

Hi [Redacted: Section 38(1)(b)]

I can confirm that NHS western Isles is comfortable with the security arrangements for our mortuary, access is controlled by ID badge/swipe card entry. Visitors can only access by prearranged appointment which are always accompanied. There is also a video intercom to get access through the door into the area and there is also CCTV in the corridor and to the external area where there is a fire exit door providing external escape.

Regards

[Redacted: Section 38(1)(b)]

CORPORATE SERVICES
Estates, Facilities & Capital Services

NHS Fife
Hayfield House
Hayfield Road
Kirkcaldy
Fife KY2 5AH
Telephone: 01592 643355
www.nhsfife.org



30 November 2021

To: Richard McCallum, Director, Health Finance, Corporate Governance & Value Directorate, Scottish Government
Richard.McCallum@gov.scot

cc: [Redacted: Section 38(1)(b)], PA to Richard McCallum
[Redacted: Section 38(1)(b)]

[Redacted: Section 38(1)(b)] Interim Deputy Director Health Infrastructure,
Investment and PPE
[Redacted: Section 38(1)(b)]

Carol Potter, Chief Executive, NHS Fife

DL (2021) 42 - Mortuary Access – Compliance with Guidance

Having carried out a recent review of mortuary access and control within NHS Fife, I am satisfied that our facilities are compliant with Scottish Health Planning Note 16-01 – 'Mortuary and Post Mortem Facilities: design and briefing guidance'.

A handwritten signature in black ink, appearing to read 'Neil McCormick'.

Neil McCormick
Director of Property & Asset Management

cc Carol Potter, Chief Executive, NHS Fife

Finance Directorate

Property & Asset Development
Summerfield House
2 Eday Road
Aberdeen
AB15 6RE



Richard McCallum
Director
Health Finance, Corporate
Governance & Value
Directorate
Scottish Government

Date 1 December 2021
Your Ref
Our Ref GL/CA/076

Enquiries [Redacted: Section 38(1)(b)]
to 58733
Extension [Redacted: Section 38(1)(b)]
Direct
Line [Redacted: Section 38(1)(b)]
Fax
Email

Dear Richard

Mortuary Access – Compliance with Guidance

Further to DL (2021) 42 “Mortuary Access – Compliance with Guidance” dated 23rd November 2021, NHS Grampian has carried out a review of the current security and access arrangements to the mortuary facilities on the Foresterhill Health Campus in Aberdeen. The findings of that review are laid out below.

Access Arrangements

- There is currently swipe card access only during normal working hours, [Redacted: Section 30(b)(2)]
- Out with normal working hours the front and rear doors are also locked, [Redacted: Section 30(b)(2)]
- The porters must sign out the key and swipe card in pairs and the engineer must be accompanied by a member of security, or mortuary staff if it is planned maintenance.
- Visitors to the mortuary (funeral directors, police etc.) can only gain access during normal working hours via an audio intercom and then be escorted by a member of staff within the building.
- There is a current external CCTV camera that is recorded and overlooks the front door and the external body refrigerator.
- There are also standard operating procedures (SOP's) in place for normal and out of hours access in the event that an alarm is activated for both fire or body fridge/freezer out of temperature range.

Post Review

- The review has also brought about some minor operational changes within the building including the locking of 2 internal doors from the body viewing area out with normal working hours to improve internal security.

Items identified for potential improvement

It should be noted that there is a business case and detailed plans for the construction of a new replacement mortuary on the Foresterhill Health Campus and that should be taken into account before any major investment is considered within the existing 1930's building.

Although access to the building is tightly controlled and secure, [Redacted: Section 30(b)(2)]

Conclusion

The existing mortuary on the Foresterhill Health Campus has appropriate risk assessments and operational procedures in place to make the building access and security the best it could be to mitigate against the deficiencies of the building which does not comply with Scottish Health Planning Note 16-01 – 'Mortuary and Post Mortem Facilities: design and briefing guidance'.

It could be improved with [Redacted: Section 30(b)(2)]

It is not recommended that a significant investment is made to the existing building but that all effort should be made to progress with the business case and construction of the new planned facility on the Foresterhill site which will comply fully with SHPN 16-01.

Yours sincerely

[Redacted: Section 38(1)(b)]

Strategic Asset Manager

Lothian NHS Board

Office of the Deputy Chief Executive
Waverley Gate
2-4 Waterloo Place
EDINBURGH
EH1 3EG.



