

**Information Governance**

Robert Dolan House  
9 Alie Street  
London  
E1 8DE

**Email** [elft.foi@nhs.net](mailto:elft.foi@nhs.net)

**Website:** <https://www.elft.nhs.uk>

02 August 2023

**Our reference: FOI DA4802**

I am responding to your request for information received 22 June 2023. I am sorry for the delay in responding to your request. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

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

Tel: 0303 123 1113  
Web: [www.ico.org.uk](http://www.ico.org.uk)

**Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention**



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

**Request:** I would like to request the following information:

**Question 1:** Does your Trust currently use Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring within patient residences (including seclusion suites, patient bedrooms etc.)

**Answer:** The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here: question 2

<https://www.elft.nhs.uk/sites/default/files/2023-04/ANON%20Response%20-%20FOI%20DA4600.pdf>

**Question 2:** Where within patient residencies is this technology located (eg. Seclusion rooms, patient bedrooms, patient bathrooms)

**Answer:** The Trust has reviewed question 2 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here: question 3

<https://www.elft.nhs.uk/sites/default/files/2023-04/ANON%20Response%20-%20FOI%20DA4600.pdf>

**Question 3:** Copies of patient leaflets or information sheets related to Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring.

**Answer:** The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:

<https://www.elft.nhs.uk/sites/default/files/2023-04/RESPONSE%20Seclusion%20Policy%2010.0%20%28Final%2051222%29%20%281%29%20-%20APPENDIX%202.pdf>

**Question 4:** Your organisation's Equality Impact Assessments in relation to Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring.

**Answer:** The Trust has reviewed question 4 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor

The information requested is accessible here:  
<https://mhforum.org.uk/oxehealth-resource-pack>

**Question 5: Your organisation's risk assessment in relation Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring.**

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
<https://mhforum.org.uk/oxehealth-resource-pack>

**Question 6: Your organisation's operational and organisational policies and procedures relating to Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring, including details of patient consent.**

Answer: The Trust has reviewed question 6 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
<https://mhforum.org.uk/oxehealth-resource-pack>

**Question 7: Details of which services have the ability to use Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring. (ie. Secure Services, Psychiatric Intensive Care Services, CAMHS etc.)**

Answer: The Trust has reviewed question 7 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:  
*(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.*

The information requested is accessible here:  
<https://mhforum.org.uk/oxehealth-resource-pack>

**Question 8: Details about the decision-making process relating to adopting Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring.**

Answer: The Trust has reviewed question 8 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—  
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and  
(b) if that is the case, to have that information communicated to them.*



East London NHS Foundation Trust does not record information on the decision-making process as requested and is therefore unable to provide a response.

**Question 9: Records of any training provided in using this technology.**

Answer: Oxehealth have provided 30 training sessions to Trust staff as follows:

- One train-the-trainer session.
- 28 one-hour training sessions.
- Three away-day training sessions.

The training was attended by ward staff and clinical leads.

**Question 10. Details of where footage / information is stored**

Answer: Clear (Salient) Video Data is classified as special category personal data and is stored on a local dedicated server at the customer site for up to 24hrs after which it is automatically recorded over. Occasionally, when it is not possible to do so with other data available, Clear Video Data is copied to a password protected NAS device and either transferred to a clinician at the customer site to investigate a serious incident or transported to a secure server at Oxehealth's premises to investigate a potential performance issue with the software. Data transferred to Oxehealth is retained only until the investigation into the performance issue is complete and is then deleted.

In all cases the Clear Video Data is encrypted in storage and is in a proprietary format which means it cannot be viewed with publicly available software.

All other data generated by the Oxevision system is anonymised and considered to be non-personal data where there is no access to other information (including clear video data) which would identify the individual. This data is stored on the local secure server on the customer site until it has been uploaded to Oxehealth's secure AWS cloud server (located in a UK data centre). It is then automatically deleted from the local dedicated server at the customer site. The data is encrypted in transit to AWS, and additionally encrypted in storage on the AWS server where it is retained for up to two years and is used to monitor the performance of the product and ensure it is performing to the contracted standard.

**Question 11. Any Data Protection Impact Assessments for Oxehealth/Oxevision or any other video surveillance or technology enabled vital signs monitoring.**

Answer: See Appendix 1 attached.



We promise to work together creatively to: learn 'what matters' to everyone, achieve a better quality of life and continuously improve our services.  
**We care . We respect . We are inclusive**

**Chief Executive:** Paul Calaminus  
**Chair:** Eileen Taylor