

Safety and Quality

- DATIX Incident Reporting
- DATIX Complaints and Compliment Reporting
- Tendable Ward Audits
- Ideagen Risk Management
- Patient Safety Incident Response Framework (PSIRF)

Individual Performance Review (IPR) 2023

Updated form with link to enrol for guidance

Roosting

- Putney Bank/RHN Roster
 - Training Guides
- Roster Summary

IT Resources

- Nextcloud (new Owncloud)
 - Instruction videos for Netxcloud
- Remote Desktop for Work From Home
 - Instructions
- Add RHN email to mobile device instructions
- Log a call to IT Helpdesk
- New Starter IT Request
- Zoom Instructions for RHN Staff
- RHN Branded Zoom Background
- Instructions for using your own device with Zoom
- Standing Zoom Meeting Details
- Printing Usage (beta)
- Reports Server
 - Request New Data Dashboard or Report
- RHN Public WiFi T&C's
- IT Systems Status Page
- Clinical Audit Tool

Medical Emergency

First Aid & AED's

Virtual Wellbeing Hub

COVID-19

Our strategy

New Additions

- RHN Resources
- RHN Phone List
- Workplace Wellbeing Massage
- West Lodge and Bellringer House Room

ITS-Recruitment

Order Form

Estates

- Medical Equipment Tracking
- Meeting Rooms in use
- CAFM
 - How to use CAFM
- Room Temperatures
- Water Tank Temperatures
- Microshare Dashboard (Fridge, room and water tank temperatures, CO2 monitoring)

Pharmacy

- Pharmacy Request
- MEDUSA Injectable Medicines Guide
- Electronic Medicines Compendium (emc)

Major Incident Information

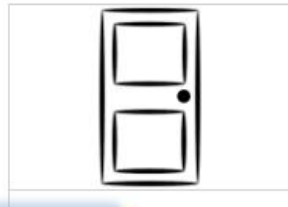
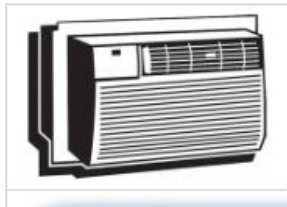
On the RHN intranet Homepage, find the "Estates" section and click on "CAFM" to open the system

My Work Orders History

Log a Work Order

No items to display

View all



Door

Electrical



Furniture



Health & Safety



Lighting



Medical Equipment ...



Plumbing



Security Equipment



Waste

Please note: Each request should only be logged for a specific job type.
For example, a plumbing job on the same ticket as an electrical job request. These would need to be raised as two separate CAFM requests.
Similarly for locations – please try to log jobs for different rooms as separate requests.

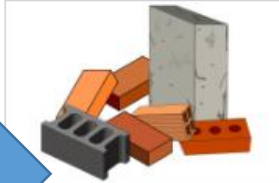
My Work Orders History

Log a Work Order

You must click on relevant tile to activate pop-up list of subcategories



Air Conditioning



Building Fabric



Catering Equipment



Door



Electrical



Facilities



Fire Safety Equipment



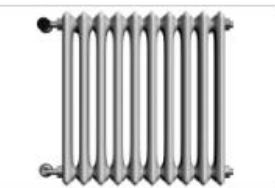
Fixtures and Fittings



Furniture



Health & Safety



Heating



ID Badges



Lift



Lighting



Medical Equipment ...



Plumbing



Security Equipment



Waste

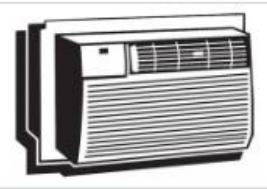
View all

My Work Orders History

Log a Work Order

No items to display

View all



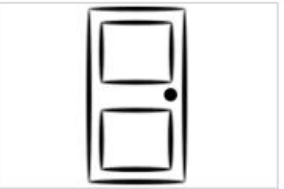
Air Conditioning



Building Fabric



Catering Equipment



Door



Electrical



Facilities

- Miscellaneous
- Blinds - Broken
 - Blinds - Not Working
 - Ceiling Tiles - Broken
 - Ceiling Tiles - Missing
 - Ceiling Tiles - Stained
 - Coat Hooks - Broken
 - Coat Hooks - Missing
 - Curtains - Curtain Rod Broken
 - Curtains - Curtain Track/ Rail Down
 - Curtains- Pull Cords Broken
 - Flooring - Floor Maintenance
 - Notice Boards - Hang New Notice Board
 - Notice Boards - Move Notice Board
 - Notice Boards - Remove Notice Board



Fixtures and Fittings



Furniture



Health & Safety



Heating



Lift



Lighting



Medical Equipment ...