PRIVATE AND CONFIDENTIAL

Date: 2 December 2021
Your Ref:
Our Ref: JC/KAB

Mr Richard McCallum
Director of Health Finance & Governance

Enquiries to: [Redacted: Section 38(1)(b)]
Extension:
Direct [Redacted: Section 38(1)(b)]
Email:

E: Richard.McCallum@gov.scot

Dear

Mortuary Access – Compliance with Guidance

Thank you for your letter of the 23 November, 2021 regarding compliance with Scottish Health Planning Note 16-01 – 'Mortuary and Post Mortem Facilities' design and briefing Guidance. I would confirm NHS Lothian recognise the priority of this programme of work.

NHS Lothian have initiated a formal and detailed review of our mortuary facilities in line with your request. To support this programme of work I have established a local SLWG with membership from Estates, mortuary services and other appropriate stakeholders. This group will be chaired by our Deputy Director of Estates & Facilities. Our initial rapid review has not identified any breaches of access, but we have identified already a number of areas for further review and likely upgrading.

The SLWG will conclude its review in mid January with a formal report to our Executive Leadership. I would propose providing you with a completed response January 31st 2022.

It would be helpful if you would confirm if contingencies such as external Funeral Director facilities should be considered in our review or will these be subject to separate process?

Please do not hesitate to contact me if there are any concerns of clarifications required.

Yours sincerely

JIM CROMBIE
Deputy Chief Executive



Headquarters
Waverley Gate
2-4 Waterloo Place
Edinburgh EH1 3EG

Chair Professor John Connaghan CBE
Chief Executive Calum Campbell
Lothian NHS Board is the common
name of Lothian Health Board

Hi [Redacted: Section 38(1)(b)]

Please see response below.

In relation to DL(2021) 42 section 3.3 which requires an appropriate risk assessment to cover all aspects of daily use. Estates have risk assessments in place for security, lone working and refrigeration failure.

Section 3.4. relates to unauthorised access which we have addressed by controlled and secured swipe access readers on all doors leading into the Mortuary, which only allows staff with correct permissions access and also records who has entered on the main security door computer system which is reviewed daily and can only be accessed by limited estates staff and undertakers.

Please let me know if you require any further information.

Regards

[Redacted: Section 38(1)(b)]

NPD Contract Manager

[Redacted: Section 38(1)(b)]

NHS Orkney, The Balfour, Foreland Road, Kirkwall, Orkney KW15 1NZ

**Greater Glasgow and Clyde
NHS Board**

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Richard McCallum
Director of Health Finance
and Governance
The Scottish Government
2E-South
St Andrew's House
Regent Road
Edinburgh
EH1 3DG

Date: 3rd December 2021
Our Ref: JG/LLPA
Enquiries to: Jane Grant
Direct Line: 0141-201-4642
E-mail:
Jane.Grant@ggc.scot.nhs.uk

Dear Mr McCallum

Mortuary Access – Compliance with Guidance

Thank you for your letter of 23rd November 2021 regarding mortuary access. On behalf of NHS Greater Glasgow and Clyde I can confirm that we have Mortuary facilities located across six hospitals which are managed by our Pathology Service. Following your letter, a review of security arrangements has taken place in respect of our Mortuaries and this has identified areas where physical security, together with CCTV coverage, should be improved. These improvements are minor, however we will strengthen the current controls that already exist. This action is currently being taken forward by our Mortuary and Estates and Facilities Management teams in all areas where improvement is required. Our target timeline for completion of this work will be no later than the end of December 2021. A review of security/CCTV risk assessments has taken place and additional mitigation has been established.

In terms of out of hours collection, refrigeration capability and infestations, these aspects are controlled by local processes and systems. These areas are not considered as a high risk within NHS Greater Glasgow and Clyde.

Risk assessments are in place for lone working arrangements and these do not highlight any undue risk for NHS Greater Glasgow and Clyde. These risk assessments are regularly reviewed.

There are risk assessments in place which support business continuity arrangements in the event of refrigeration failure. NHS Greater Glasgow and Clyde have a number of mitigations in place as part of this risk assessment process, and this risk to our Mortuary service is considered to be a low risk.

Should you wish to discuss any matters relating to our Mortuary services further, the responsible Director at NHS Greater Glasgow and Clyde is Mr Arwel Williams, Director Diagnostic and Regional Services who can be contacted via Arwel.Williams@ggc.scot.nhs.uk.

I trust this information is helpful.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Jane Grant', with a stylized flourish at the end.

