



London Ambulance Service  
NHS Trust



# Defibrillator Accreditation Scheme





When someone suffers a cardiac arrest, the heart stops, blood is no longer being pumped around their body and they are clinically dead. The longer they go without emergency life-support, the harder it is to restart their heart. That's where you can make a difference.

A defibrillator is a machine used to give an electric shock to restart a patient's heart when they are in cardiac arrest. If there were more public-access defibrillators, more people could get the life-saving shock as quickly as possible, giving them the best chance of survival.

The London Ambulance Service's defibrillator accreditation scheme offers you formal guidance and support in buying, storing and using a defibrillator, which is easy and safe to use.

This booklet provides you information on the requirements for defibrillator accreditation.



## London Ambulance Service's Medical Director Dr. Fiona Moore MBE:



“Over 10,000 people in London collapse and stop breathing every year and for more people to survive a cardiac arrest, more public places need to have defibrillators.

“The survival rate in the capital has been steadily increasing over the last decade but we are some way off from the gold standard of Seattle where over half the people survive a witnessed cardiac arrest. Having easy access to defibrillators and people knowing basic life-support skills will only help to save more lives.”



Steve Hodder, above right, was about to board a train at London Bridge train station when his heart stopped and he collapsed.

Steve said: “Most people don’t survive a cardiac arrest but I was lucky. I collapsed near a public-access defibrillator and someone who knew how to use it.”

Network Rail Station Officer Eddie McDermott said: “I saved Steve’s life thanks to the defibrillator and the ambulance service’s support. We need more of these life-saving machines in London and encourage people to use them.”

# Criteria for accreditation

To become accredited as part of the scheme, you must meet all of the criteria detailed below:



- 1. Defibrillator** – this must be a semi or fully automatic defibrillator operating according to the latest UK Resuscitation Council guidelines. Items such as the battery or defibrillator pads must be within their expiry date.
- 2. Storage** – the defibrillator must be easily accessible and not locked away. The storage cabinet should be highly visible and its location marked with the UK-standard defibrillator sign.
- 3. Training** – staff at the location should be trained in using the defibrillator and training should be refreshed on an annual basis. An up-to-date list of trained staff and their certificates must be available.
- 4. Checking** – you must record that the defibrillator has been given a visual check at least once a week and a ‘switch-on’ test at least once a month. These checks must be recorded on our online checking system. Each location should have two nominated people who take responsibility for the defibrillator and their contact details should be provided to the London Ambulance Service.
- 5. Alerting** – the accredited organisation must provide at least one telephone number (up to a maximum of five numbers) so that the London Ambulance Service can advise of any emergency calls made near the defibrillator.

Accreditation will last for two years and you should contact us to renew your accreditation.

# Defibrillator

We recommend a semi-automatic defibrillator but organisations can use a fully automatic machine. Manual defibrillators should only be used by healthcare professionals. We recommend the defibrillator to be equipped with two sets of electrode pads.

You will need to make your own decision as to your chosen supplier. The following manufacturers have defibrillators that are already in widespread use at public-access defibrillator sites across London and the models listed are in our experience suitable for public-access use.

## Physio-Control

Web: [www.checkoutthefuture.co.uk](http://www.checkoutthefuture.co.uk)

Email: [brendan.mahood@physio-control.com](mailto:brendan.mahood@physio-control.com)

Tel: 07802 160 946

- LIFEPAK 1000 (this model is used by our frontline staff)
- LIFEPAK CRplus



## Cardiac Science

Web: [www.cardiacscience.com](http://www.cardiacscience.com)

Email: [jphillips@cardiacscience.com](mailto:jphillips@cardiacscience.com)

Tel: 07787 563 612

- Powerheart G3
- Powerheart G5



## Laerdal

Web: [www.laerdal.com](http://www.laerdal.com)

Email: [jacob.rahman@laerdal.co.uk](mailto:jacob.rahman@laerdal.co.uk)

Tel: 07901 118 872

- Heartstart HS1
- Heartstart FR3



Whilst modern defibrillators are very reliable, there are essential components that have an expiry date and must be replaced. These include electrode pads, which last for about two years and cost about £20 per pair to replace. The defibrillator battery lasts for about four years and costs about £150 to replace.

# Storage

We recommend that the unlocked defibrillator storage cabinet should be high-visibility yellow (ideal colour is RAL 1016).

