. Scope of the Service**
- 4. Workflows**
- 5. Primary Transfers**
- 6. Helicopter Landing**
- 7. Secondary transfers into MEHT**
- 8 Key Relationships**
- 9. Security**
- 10. Manual handling**
- 11. Fire Safety**
- 12. IT Requirements**
- 13. Staffing**
- 14. Training and Education**
- 15. Equipment Requirements**
- 16. Contingency**
- 17. Auditing this Policy**
- 18. References**
- 19. Glossary**

Appendix 1	Primary transfers flow chart.pdf
Appendix 2	Secondary transfers flow chart.pdf
Appendix 3	Primary (BURNS) transfer flow chart
Appendix 4	Secondary (Burns) transfers flow chart

1. Purpose

- 1.1 To allow medical, nursing, technical, fire crew, security and portering personnel to understand their roles and responsibilities and ensure the safe transfer of patients from the helideck to the relevant hospital department [Emergency Department, General Intensive Care Unit (GICU) or Burns Intensive Care Unit (BICU)].

2. Aims of the Service

- The overall aim of the helideck is to provide a safe facility for the landing and take-off of HEMS helicopters.
- To provide improved care access for patients improving the timeliness of the care they can receive.
- To enable primary transfer of patients to the Emergency Department (ED) for definitive care.
- To enable secondary transfer of patients to general intensive care unit (GICU)
- To enable primary burn patient transfers via ED to burns intensive care unit (BICU) and secondary transfer of patients direct to BICU
- To allow secondary transfer of patients from MEHT to specialist clinical units with dedicated helicopter facilities

3. Scope of the Service

- 3.1 The operational capabilities of the helideck are covered by the Helideck Standard Operating Procedure (SOP).
- 3.2 The Trusts helideck service provides a safe environment for helimed operators to land helicopters according to the disclosed limitations of the helideck opening hours and the weight and class of aircraft according to the helideck SOP. The helideck staffs also assist with the transfer of patients within the hospital building after landing or onward transfer by helicopter of existing inpatients to the Trust.
- 3.3 Many different professional groups may be required to use the helideck and by doing so, must adhere to this Service Policy and MEHT Helideck SOP. These groups include:
 - MEHT personnel
 - Essex and Hertfordshire Air Ambulance Trust personnel
 - London Air Ambulance Trust personnel
 - East Anglian Air Ambulance Trust personnel
 - Kent, Surrey & Sussex Air Ambulance Trust personnel
 - Mid Anglia GP Accident Service (Magpas Helimedix) personnel
 - Police Air Service

- 3.4 GICU provides elective and emergency care . Relatively few secondary transfers will be performed to, or from, GICU with the aid of an air ambulance.
- 3.5 BICU takes referrals from all over the UK, for both adults and children. Some notified primary and secondary transfers will be performed via an air ambulance.
- 3.6 Every referral will be scrutinised by a consultant to determine whether the patient would benefit from air ambulance patient transfer and care will be in line with best practice.
- 3.7 Critically ill children are usually retrieved by the CATS team but may be secondarily transferred by an air transfer service competent in the transfer of children.

4. Work flows

- 4.1 There must be a full complement of all required trained staff on site during the agreed hours of operation.

4.2 Opening and closing of the helideck

- Agreed and notified helideck opening hours are Mon to Fri 08:00 – 16:00 or daylight, whichever is the shortest
- No service is provided on public / bank holidays.
- The helideck will also be periodically closed for training or helideck maintenance.
- Any unscheduled closures outside of normal operating hours will be communicated to the relevant control rooms and online notification systems:
 - EoE England Ambulance service control room.
 - London HEMS desk.
 - Helimed mutual aid online

- 4.3 The helideck Operations team will declare the helideck open as per SOP. Internal notifications will also be made to clinical operations and the BICU,

Should ED declare that MEHT is unable to receive general emergency patients they should phone the helideck during deck operating hours. Notifications should also be made to the helideck if circumstances change

- 4.4 Primary and secondary burn transfers may still be brought into MEHT in the event of ED restrictions if there is capacity within the Burns Service. The BICU will declare that they are able to receive patients when called by the Helideck and the Emergency Department.