Jane Grant
Chief Executive
NHS Greater Glasgow and Clyde

Dear Richard

I can confirm the response from the Scottish Ambulance Service regarding this correspondence,
The Scottish Ambulance Service personnel have no access to any Mortuary's whilst carrying out its patient function.
Therefore the Guidance is not applicable to the Scottish Ambulance Service,
However I will add the Guidance to our document Library for any future reference.

Best Regards

[Redacted: Section 38(1)(b)]

[Redacted: Section 38(1)(b)]

Deputy Head of Estates

Address: Scottish Ambulance Service | Dunfermline Ambulance Station | Unit 1a, Pitreavie Way|Pitreavie Business Park| Dunfermline| KY11 8UN

| **Mobile:** [Redacted: Section 38(1)(b)]| **Email:** [Redacted: Section 38(1)(b)]| **Website:** www.scottishambulance.com



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NHS Forth Valley

Carseview House
Castle Business Park
Stirling
FK9 4SW

Mr R. McCallum
Director
Health Finance, Corporate Governance &
Value Directorate

Date 3 December 2021
Your Ref
Our Ref

Enquiries Jonathan Procter
to
Extension
Direct Line 01786 457209
Email Jonathan.procter@nhs.scot

Dear Richard

Mortuary Access – Compliance with Guidance: DL(2021) 42

I refer to the above, dated 23 November 2021 and would advise as follows on behalf of NHS Forth Valley.

Colleagues have conducted a review as requested. This has included our Cellular Pathology Department Manager who has operational responsibility for the Mortuary within Forth Valley Royal Hospital, which is the only such facility in the NHS Forth Valley estate. The required Risk Assessments are in place and I can confirm that we are content that the facility is compliant with Scottish Health Planning Note 16-01, although some minor works have been identified to bolster current security arrangements. These works are in the process of being scoped by our PPP Partner and will be implemented as soon as is practicably possible.

I trust that this response is helpful, however, please do not hesitate to contact me should you require anything further.

Yours sincerely

(signed electronically – 3rd Dec 21)

Jonathan J Procter
Director of Facilities & Infrastructure/
Digital & eHealth Lead

CC. Cathie Cowan Chief Executive

Site	Type	Remedial Works Required	Planned Completion Date
Borders General Hospital	Mortuary (3 Barriatric, 3 Large, 21 Standard spaces)	Risk assessment to be completed and improved CCTV Coverage plus introduce digital access controls	Feb-22
Knoll Hosp (Duns)	Body Store (x2 spaces) no longer used/functional	n/a	n/a
Kelso Hospital	Body Store (x2 spaces) no longer used/functional	n/a	n/a
Haylodge Hospital (Peebles)	Body store (x3 spaces) - operational	Risk assessment to be completed and improved CCTV Coverage plus introduce digital access controls	Feb-22
Newcastleton Health Centre	Body store (x3 spaces) - operational	Risk assessment to be completed and improved CCTV Coverage plus introduce digital access controls	Feb-22

Good afternoon Richard,

In relation to DL(2021) 42 section 3.3. requires an appropriate risk assessment to cover all aspects of daily use. NHS Orkney's Estates department have risk assessments in place for security, lone working and refrigeration failure.

Section 3.4. relates to unauthorised access which we have addressed by controlled and secured swipe access readers on all doors leading into the Mortuary, which only allows staff with correct permissions access and also records who has entered on the main security door computer system which is reviewed daily and can only be accessed by limited estates staff and undertakers.

I hope this response answers your questions, however should you have any further queries please do not hesitate to get in touch.

Kind Regards,

[Redacted: Section 38(1)(b)]



[Redacted: Section 38(1)(b)]

**PA to Chief Executive and Board Chair
Corporate Services**

The Balfour | Foreland Road | Kirkwall | KW15 1NZ

☎01856 888271

MS Teams [Redacted: Section 38(1)(b)]



**Wash your
hands.**

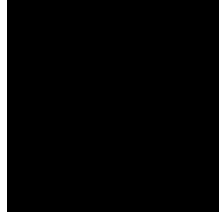


**Use a tissue
for coughs and
sneezes.**



**Avoid touching
your face.**

Chief Executive and Chair's Office
Eglinton House
Ailsa Hospital
Dalmellington Road
AYR
KA6 6AB



Private and confidential

Date

3rd December 2021

Your Ref

Mr Richard McCallum
Director

Our Ref

HB/mw

Health Finance, Corporate
Governance &
Value Directorate

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[Redacted: Section 38(1)(b)]
13648

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mail

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aa-uhb.ceo@aapct.scot.nhs.uk

By email only

Richard.mccallum@gov.scot

Dear Mr McCallum

Mortuary Access – Compliance with Guidance

Thank you for your email of 23 November 2021 and I write to confirm that we have now had the opportunity to complete a review of the current security and access arrangements within the mortuary facilities on each of the hospital sites within NHS Ayrshire and Arran.