Plumbing



Waste

Select relevant option from list

My Work Orders History

Log a Work Order

No items to display

If you can't find a suitable option from the list, select "Miscellaneous"

View all


- 

Air Conditioning
- 


Facilities
- 


Heating
- 


Plumbing


- 

Building Fabric
- Miscellaneous
 - Blinds - Broken
 - Blinds - Not Working
 - Ceiling Tiles - Broken
 - Ceiling Tiles - Missing
 - Ceiling Tiles - Stained
 - Coat Hooks - Broken
 - Coat Hooks - Missing
 - Curtains - Curtain Rod Broken
 - Curtains - Curtain Track/ Rail Down
 - Curtains- Pull Cords Broken
 - Flooring - Floor Maintenance
 - Notice Boards - Hang New Notice Board
 - Notice Boards - Move Notice Board
 - Notice Boards - Remove Notice Board

- 

Catering Equipment
- 

Fixtures and Fittings
- 

Lift
- 

Waste

- 

Door
- 

Furniture
- 

Lighting

- 

Electrical
- 

Health & Safety
- 

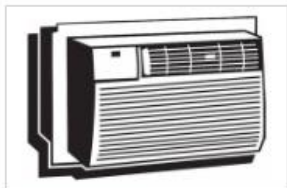
Medical Equipment ...

My Work Orders History

Log a Work Order

No items to display

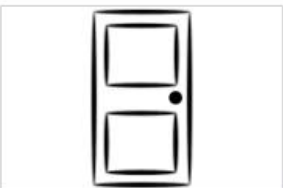
View all



Air Conditioning



Building Fabric



Electrical



Facilities



Fire Safety Equipm

Please note: For any jobs for the Facilities team, you need to send them a separate email. This system will not contact them for you.

- Cleaning - contact Facilities Domestic services team - Email: domesticsservices@rhn.org.uk
- Curtains - contact Facilities - Email: facilities@rhn.org.uk
- Laundry - contact Facilities - Email: facilities@rhn.org.uk
- Porters - contact Facilities Porter team - Email: porterservices@rhn.org.uk
- Security Team - contact Facilities - Email: facilities@rhn.org.uk
- Waste Disposal - contact Facilities Porter team -



ID Badges



Lift



Lighting



Health & Safety



Medical Equipment ...



Security Equipment



Waste

New Work Order

Save Cancel

Main Details | Notes | Assets

▲ Main Contact

Main Contact

Darrell Hannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Title

Main Contact Job Title

▲ Other Contact

Other Contact

Other Contact Tel. No.

▲ For Locality

Royal Hospital for Neuro Disability

▲ Instructions

Standard Work Order

Air Con - Too Cold

Instructions

Please type in more details here if required.

The system will automatically fill in your contact info

New Work Order

Save Cancel

Main Details Notes Assets

▲ Main Contact

Main Contact

Darrell Hannan

Main Contact Reference

ENCEPHALON\dhannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Tel. No.

5030

Main Contact Title

Main Contact Job Title

▲ Other Contact

Other Contact

Other Contact Tel. No.

▲ For Locality

Royal Hospital for Neuro Disability

▲ Instructions

Standard Work Order

Air Con - Too Cold

Instructions

Please type in more details here if required.

Fill in any other contact info that's required

If you are not sure of the **Room Number** or the **Room Name**, check if you have a door sign to the room.

Estates

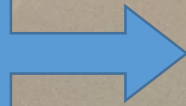
This is the **Room Name**

This is the **Room Number**.
It is 3 letters, a dash and then 3 numbers

BMT-603

If you do not have a door sign, then look on the **door frame** above the door for a **small sticker** that looks like this. It should have either a white or yellow background.
Every room across the hospital should have one.

This is the **Room Number**.
It is 3 letters, a dash, then 3 numbers



BMT - 603



New Work Order

Save Cancel

Main Details Notes Assets

▲ Main Contact

Main Contact

Darrell Hannan

Main Contact Reference

ENCEPHALON\dhannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Tel. No.

5030

Main Contact Title

Main Contact Job Title

▲ Other Contact

Other Contact

Other Contact Tel. No.

▲ For Locality

Royal Hospital for Neuro Disability

To specify the location of the issue ("For Locality"), there are a couple of methods available

▲ Instructions

Standard Work Order

Air Con - Too Cold

Instructions

Please type in more details here if required.

