

Our vision is borne out of our company ethos and forms the very essence of our strapline. Professional, Proud and Passionate. This has been embraced by all of our employees and is evident in every service QEF delivers.

We understand the importance of keeping our promises and always aim to surpass client expectations.

At QEF we always offer flexible proactive advice that is focussed on delivering commercial benefits to the organisations we work with.

QE Facilities

Training courses for front line staff

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QE Facilities
Professional, Proud and Passionate

Members of the QEF training team have over 15 years' experience working with the NHS as clients and delivering training sessions to NHS employees.

Recently we have expanded our training packages to encompass training that can be adapted to any frontline employees.

Conflict Resolution Training is a key measure to protect NHS staff, and those who deliver NHS services, from violence but can equally be beneficial to any frontline setting.

For many years this type of training has been mandatory in the NHS in order to protect its greatest asset, its employees.

Training should be monitored, reviewed and evaluated according to employees' risk of facing conflict and appropriate levels of training offered

As NHS Conflict Resolution Specialists, we are best-placed to deliver the training course that is mandatory for all NHS employees.

Courses available

- Conflict Resolution/Challenging Behaviour Awareness
- Breakaway Training
- Physical Intervention Training
- Lone Worker Training
- Telephone Skills for Conflict Resolution

“The North East Ambulance NHS Foundation Trust are happy to be working in partnership with QE Facilities who provide our Trust with Breakaway Training. We have found the service to be professional and the feedback is excellent.”

Elaine McDonald
Head of Workforce Development
North East Ambulance NHS Foundation Trust

Lone working

When considering lone working, you may not initially realise how many employees will at some point work on their own or without close supervision for all or part of their working day.

Job roles include community based staff, for example midwives, district nurses; and acute staff such as receptionists, porters or medical employees on late/night shifts.

Our training will give staff skills to work safely whilst on their own and enable you to assess and reduce risks accordingly.

We also offer the flexibility of adapting the session so that along with the personal safety element of the training, the course can also be focused on taking care and attention when alone with patients/service users or their relatives.

It will also offer communication skills along with the precautionary measures to take when working alone, which includes improvised barriers, stance and body language.

Benefits of Breakaway and Physical Intervention Training:

- Increased confidence
- Staff empowerment and Support
- Injury and Risk Reduction



“T3 Security has worked in a successful partnership with QE Facilities over the last 18 months, we have been exceptionally pleased with the high standard of the breakaway and physical intervention training our officers have received, this training has helped instil a higher level of confidence and professionalism in our officers as part of their health care security role.”

Peter Moore, Director,
T3 Security

For more information contact

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