The risk assessments have identified areas for improvement within the existing national standard operating procedures, particularly at the Biggart and Arran Hospital sites. An action plan is in place to address each of the improvements required, with a target for completion of January 2022.

A review of the current security arrangements on each site has highlighted the need for additional CCTV surveillance equipment and upgrading of existing alarm systems in some areas and I can confirm that there are plans in place to ensure that any changes needed have been implemented by January 2022.

I hope that this information is helpful and provides assurance that the actions we have put in place will ensure that the mortuary and post mortem facilities within NHS Ayrshire and Arran will be compliant with Scottish Government guidance (SHPN 16-01).

Yours sincerely



Professor Hazel Borland
Interim Chief Executive

Good afternoon,

In response to the request for confirmation on Mortuary Security/Access arrangements I can confirm the following for NHS Golden Jubilee:

3.3. Appropriate risk assessments are suitable and sufficient with supporting operational arrangements for the examples given, i.e. out of hours collection, refrigeration failure etc.

3.4. Unauthorised access is prevented by means of mechanical locks (controlled via our 24/7 on site Security Team in conjunction with our Mortuary Technician).

We do have cctv surveillance, [Redacted: Section 30(b)(2)] therefore additional camera will be installed Feb2022. At this point we will also install swipe card access to both entry points to replace the existing key locks (not strictly required, but will be an improvement). In the meantime, to bolster existing arrangements we will install mechanical locks to each of our 3 fridges within the mortuary – Estimated completion date December 2021.

Hope this information is sufficient for your needs.

If you require anything else, just let me know.

Best regards

[Redacted: Section 38(1)(b)]
Head of Health and Safety
NHS Golden Jubilee
Agamemnon Street, Clydebank, G81 4DY
Direct Line: [Redacted: Section 38(1)(b)]
Mobile: [Redacted: Section 38(1)(b)]



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**Estates, Facilities and
Capital Planning**

NHS Highland
Assynt House
Beechwood Park
Inverness
IV2 3BW



www.nhshighland.scot.nhs.uk

Date	3 rd December 2021
Your Ref	DL(2021) 42
Our Ref	AW/RM/DL(2021) 42
Enquiries to	Alan Wilson
Mobile:	[Redacted: Section 38(1)(b)]
Email	alan.wilson1@nhs.scot

Dear Richard

Mortuary Access – Compliance with Guidance

With reference to your letter dated 23rd November 2021 regarding Mortuary Access, I can confirm that having reviewed the mortuary access and controlled measure, NHS Highlands main mortuary facility within Raigmore Hospital is compliant with the guidance provided. The audit produced some inefficiencies and inconsistencies within the other mortuary facilities in the organisation.

However, I can confirm that access to all mortuary facilities is restricted through local procedures and secure locks.

Please find enclosed our action plan showing how we plan to make all security and access arrangements consistent throughout the organisation.

Yours sincerely

A handwritten signature in black ink that reads 'Alan Wilson'.

Alan Wilson
Director of Estates, Facilities and Capital Planning

Enc Mortuary action plan

ACTION PLAN

Plan Title: Mortuary Access

Cost: TBD

Strategy: Improve access/security to Mortuary

Action Plan: Meetings/quotes

Issue	Action	Who	When	Resources
Currently no updated mortuary policy within the organisation	Production of a mortuary policy in reference to access and security	NHS Highland Senior Leadership Team	31/03/22	Health & Safety Laboratory services Estates & Facilities
CCTV coverage of all access doors to mortuary facilities	Installation of CCTV cameras	NHS Highland Senior Leadership Team	31/03/22	Estates & Facilities
Electronic control and recording of entry to all mortuary facilities	Installation of swipe access to all entrance doors	NHS Highland Senior Leadership Team	31/03/22	Estates & Facilities
No formal induction of staff entering mortuary facilities	Provide training on access and security requirements to all staff entering the mortuary facilities	NHS Highland Senior Leadership Team	31/03/22	Health & Safety
Recording of entry to mortuary facilities until previous actions are completed	Introduce a signing in and out register within all mortuary facilities	NHS Highland Senior Leadership Team	31/12/21	Estates & Facilities Laboratory Services

Apologies for not responding on Friday on behalf on NHS Lanarkshire .