Suitable cabinets can be purchased from a number of manufacturers and you will need to make your own decision as to your chosen supplier.



The following suppliers are known to have provided cabinets in the recommended colour:

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Web: [www.checkoutthefuture.co.uk](http://www.checkoutthefuture.co.uk)

Email: [brendan.mahood@physio-control.com](mailto:brendan.mahood@physio-control.com)

Tel: 07802 160 946

## Cardiac Science

Web: [www.cardiacscience.com](http://www.cardiacscience.com)

Email: [jphillips@cardiacscience.com](mailto:jphillips@cardiacscience.com)

Tel: 07787 563 612

In some locations it might be more appropriate to use a defibrillator-specific wall bracket rather than a cabinet.

As an accredited site, you will be provided with a self-adhesive sign to indicate that your premises are a London Ambulance Service accredited site. You should display the sign prominently so that visitors and passers-by are aware that a defibrillator is available. The sign is double-sided so it can be displayed on a window or other hard surface.

The defibrillator location should always be marked with the UK-approved symbol. We will provide adhesive and rigid plastic signs.

# Training

For the most effective defibrillation, people based at an accredited site should be cardiopulmonary resuscitation (CPR) and defibrillator trained. The UK Resuscitation Council recommends that all training should include practising on a life-sized training mannequin.

Information about CPR and defibrillator training can be found at the UK Resuscitation Council's website [www.resus.org.uk](http://www.resus.org.uk) and in their booklet 'Cardiopulmonary Resuscitation and Automated External Defibrillation'.

Training courses are approximately three hours long and training should be refreshed annually.





## Training providers

Organisations that can provide suitable training include:



London Ambulance Service **NHS**  
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[www.londonambulance.nhs.uk/resustraining](http://www.londonambulance.nhs.uk/resustraining)  
[resustraining@londonambulance.nhs.uk](mailto:resustraining@londonambulance.nhs.uk)  
020 7783 2534



[www.sja.org.uk](http://www.sja.org.uk)  
[london-region@sja.org.uk](mailto:london-region@sja.org.uk)  
0844 770 4800



[www.redcross.org.uk](http://www.redcross.org.uk)  
[ptlondon@redcross.org.uk](mailto:ptlondon@redcross.org.uk)  
020 8662 6047



# Checking

Every site must have two nominated people who are responsible for regular defibrillator checks. It is an accreditation requirement to provide the names, email addresses and telephone numbers for the two people.



Most modern defibrillators are designed to do an automatic check every 24 hours and its electronic display confirms the defibrillator's readiness.

We require weekly and monthly checks to ensure the defibrillator is ready to use. These checks should take no more than five minutes, and must be recorded using our online checking system.

## Weekly checks

- Check that the display indicates the defibrillator is working correctly and that the battery is charged.
- Check that the defibrillator pads have not reached their expiry date.
- Confirm check has taken place by adding details to the online checking system.

## Monthly checks

- Check that the display indicates the defibrillator is working correctly.
- Check that the defibrillator pads have not reached their expiry date.
- Switch on the defibrillator to confirm that it is working and switch off.
- Confirm check has taken place by adding details to the online checking system.

Your site can only remain accredited if you regularly check the defibrillator.

# Alerting

A defibrillator should always be taken to a seriously ill or injured patient, but on occasions people responsible for the machine might be unaware of a 999 call.

We have an automatic alerting system, which will inform you as an accredited organisation when there is a medical emergency nearby. As well as ensuring that someone with life-support skills is informed, the call will alert staff to the arrival of ambulance crews.

We will therefore require a minimum of one and a maximum of five telephone numbers that will be contacted in the event of a 999 call being made from the defibrillator site. These numbers can include the reception or security desk, a duty manager's mobile and any on-site medical personnel.



# What we will provide

## Accreditation

We will visit you, advise on the scheme, meet with the nominated people and assess your organisation against the accreditation criteria. Once accredited, the organisation will receive a certificate, a memorandum of understanding signed by both parties, an accreditation badge to display in your property, and signs to indicate the location of the defibrillator.

## Checking

We will provide accredited sites with access to our online checking system.

ID	Serial No	Location	Last checked	Status
011	3850677	BOS de Anroff, 371th	17/05/2013	Success
312	3836608	Recepcion		Success

Return to:

Checks performed on equipment selected above

## Alerting

We will automatically alert you as an accredited organisation to a medical emergency near the defibrillator location.

