

## Rapid assistance in case of attack

UK staff security specialist, Atus Systems, is set to add to its portfolio late this year with the launch of the Smart Badge, which it says 'serves as an effective and indispensable extension of the smartphone'.



'Practical, reliable, and cost-effective', Smart Badge can receive messages 'from almost any other system or service'. Atus said: "Integration with the smartphone offers the best of both worlds, such as indoor and outdoor positioning when in alarm, location-based services, track and trace, and additional safety via the corresponding SmartApp."

"SmartBadge echoes the market-leading designs of its Phillips and Bosch predecessors, as Atus' origins are founded in the Personal Security Product division of the Bosch Group. Its rich history goes back to the 1960s, when Philips started an on-site paging business in Breda in the Netherlands, which was subsequently acquired by Bosch in 2002, and in 2010 by Atus BV."

Atus says that 'wherever staff are perceived to be at risk or face aggression', it provides solutions to rapidly alert other staff. It added: "Automatic, man down, and other alarms, together with active system control and location detection, enable fast help to be delivered wherever and whenever it is needed."

## HTM-recommended colours used

The Medicare HTM series nurse call system has, Medicare Systems explains, been designed to be very easy to use, and to 'withstand the rigours of the care home and hospital market'.

The company said: "The NHS uses HTM 08-03 bedhead service standards for call systems in hospitals and clinics, so we adopted those standards and features into our systems for the care sector. The display panels thus use HTM-recommended colours for standard calls (orange), assistance calls (yellow), emergency calls (red), staff presence (green), and call-accept (grey). Standard, 'assistance', and 'emergency' calls also have their own specific tone. This combination of visual/audible alert provides care staff with

a simple, safe method of correctly identifying call status."

The display panels' touchscreen informs all other staff that a call is being dealt with. A mute facility is designed to reduce sound intrusion. However, the call-accept and mute facility are only temporary; if the original call is not reset within 90 seconds, the display panels reinstate the call and sound.

Medicare was reportedly the first company to provide 'a full web-based call logging system'.

It added: "With e-logging, users are not restricted to viewing call data and reports on specific PCs; data can be viewed on any PC or Android phone from anywhere in the world."

## Courting success



C-TEC's Quantec addressable call system has been installed at Abbey Court Independent Hospital, a purpose-built facility in Warrington for people with dementia and other mental health needs.

"Efficiency is essential in any care environment, and Quantec's powerful features are helping to save staff time, minimise disturbance, and improve patient care at the 30-bedroomed hospital," C-TEC explained. "Quantec's staff pendants ensure patients receive the best possible care at the facility, which is split into two sections – a 20-bedroomed unit housing people living with dementia, and a 10-bedroomed unit for people with severe and enduring mental health problems."

The pendants (each programmed with a unique 'user ID') allow nursing or security staff entering rooms to log their 'attendance' via an infrared call point or receiver. By clicking their special infrared pendant, every room visit is logged in Quantec's datalogger or Surveyor software.

Graham Bell of Solid State, the electrical installation company that completed the project, said: "The 'Attendance' feature means managers can rest assured that patients are being regularly checked on, while staff can use the system to prove they are doing their job properly."

A second installation phase will see the system 'interfaced' with products including enuresis sensors, bed /chair exit sensors, PIR power interfaces, floor pressure mats, and LED lights.

## Excellent feedback 'four years on'

Wireless nurse call specialist, Courtney-Thorne, has installed its 08 system at Medway Maritime Hospital's 20-room pre-occupation care unit (POCU) in Gillingham, Kent, bringing to 10 the number of wards utilising the system at the hospital (pictured).

The installation is part of a rolling programme of nurse call upgrades at Kent's largest acute hospital, which serves 400,000 patients annually.

The hospital's move to a wireless system began four years ago, when the Medway NHS Foundation Trust decided to phase

out its existing hard-wired system in favour of a wireless system that could adapt more readily to its changing needs. Courtney-Thorne was appointed sole supplier of wireless nurse call systems following a rigorous procurement process, and its 08 system is now specified for all refurbishment projects.

The POCU installation involved 38 room units, and followed several other recent Courtney-Thorne wireless nurse call upgrade schemes, including in the hospital's 24-bed Bronte Ward and the 28-bed Sapphire Ward.



## Personal security 'app'

Stanley Guard is a new personal security 'app' from Stanley Security designed to help protect staff or other individuals who may be at risk and do not carry an on-site alarm mobile device.