- 4.5 Secondary transfers for Burns patients will still follow direct clinical referral to BICU.

- 4.6 The Helideck will be closed at the time and in the manner described within the SOP the Helideck Ops team will notify the MEHT clinical operations team & BICU when this is done).

5.0 Primary transfers

- 5.1 All patients within the usual catchment area of MEHT may be retrieved according to

clinical need.

5.2 Out of area primary burns transfers may be received at the discretion of the BICU and the ED (see BICU Primary Air Ambulance Transfer Protocol for further detail).

6.0 Helicopter landing

6.1 Prior to leaving the site of retrieval, the air ambulance medic will phone MEHT ED with clinical details relevant to transfer. If a patient has suffered a primary burn injury, it is the responsibility of the ED to inform BICU in order that assistance for the Trusts trauma team can be provided.

6.2 The Helideck Ops room are normally notified by either Ambulance Control, BICU, Royal London Hems, or HEMS Pilot from Scene that they intend to come to the Hospital. The Helideck staff will then implement their 'Call Out' Procedure noting that there is a minimum of 10 minutes notice required for activation of the fire crew. Without the fire crew in attendance on the deck, and prepared, air craft cannot land.

6.3 The flight crew will transfer the patient from the helideck to the ED accompanied by a fire fighter from MEHT.

6.4 The Emergency Department is responsible for ensuring that:

- Appropriate data are recorded for every helicopter transfer to MEHT
- The ED personnel are prepared to receive the patient from the air ambulance staff. The air ambulance team are expected to perform full clinical handover to MEHT staff within the ED
- When indicated, a Trauma Call or cardiac arrest call will be made to ensure clinical teams attendance prior to patients arrival

7.0 Secondary transfers into MEHT

7.1 The referral should be made to either GICU or BICU in the usual manner.

7.2 The mode of transfer is ultimately made at the discretion of the consultant in charge of the patient's care.

7.3 When transferred by air ambulance, the usual SOP will be followed and the air crew will transfer the patient to either GICU or BICU as appropriate. The patient will NOT be transferred to the ED unless there is a problem in flight that requires urgent consideration. In such cases, the ED should be notified at the earliest opportunity. (see BICU Air Ambulance Transfer Protocol).

8 Key Relationships

8.1 Key Operational Requirements

- Helideck Fire & Rescue Service
- Fully equipped Emergency Department
- Fully equipped GICU/BICU areas
- Support from the Department of Anaesthesia
- Dedicated office space

- Access to ICT
- Appropriate storage space
- Teaching and education facilities
- Effective links with Estates and Facilities
- Hard and Soft FM services

8.2 Key Relationships with Other Departments

- Portering Services
- ED
- GICU
- BICU
- Ambulance Control at East of England
- Specialist Referral Hospitals
- Essex County Fire & Rescue Service
- Civil Aviation Authority
- HEMS providers.

8.3 Key Requirements for Facilities Management (FM)

8.3.1 The unit has a dedicated cleaning service for effective decontamination of the helideck. This allows efficient use of the facility.

8.3.2 The Fire Fighting equipment is maintained by the Helideck Crew and external agencies as required.

8.3.3 For hospital maintained equipment that is used to support the helideck operations EBME will provide the support required.

8.4 Environmental Requirements

8.4.1 These are fully documented within the helideck SOP.

8.5 Way finding

8.5.1 The GICU is signposted from all points of access to the hospital

8.5.2 BICU is signposted from all parts of access to the hospital

8.5.3 In all helideck transfers, at least one fire fighter, employed by the Trust or Bouygue will be available to direct the transfer crew to the appropriate location and support wayfinding.