New Work Order

Save Cancel

Main Details Notes Assets

▲ Main Contact

Main Contact

Darrell Hannan

Main Contact Reference

ENCEPHALON\dhannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Tel. No.

5030

Main Contact Title

Main Contact Job Title

▲ Other Contact

Other Contact

▲ For Locality

Royal Hospital for Neuro Disability

▲ Instructions

Standard Work Order

Air Con - Too Cold

Instructions

Please type in more details here if required.

Where it displays "Royal Hospital for Neuro Disability, you can start typing in the **Room Name** or **Number** (xxx-xxx) and a pop-up list will appear with matching locations.

New Work Order

Save Cancel

Main Details Notes Assets

▲ Main Contact

Main Contact

Darrell Hannan

Main Contact Reference

ENCEPHALON\dhannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Tel. No.

5030

Main Contact Title

Main Contact Job Title

▲ Other Contact

Other Contact

Other Contact Tel. No.

▲ For Locality

BMT-60

▲ BMT-600 : Store

Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-600 : Store

BMT-601 : Corridor

Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-601 : Corridor

BMT-602 : Washing Area

Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-602 : Washing Area

BMT-603 : Estates Office

Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-603 : Estates Office

BMT-605 : Compass Technology Office

Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-605 : Compass Technology Office

Scroll through the pop-up list to select the location required.

New Work Order

Save Cancel

Main Details Notes Assets

Main Contact

Main Contact
Darrell Hannan

Main Contact Reference
ENCEPHALON\dhannan

Main Contact Email
dhannan@rhn.org.uk

Main Contact Tel. No.
5030

Main Contact Title

Main Contact Job Title

Other Contact

Other Contact

Other Contact Tel. No.

For Locality

Royal Hospital for Neuro Disability

Or you can select a room from drop-down menus, click on **Magnifying Glass** icon in "For Locality"

Instructions

Standard Work Order
Air Con - Too Cold

Instructions
Please type in more details here if required.

New Work Order Save Cancel

Main Details Notes Assets

Main Contact Reference

Main Contact
Darrell Hannan

Main Contact Email
dhannan@rhn.org.uk

Main Contact Title

Other Contact

Other Contact

For Locality
Royal Hospital for Neuro Disability

Instructions
Standard Work Order
Air Con - Too Cold

Instructions
Please type in more details here if required.

Select Locality

RHN

Main Building

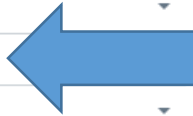
-1 : Basement

Zone 6 (Basement)

BMT-603 : Estates Office

Select Close

Go through the drop-down menus to select location



New Work Order



Main Contact

Darrell Hannan

Main Contact Reference

ENCEPHALON/dhannan

Main Contact Email

dhannan@rhn.org.uk

Main Contact Tel. No.

5030

Main Contact Title

Main Contact Job Title

Other Contact

Other Contact

Other Contact Tel. No.

For Locality

Royal Hospital for Neuro Disability\RHN\Main Building\1 : Basement\Zone 6 (Basement)\BMT-603 : Estates Office

Instructions

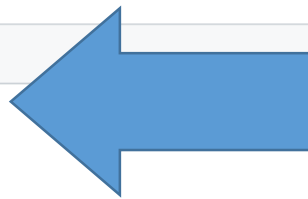
Standard Work Order

Air Con - Filter Dirty

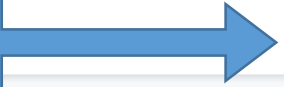
Instructions

Please type in more details here if required.

Only if required, fill in any other relevant info for the job. A brief summary of just a sentence or two is preferred – try to avoid formal greetings. Please remember do not put in any patient names.



When complete, press "Save" at the top right to submit the job



Save Cancel

New Work Order

Main Contact
Darrell Hannan

Main Contact Email
dhannan@rhn.org.uk

Main Contact Title

Main Contact
ENCEPHALON/dhannan

Main Contact Tel. No.
5030

Main Contact Job Title

Other Contact

Other Contact

Other Contact Tel. No.

For Locality

Royal Hospital for Neuro Disability\IRHN\Main Building\1 : Basement\Zone 6 (Basement)\BMT-603 : Estates Office

Instructions

Standard Work Order
Air Con - Filter Dirty

Instructions
Please type in more details here if required.