Compatible with devices working on Apple, Android, BlackBerry, and Windows operating systems, it is 'an exceptionally easy to use personal safety system'. With a single 'shake' on the activated app, an alert is sent to the Stanley 24-hour NSI Gold-approved Alarm Receiving Centre, along with the user's location, and a video / audio feed, to enable the trained operator to verify the alert and initiate an emergency response.

The Stanley Guard 'app' operates in conjunction with Stanley Security's Minder and BodyGuard staff protection systems, 'a popular choice in medium and high security environments', which enable staff alarm mobiles to be constantly monitored. Each mobile device supports a variety of alarm types – from 'red button'



'Emergency alert', to less urgent 'Nurse Alerts', as well as identifying the user's location to rapidly summon assistance.

The company's range also includes the Gemini radio nurse call system, which generates patient and nurse alerts to Wi-Fi-enabled devices, traditional radio pagers, or mobile phones.

## Hospital integrates nurse call and VoIP

**A new communications system in the Jubilee Building at Taunton's Musgrove Park Hospital – which houses south-west England's first all-single bedded hospital accommodation – has won praise from user, the Taunton and Somerset NHS Foundation Trust.**

Supplier, Static Systems, said: "Staff have praised the seamless integration and simple and effective operation of the Static Systems Fusion-IP Optima nurse call system linked with Vocera's VoIP speech system."

Senior project manager at the Trust, Steve Power, said: "Moving from four conventional 32-bedded Nightingale wards to a new, three-floor building with 112 single bedrooms radically changed our staff communication requirements. We needed a system that enabled

patients to contact a staff member, and for staff to be able to communicate with others, regardless of their location. We also wanted staff to be able to talk to patients within their rooms, to reassure them if they were unable to attend immediately."

Static Systems added: "The system fundamentally follows standard nurse call design. Calls made on the patient hand unit are raised on the staff-worn Vocera VoIP badge, and via the usual 'follow the light' operation. The call can then be accepted by the nurse with the VoIP badge, allowing conversation between patient and staff member. If required, the call can be reset using the VoIP badge without having to attend either the patient bedside or the 'touchdown base'."

## Improving patient flow

With nurse call now part of the IP infrastructure, manufacturer, Austco, says that, 'as the final leg' to the hospital bedside or nursing staff, 'future-proofed' nurse call systems like its Tacera Pulse can be 'the catalyst to improving patient flow'.

The company said: "One great example is real-time bed management. With the addition of standard workflow panels or virtualised workflows on patient and duty stations next to bedsides, within bays, or on the ward, nurses can quickly determine the condition of a bed, and then automatically sequence the events necessary to ensure a change of bedclothes etc., ready for the next patient. Using 'workflows' to automate mundane tasks is performed from within the Tacera Pulse CMx2F engine."

The system offers functions including raising a status displayable anywhere in the hospital, sending messages to relevant staff members and specific parts of hospital, allowing personnel to open real-time communication channels between essential parties, and 'continually monitoring the status of a flow, triggering associated flows, and logging all activities as an audit trail'.

Integrating RTLS (real-time location) brings further workflow enhancements. With a fully integrated system, messages can now be sent to only those staff at a specific location.



## Looking to a more 'mobile' future at Norwich facility

**Wandsworth Healthcare partnered with the Norfolk and Norwich NHS Trust in 'an innovative installation' of IPiN, a fully IP nurse call system complete 'with mobile integrations'.**

Wandsworth was selected to supply its 'fully IP' IPiN nurse call solution to the 953-bed Norfolk and Norwich University Hospital, built under a £229 m PFI scheme. The installation is still ongoing. The company says IPiN 'harnesses the opportunities that IP-based



nurse call provides – from centralised administration and reporting, to an array of third party integration options'. It added: "IPiN provides a fully IP-based system from source to bed level."

"By incorporating our 'IPiN Mobile' functionality into its IPiN system (HEJ – August 2015), Norfolk and Norwich University Hospitals NHS Foundation Trust has also invested in the potential for mobile nurse call. Integrating IPiN Mobile allows nurse, emergency, and cardiac

calls, plus 'admin' and reporting, to be viewable, in real time, on allocated Android mobile phones, without staff having to be at a fixed nurse station."

The IPiN Mobile nurse call system operates over the Trust's Wi-Fi network, and is currently used across the hospital's Cardiology and Cardiac Care units, configured to ensure staff at varying levels only receive the calls applicable to them. It is also being utilised by the hospital's chosen maintenance / service and support company, whose engineers can receive, view, and analyse, live fault diagnostic reports on their mobile devices.