Facit

NHS
South London and Maudsley
NHS Foundation Trust

Case study:

South London and Maudsley

NHS Trust improved data privacy and staff safety with Identity Cloak

Overview

The South London and Maudsley NHS Foundation Trust (SLaM) provides the widest range of NHS mental health services in the UK. Serving a population of 1.3 million people across Lambeth, Southwark, Lewisham and Croydon.

Objectives

- Gather and operate video footage with integrity
- Ensuring compliance with GDPR and other data protection laws
- Ensure the safety of staff members
- Dramatically reduce video editing time and manual effort

> People are becoming more aware of their rights under GDPR and data protection. We received a request from someone who wanted their personal data - video footage of themselves - from one of our hospital sites. The ICO makes it clear that a lack of technology isn't an acceptable reason not to provide that data.
>
> Simon Jackson
> Local Security Management Specialist

Introduction:

The South London and Maudsley NHS Foundation Trust (SLaM) provides the widest range of NHS mental health services in the UK. Serving a population of 1.3 million people across Lambeth, Southwark, Lewisham and Croydon, the Trust treats more than 40,000 community patients and provides inpatient care for more than 5,000 people each year.

As part of King's Health Partners - an academic health sciences centre with King's College London, Guy's and St Thomas', and King's College Hospital - SLaM aims to be a leader in improving health and wellbeing locally, nationally and globally.

The Challenge:

Video Data Protection

With an expanding network of clinical facilities and a growing number of CCTV cameras, SLaM faced an increasing challenge: how to manage and protect video data in compliance with GDPR and data protection laws

At present, the Trust processes around one video redaction request per month. However, this demand is expected to rise significantly as two new hospital builds - including 500 additional cameras - come online within the next year.

Every new camera installation requires a Data Protection Impact Assessment (DPIA) to ensure compliance and justify the surveillance, which indicates how seriously the Trust takes the need to balance security and privacy.

The data protection issue came to a head when a member of the public submitted a Subject Access Request (SAR), asking for footage of himself taken in a hospital reception area.

This meant SLaM needed a way to isolate and redact all other individuals from the footage to protect their privacy while complying with the request.

Manual redaction would have been time-consuming and impractical. The Trust needed a secure, efficient and compliant solution that could grow with its expanding surveillance network.

Characteristics of the Locality

The context in which SLaM operates adds an additional layer of complexity to its security and data protection challenges.

The Trust's catchment area includes communities that are relatively deprived, with higher-than-average rates of crime, drug use and gang-related behaviour.

These social factors, combined with the delicate mental health conditions of many patients, create an environment where incidents can arise unexpectedly and must be handled with sensitivity and professionalism.

Reliable video evidence, managed and redacted appropriately, has therefore become an essential tool - not only for ensuring compliance but also for protecting staff, supporting patients and promoting trust between the community and the healthcare system.

Difficulty Pursuing Prosecution

One of the ongoing challenges for SLaM's security team is the difficulty in securing police action following incidents that occur within mental health settings.

As Simon Jackson explains, there is often a lack of understanding around the complexities of mental health-based crime - particularly when it comes to assessing mens rea, or criminal intent. Many cases involve individuals in acute distress or experiencing severe mental illness, which can lead to hesitation or inconsistency in how external agencies respond.

This gap in understanding can result in delays or decisions not to pursue charges, which leaves staff feeling unsupported.

The Trust believes that greater education and collaboration between police forces and mental health services is essential to ensure that incidents are treated with the seriousness they deserve, while still recognising the vulnerabilities of the people involved

"Facit got us **onboarded very quickly,** which was great in dealing with that first persistent subject access request. I was pleasantly surprised by how **straightforward and user-friendly** Identity Cloak is."

Simon Jackson
Local Security Management Specialist

The Solution

Video Data Protection

After evaluating the options, SLaM partnered with Facit to implement Identity Cloak, a powerful video redaction platform that has been proven in public sector organisations.

Facit's onboarding process was fast and seamless and enabled the Data Protection Team to respond swiftly to the outstanding SAR and future requests.

The system has also become a valuable tool in security investigations. As LSMS, Simon Jackson handles around six potential crime investigations per day, though not all involve CCTV footage. In cases where video is available, redaction ensures compliance when sharing evidence with:

- The Care Quality Commission (CQC)
- Health and Social Care services
- Members of the public

The Trust has previously trialled body-worn cameras, which proved effective in resolving complaints quickly and transparently, and saved administrative time and improved accountability. Although not rolled out Trust-wide, the trial reinforced SLaM's belief in the power of video technology to improve safety, openness and trust.

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The Results

Enhanced Compliance and Staff Morale

With Identity Cloak in place, SLaM has achieved tangible improvements across several key areas:

- **GDPR Compliance**
  The Trust can now respond to video data requests efficiently and lawfully to meet ICO requirements.

- **Enhanced Privacy**
  Sensitive footage can be safely shared without risking the exposure of uninvolved individuals.

- **Operational Efficiency**
  Redaction tasks that once required extensive manual work are now completed quickly and accurately.

- **Staff Safety and Confidence**
  Clear, redacted video evidence supports police investigations and court cases involving assaults and incidents, which helps to build trust and morale among staff.

- **Public Transparency**
  By sharing anonymised footage where appropriate, SLaM demonstrates its commitment to openness and accountability.

As Simon Jackson notes, ensuring that cases proceed successfully through the courts is essential for staff morale:

"When we get a successful outcome, we make sure our staff know, it builds their confidence that the systems are there to protect them."

SLaM's proactive approach has made i a leading voice in Local Security Management Specialist forums, where it champions Facit and Identify Cloak as samples of best practice in NHS security and data protection.

Looking Ahead with Facit's Identity Cloak

With its camera network set to grow by 500 units in teh coming year, SLaM's investment in Identity Cloak has future-proofed its ability to handle increasing redaction workloads and ensure that compliance, privacy and safety remain at the heart of its operation

About Facit

Cutting-edge compliance and video analytics software

Solve problems, create opportunities and enhance business operations

23	80+	2
Countries where Facit solutions are developed	Current customers	Technology patents granted

Commitment to quality. Simplicity. Excellence. Innovation

Commitment to quality
We offer consistently high-performing products thanks to years of in-depth team experience and innovative testing.

Simplicity
We offer simple solutions to complex problems, saving you time and resources.

Excellence
We help our clients future-proof their organisations with compliant document and video redaction solutions.

Innovation
We work with the brightest minds from around the world to deliver innovative solutions for our compliance and video analytics clients.

Facit

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