00000138 Notification Due



Main Details Assignments Documents Notes Assets

✔ This has been assigned Work Order No. 00000138



Main Contact

Main Contact: Darrell Hannan

Main Contact Reference: ENCEPHALON\dhannan

Main Contact Email: dhannan@rhn.org.uk

Main Contact Tel. No.: 5030

For Locality

For Locality: Royal Hospital for Neuro Disability\RHN\Main Building\1 : Basement\Zone 6 (Basement)\BMT-603 : Estates Office




Instructions

This is just a test - please ignore

Assignments

Trades: Estates

You will then see confirmation of the job you've just logged

 Reply  Reply All  Forward



Estates CAFM Helpdesk <caf-m-estates-noreply@rhn.org.uk>

Darrell Hannan

Work Request Confirmation - 00000138

Thank you for your request. Please see confirmation of the details supplied:

Main Contact : Darrell Hannan

Location : RHN

Main Building

-1 : Basement

Zone 6 (Basement)

BMT-603 : Estates Office

Description of issue : Air Conditioning

Air Con - Filter Dirty

Instructions : This is just a test - please ignore

Response date : By end of working day on 15/09/2023

If there's been no response by date above, please contact Estates.

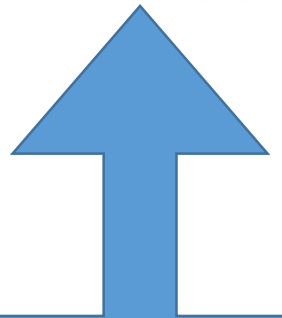


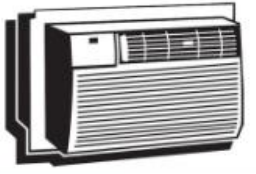









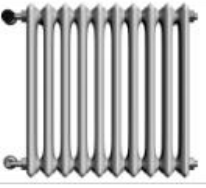







A couple of minutes
later you'll receive an
email confirmation

My Work Orders History

Log a Work Order

00000138
This is just a test - please ignore



 Air Conditioning	 Building Fabric	 Catering Equipment	 Door	 Electrical
 Facilities	 Fire Safety Equipment	 Fixtures and Fittings	 Furniture	 Health & Safety
 Heating	 ID Badges	 Lift	 Lighting	 Medical Equipment ...
 Plumbing	 Security Equipment	 Waste		

When you log back into CAFM Web, you'll see all your own jobs listed on the left for your reference. You can click on the job number to view the details and related info.

00000161 ■ On Hold

Save Cancel More

Main Details Documents (1) Notes (1) Assets

Main Contact

Main Contact: Darrell Hannan
Main Contact Reference: ENCEPHALON\dhannan
Main Contact Email: dhannan@rhn.org.uk
Main Contact Tel. No.: 5030

For Locality

For Locality: Royal Hospital for Neuro Disability\RHN\Main Building\ -1 : Basement\Zone 6 (Basement)\BMT-603 : Estates Office

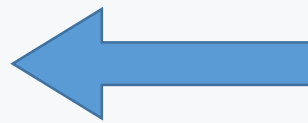
Instructions

This is a test. Please ignore.

On Hold Details

On Hold Start Date/Time: 21/09/2023 08:14	On Hold Until: 21/09/2023 08:14
On Hold By: DHannan	On Hold To: (none)
On Hold Reason: Awaiting Contractor	

Viewing the job that's already been logged. In this example you can see the job has been put on hold and why.



00000161 On Hold

Save Cancel More

Main Details Documents **Notes (1)** Assets

Sort By Created Date DESC

Awaiting contractor to do provide quote

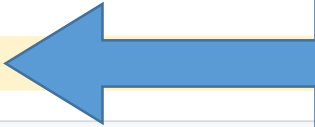
Created By: DHannan
Created Date: 21/09/2023 08:14
Last Modified By: DHannan
Last Modified Date: 21/09/2023 08:14




Note Type: On Hold Details

Note:

Awaiting contractor to do provide quote

Viewing the job that's already been logged. If the engineer has added any notes, they are available under the "Notes" tab.



 Reply  Reply All  Forward



Estates CAFM Helpdesk <cafm-estates-noreply@rhn.org.uk>

Darrell Hannan

Work Request Completion Notification - 00000138

The following request has now been completed:

Main Contact :- Darrell Hannan

Location : RHN

Main Building

-1 : Basement

Zone 6 (Basement)

BMT-603 : Estates Office

Description of issue : Air Conditioning

Air Con - Filter Dirty

Instructions : This is just a test - please ignore

Completion Details : Test complete

Please contact us via email - estates@rhn.org.uk if you think that further actions are required.



You'll receive a confirmation email once the engineer has completed the job.