NHS Lanarkshire have via Pathology Services instigated a short life working group to review all aspects of this guidance alongside standard operating procedures for each of its body stores based at University Hospital Monklands, University Hospital Hairmyres, University Hospital Wishaw.

Entry into each mortuary at each site along with the secure areas within them is controlled by swipe access and mechanical lock access to the body stores. Each facility has site perimeter CCTV with discreet body and service entrances that inhibit public view.

The CCTV system is not currently continuously reviewed in line with all other CCTV in NHS Lanarkshire .I have arranged to discuss this with [Redacted: Section 38(1)(b)] next week .

We are currently reviewing the quality of the CCTV cameras within the areas and the intruder alarms which require to be upgraded. A complete review of the authorised persons access registers across all 3 sites is also underway.

All other areas of the guidance are considered to be compliant however the detailed review will be completed by the short life working group .

I hope this information is helpful.

[Redacted: Section 38(1)(b)]

General Manager – PSSD

Standard Operating Procedure for access to Fridge room in the
Gilbert Bain Hospital

SOP No:	LB01
Prepared By:	[Redacted: Section 38(1)(b)]
Reviewed By:	Security Manager
Approved By:	Head of Estates
Date of Issue:	29th October 2021
Version	01
Date of Review:	30th October 2022
Distribution: <ul style="list-style-type: none">• Reception• Wards• Porters/Estates• Hotel Services	

Fridge Room Access Policy

1. Key kept at main reception to be signed out by Porter/Estates staff to give access to other staff and non NHS persons, i.e. Contractor, undertaker etc.
2. Room is not to be accessed by individual staff members.
3. Non NHS persons require a member of NHS staff to be present when working in room.

S.O.P.

1. When patient remains are ready to go into the cold room fridge Ward staff first contact the Porters to arrange a time for transporting the remains. Porters will arrange to meet Ward staff at remain reception to sign out room key who will then accompany Porter to collect fridge trolley, the door will be locked as they leave. Porter will accompany ward staff to the ward and assist the transfer of the remains onto the fridge trolley.
2. One of the ward staff will then accompany the Porter down to the cold room, once there the Porter will slide the tray into the fridge, Ward staff to complete details in folder for the deceased person. Porter and Ward staff then leave the room and the door is locked, both will then return and sign the key back into reception.
3. When undertaker arrives both Porter and Undertaker or two Porters to sign out key for access for undertaker, both then return the key to sign back into reception.
4. Domestic staff will sign out key from reception for access, if only one staff member is available the Porters must be called to co-sign and accompany while cleaning is undertaken. Afterwards both will then return and sign the key back into reception.

Responsibilities

Nursing staff to contact Porters for assistance with transport of remains and access to cold room.

Porters to provide nursing staff assistance and access to cold room.

Porter/Estates staff to provide non NHS persons assistance and access to cold room.

Domestic staff to provide cleaning of the room, there must be two available where possible.

[Redacted: Section 38(1)(b)],

I can confirm that risk assessments have been reviewed and access arrangements have been fully considered at our mortuary facilities.

The matter has been discussed at our Security committee and with Estates and Mortuary managers and we are content with the measures in place.

Kind regards

[Redacted: Section 38(1)(b)]

Head of Estates and Property

[Redacted: Section 38(1)(b)]

[Redacted: Section 38(1)(b)],

You are correct, there is no mortuary facility within our Health Board.

Regards,

[Redacted: Section 38(1)(b)]

Head of Estates & Facilities

The State Hospitals Board for Scotland

Lampits Road, Carstairs ML11 8RP

Phone: [Redacted: Section 38(1)(b)]

Mobile: [Redacted: Section 38(1)(b)]

E-Mail: [Redacted: Section 38(1)(b)]

Dear [Redacted: Section 38(1)(b)]

I can confirm that the Ninewells Mortuary, PRI Mortuary, Blairgowrie, Royal Victoria Hospital and Roxburgh House body stores are all compliant with the Scottish Health Planning Note 16-01 - 'Mortuary and Post Mortem Facilities: design and briefing guidance'.

Kind regards,
[Redacted: Section 38(1)(b)]

Chief Officer Acute Services | NHS Tayside

Board Headquarters | Level 10 | Ninewells Hospital | Dundee | DD1 9SY (for Mail)
DD2 1UB (for Sat Nav)

Tel: [Redacted: Section 38(1)(b)] ext [Redacted: Section 38(1)(b)] Email: [Redacted: Section 38(1)(b)]