



**Prometheus
Safe & Secure**

Secure Transportation Service

Prometheus Safe and Secure provides 'secure transportation' for patients, between specified locations, such as emergency departments, acute hospital wards, mental health units, custodial environments or community settings.



Key Features

Person Centred: Individualised care is a key focus of our service. Our secure transport service is tailored for patients who are experiencing a mental health crisis, where there may be risk of violence and aggression, self-harm, absconding and challenging behaviours. Patients could be informal as well as detained under the Mental Health Act.

Our service is also available to those with complex pathology who are in need, such as those with eating disorders, learning disability and neurodivergence diagnoses.

Quick Response Times: We operate a 24-hour Control Room for Secure Transportation bookings, which coordinates the quick deployment of our Secure Transportation Teams to the agreed pick-up and drop-off locations.

Flexible Skill Mix: Vehicles are staffed by a mix of qualified and experienced Registered Mental Health Nurses (RMNs) and Healthcare Assistants (HCAs), and we can readily flex our staffing ratios and gender balance to meet the individual needs of patients.

Wide Geographical Coverage:

PSS operates a large fleet of vehicles, dispersed across our three logistical hubs in the North, Midlands and South of England, so we are well placed to cover most areas of England and Wales.

We maintain the efficiency and reliability of our fleet by replacing vehicles every 2 years, carrying out a full service regime every 25,000 miles and daily / weekly checks (in line with our Fleet Operator Recognition Scheme (FORS) accreditation.

Critically, we do not use cages to transport patients in our ambulances, because we want to maintain a person's sense of dignity, and show respect and compassion.



Benefits

Minimised Risk: Our approach minimises the risk to the patient and others, whilst safeguarding the privacy and dignity of the individual, and respecting their gender, cultural and religious beliefs.

Releasing Ambulance Capacity: By engaging PSS, it means that mainstream ambulance services can be released to attend to other call outs across the health system.

All Journey Types: We transport individuals between a variety of locations for different purposes, including A&E departments, hospitals, mental health units, out of area placements, primary care / outpatient appointments, courts and custodial settings.

Recorded Observations: Changes in a patient's presentation and condition are recorded during the transport, as well as any interventions carried by our teams, which are communicated on handover to any care staff assuming responsibility.



What makes us unique?

- ✓ **Experience:** We have a successful and extensive track record of working with people with a range of mental health diagnoses and challenging behaviours, and in partnering with statutory agencies such as the NHS, Social Care, Police and Ambulance Services.
- ✓ **Healthcare Focus:** We are not security guards, we employ healthcare professionals to accompany patients on the journeys to and from home, hospital, court, custodial settings or community locations.
- ✓ **Risk Management:** Our service is grounded in robust risk management, to ensure that patients, staff and members of public are sufficiently safeguarded and protected.
- ✓ **High Quality Staff:** We undertake rigorous employment checks and provide comprehensive in-house training programmes to ensure our staff can perform their roles to the highest standards.
- ✓ **Least Restrictive Practice:** All staff undertake comprehensive training in physical interventions / restraint techniques, so that they can exhaust every option before physical restraint is considered.



Contact us

To book our services, please contact us via:

Online Booking Portal
www.psecure.co.uk/contact-us

Helpline
0800 009 6668

Discuss our services or your
specific requirements
info@psecure.co.uk