

Shared Learning

Key learning following a serious incident



Colleague's death at the Quadrant:MK

Issued to: All Network Rail line managers, safety professionals and RISQS registered contractors

Ref: NRL 16/02

Date of issue: 25/08/2016

Location: The Quadrant, Milton Keynes

Contact: [Fiona Foulkes](#), Safety, Health and Environment Specialist



Overview

At approximately 21:25 on Saturday 5 March 2016, Oliver Betts, a member of the NSC24:7 Control team collapsed whilst in the courtyard to the rear of The Quadrant:MK.

Despite cardiopulmonary resuscitation (CPR) being administered, Oliver was later pronounced dead at the hospital. It is believed that he suffered a fatal cardiac arrest.

Underlying causes

It is not known what caused Oliver's cardiac arrest, however the investigation makes a number of recommendations that could improve our response to such events in the future including the use of defibrillators, documentation of next of kin details and recording pre-existing health conditions.

Key message

Anyone can use a defibrillator

A defibrillator is a device that can deliver a small electric shock to a casualty's heart where it has stopped beating normally, such as in the case of cardiac arrest. Defibrillators such as those found in offices or on train stations are designed so that they can be used by anyone and without the need for training.

Once the machine is turned on, it will automatically give the user visual or verbal instructions to follow and, once set up, will analyse the heart rhythm and shock only if required. You must still ring 999 or 112, who will dispatch an ambulance and support you whilst using the device.

Further information on using a defibrillator can be found [here](#).

Please take the time to find out whether your workplace has a defibrillator and where it is located.

Next of kin details

Line managers need to make sure that they have up to date next of kin details for every member of their team, including those who are agency or third party staff.

Copies of Shared Learnings are available on [Safety Central](#).