

FOI REF: 25/859

28th January 2026

Eastbourne District General Hospital
Kings Drive
Eastbourne
East Sussex
BN21 2UD

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

- 1. As of today's date, 26th November, how many employees in your organisation are classed as lone workers at least some of the time? Please provide this as a number and a percentage of total staff.**

East Sussex Healthcare NHS Trust (ESHT) does not hold specific data on the number of staff who are classed as lone workers some of the time.

At ESHT, staff working on their own in community settings are often, but not always, considered a lone worker however, our “Lone Worker and Personal Safety Policy Arrangements” also states that lone workers can be classed as “those who work in any situation or area without other persons nearby. If a person called for help and could not be heard by another member of staff, that person would be classed as a lone worker”.

This means there are staff who would be regarded as lone workers but only some of the time, such as when they may work on site late at night when there are no other staff nearby, or some occasions when they work from home.

Given the above and that the situations in which the term lone worker may apply can vary, ESHT cannot provide a substantive response to this question.

- 2. Please provide a breakdown of lone workers by department or role.**

Please see the response to question 1.

- 3. What is the gender split (male, female, other) of your lone worker population?**

Please see the response to question 1.

Cont.../

4. **How many lone worker employees are provided with Personal Safety Devices (such as GPS-enabled panic alarms, wearable trackers, and/or mobile apps that can alert supervisors or emergency services if a worker is in distress)?**

As at 26th November 2025, 961 staff who work in the community setting were assigned a Peoplesafe lone worker solution.

- **Please provide this as a percentage.**

It is not possible to provide this figure as a percentage; please refer to our response to question 1.

5. **How many safety-related incidents involving lone workers were reported in the time period from 1 January 2024 to 31 December 2024? If possible, please break this down by:**

- **Type of incident (accident, near-miss, physical assault, verbal abuse, harassment, etc.)**

ESHT cannot provide a response to this question; please see the response to question 1.

- **Whether the employee had access to a Personal Safety Device at the time.**

There were no reported safety incidents relating to staff who had been issued with Peoplesafe lone worker solutions.

6. **Are employees provided with follow-up support (counselling, safety briefings, debrief sessions) after incidents?**

Please note that the response to question 6 relates to all ESHT staff.

TRiM (Trauma Risk Management) is a well-established practice within ESHT. This provides colleagues with a structured risk assessment following a potentially traumatic experience (PTE) at day three, one month and three months (if required). Colleagues can be referred onto individual trauma therapy if they are assessed as exhibiting signs of Post Traumatic Stress Disorder (PTSD) as a result of the PTE.

Managers are also encouraged to offer a 'defuse' immediately following a PTE. Guidance is available for managers to access via internal ESHT resources, which many utilise, or they offer a 'hot debrief' to check in on all affected colleagues. The Resuscitation Team also provide a clinical debrief following relevant PTEs where colleagues are supported and signposted to TRiM.

Cont.../

- Please indicate the number of employees who received such support following an incident as a percentage.

Please see the information below. It is not possible to provide the figures as a percentage.

The time period used for the responses to Q6a, Q6b and Q6c is 1 January 2024 to 31 December 2024:

- a) The total number of TRiM referrals (which may include a TRiM supportive conversation) is 474.
- b) The total number of people accepting a TRiM intervention is 136.
- c) The total number of colleagues referred for individual trauma therapy is 65.

7. What is the staff turnover rate for lone worker roles in the time period from 1 January 2024 to 31 December 2024?

Please see the response to question 1.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net