## Support

Our team will provide advice and support to accredited sites. When a defibrillator is used, a call should be made to the Defibrillator Hotline on 020 7783 2365 at the earliest opportunity. We will visit your site to debrief those involved and answer any questions or concerns.





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AED

Medtronic

NHS

# Defibrillator Accreditation Scheme

## Memorandum of Understanding (Draft)

Between the **London Ambulance Service NHS Trust (LAS)** and

Accredited organisation

This Memorandum of Understanding (MoU) shall commence on the date of signature by both parties

**Commencing from:** DD - MM - YY **and shall expire on:** DD - MM - YY

### Accreditation scheme

In order to become a London Ambulance Service (LAS) accredited defibrillator site the accredited organisation will comply with the five accreditation criteria, specifically:

- 1. Defibrillator** – this must be a semi or fully automatic defibrillator operating according to the latest UK Resuscitation Council guidelines. Items such as the battery or defibrillator pads must be within their expiry date.
- 2. Storage** – the defibrillator must be easily accessible and not locked away. The storage cabinet should be highly visible and its location marked with the UK-standard defibrillator sign.
- 3. Training** – staff at the location should be

trained in using the defibrillator and training should be refreshed on an annual basis. An up-to-date list of trained staff and their certificates must be available.

- 4. Checking** – the accredited organisation must record that the defibrillator has been given a visual check at least once a week and a ‘switch-on’ test at least once a month. These checks must be recorded on the online checking system. Each location should have two nominated people who take responsibility for the defibrillator and the LAS provided with their contact details.
- 5. Alerting** – the accredited organisation must provide at least one telephone number (up to a maximum of five numbers) so that we can advise of any emergency calls made near the defibrillator.

### In return the LAS will provide the following:

#### Accreditation

We will visit the site that would like to become accredited, advise on the scheme, meet with the nominated people and assess the organisation against the accreditation criteria. Once accredited, the organisation will receive a certificate, a memorandum of understanding signed by both parties, an accreditation badge to display in their property, and signs to indicate the location of the defibrillator.

#### Checking

We will provide accredited sites with access to the LAS online checking system.

#### Alerting

We will automatically alert an accredited organisation to a medical emergency

near the defibrillator location.

#### Support

Our team will provide advice and support to accredited sites. When a defibrillator is used, a call should be made to our Defibrillator Hotline on 020 7783 2365 at the earliest opportunity. We will visit the site to debrief those involved and answer any questions or concerns.

#### Termination

Either party may terminate this agreement at any time, subject to the termination being made in writing. Under these circumstances the organisation’s telephone numbers will be removed from the automatic alerting system at the earliest opportunity, however this may take a few days.

### Data protection

The LAS and accredited organisations shall ensure that they comply with the requirements of the Data Protection Act 1998 and any other applicable data protection legislation or requirements including ensuring that appropriate technical / security measures are in place with regards the security of data.

### Variation

This MoU can be amended by agreement between the parties in writing.

### Charges and liabilities

- a. The parties shall each bear their own costs and expenses incurred in complying with their obligations under this MoU.
- b. Both parties shall remain liable for any losses or liabilities incurred due to their own or their employees' actions and neither party intends that the other party shall be liable for any loss it suffers as a result of this MoU.

### Status

- a. This MoU is not intended to be legally binding, and no legal obligations or legal rights shall accrue between the parties from this MoU. The parties enter into the MoU intending to honour all their obligations.
- b. Nothing in this MoU is intended to, or shall be deemed to, establish any commercial partnership or joint venture between the parties, constitute either party as agent of the other parties, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

### Governing law and jurisdiction

This MoU shall be governed by and construed in accordance with English law and each party agrees to submit to the exclusive jurisdiction of the Courts of England and Wales.

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## Signed for and on behalf of:

Organisation:

Signature:

Date:

Name:

Position:

## Signed for and on behalf of:

**London Ambulance Service NHS Trust**

Signature:

Date:

Name:

Position:

# London Ambulance Service Defibrillator Accreditation Scheme



## Further information

[www.londonambulance.nhs.uk/defib](http://www.londonambulance.nhs.uk/defib)

Email: [defib@londonambulance.nhs.uk](mailto:defib@londonambulance.nhs.uk)

Tel: 020 7783 2366

Hotline: 020 7783 2365 to report defibrillator use