9.0 Security Requirements

9.1 Helideck Security

- The helideck doors should be locked and access restricted unless there is flying activity.
- All visitors to the helideck will report to the Helideck Fire Service Operations Office and follow the Helideck SOP thereafter.

9.2 **Security for Patients**

- The service will be delivered in accordance, with and compliance to the Trust's Patient Safety Policies
- The Helideck has restricted access: only MEHT qualified and local authority (under MEHT supervision) fire fighters are allowed airside as per Helideck SOP, trained clinical staff involved in the transfer of patients from MEHT to other units via air ambulance also have access.
- The Helideck Fire Service Operations Office has a security entry system preventing unwanted access.

9.3 **Security for Staff**

The service will be delivered in accordance, with and compliance to the Trust's Security / Risk Management Policies.

9.4. **Security of Information**

The forms and data that relate to the operation of the helideck and to the fire fighters will be retained in a locked cabinet or in a secure file retained on the trust network in line with Trust information governance policies.

10. **Manual Handling**

The service will be delivered in accordance, with and in compliance with the Trust's Manual Handling Policies (covered by MEHT mandatory training).

11. **Fire Safety**

- The service will be compliant with the Trust's Fire Safety Policy, Fire Evacuation Policy and other local fire plans and procedures (covered by MEHT mandatory training).
- The detail of these items will then be developed as part of the separate Fire Safety Work Programme, as led by the Trust's Fire Officer
- Aspects of fire safety specifically relating to the helideck are covered within the Helideck SOP.

12. **IT Requirements**

12.1 ICT Requirements for the service include:

- A quantity of PCs with office based software, available to all staff.
- Telephone access throughout the helicopter service area
- Pager service
- There is a 'red phone' link between the helideck and the Emergency Department. This will be used by the ED to notify the helideck that a landing is imminent

13.0 Staffing

13.1 The current staffing of the helideck is as per the list:-

- 1 x Helideck Firefighter(Full Time)
- 4 x volunteer fire fighter
- 1 x Helideck Fire Officer (Bank Staff)

14.0 Training and Education

14.1 All staff within the helideck service will comply with the Trust Mandatory Training Programme and NHSLA requirements.

14.2 Training for all staff involved in manning the helideck will be addressed within the Helideck SOP and its training manuals as required through regulations.

15.0. Equipment Requirements

15.1 This is covered within the Helideck SOP and fulfils the standards for H1 category helidecks

16.0 Contingency

If the helideck is declared non-operational; then internally within MEHT, there is a list of those that need to be informed so as to identify and rectify the problem. This document is contained within the Helideck SOP.

17.0 Auditing this Policy

17.1 This policy will be audited as part of a 2 year cycle by senior aeronautical external fire rescue specialists. More frequent updates will be provided on request from the senior Trust management. Other audit specific topics will be developed learning from good practice of other units with helicopter landing decks and those required by the regulators.

17.2 All complaints, Serious Incidents will be investigated and responded to in line with MEHT policies and procedures.

18.0 References

- <http://guidance.nice.org.uk/CG83>
- <http://guidance.nice.org.uk/CG2>
- <http://guidance.nice.org.uk/CG56>
- <http://guidance.nice.org.uk/TA84>
- <http://guidance.nice.org.uk/CG68>
- <http://guidance.nice.org.uk/CG29>
- <http://guidance.nice.org.uk/CSGHN>
- http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_080059.pdf
- http://www.dh.gov.uk/dr_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4113471.pdf

19.0 Glossary

BICU Burns Intensive Care Unit
EBME Department of Electrical and Biomedical Engineering
ED Emergency Department
GICU General Intensive Care Unit
HBN Hospital Building Note
MEHT Mid Essex Hospitals NHS Trust
HSOP Helideck Standard Operating Procedure

Appendices

Appendix 1	Appendix 2	Appendix 3	Appendix 4
 Primary transfers flow chart.pdf	 Secondary transfers flow chart.pdf	 Primary (BURNS) transfer flow chart (S	 Secondary (Burns) transfers flow chart (