

CarePlus™ advanced configuration meets the needs of 12 specialised suites and theatres at Holly House Hospital, London, UK

Executive Summary

Aspen Healthcare

- London Hospital
- 70 Beds

Challenge

- Heritage listed building
- 4 old nurse call systems
- 8 specialised suites

Solution

- Integrated CarePlus™ system
- 4 CCMs
- 15 NIMs
- 15 display signs integrated to new theatres for emergency calls

Results

- Reduced installation cost
- No trenched cables
- Reduced return to site via remote maintenance
- Reliable life safety system with remote support

Aspen Healthcare Limited

Aspen Healthcare owns and operates acute care hospitals, a cancer centre and a clinic in the United Kingdom. The company offers medical services ranging from health screening, outpatient clinics, and cosmetic surgery to specialised cancer treatments and post-operative nursing care. It also offers physiotherapy, general surgery, fertility and orthopaedic clinics, and diagnostic screening services.

Aspen Healthcare was formerly known as Paracelsus UK Limited and changed its name to Aspen Healthcare Limited in May 1998. The company was founded in 1987 and is based in London, United Kingdom. Aspen Healthcare Limited operates as a subsidiary of USPI, United Surgical Partners International Inc.

Challenge

The £20m purpose-built facility, contains outpatient services and operating theatres previously located within the original house which dates back to the 19th century. The new building consists of 23 consultation and minor treatment rooms.

The new build provides cutting edge treatment facilities leaving the existing hospital, complete with many of the house's original features, for inpatients to enjoy a relaxing and comfortable stay in surroundings not dissimilar to a five-star country house hotel.

Phase two of the redevelopment and expansion project will see additional inpatient bedrooms created within newly vacated areas of the original building, increasing the number of inpatient beds from 55 to 70.

Aspen Healthcare required modernisation of their old nurse call systems as they had become unreliable and the cost of on-going maintenance was escalating. Holly House had 4 incumbent nurse call systems and were looking for a new technology provider. The following challenges faced Holly House Hospital:

Meeting challenges of specialisation

- Aspen Healthcare commenced a significant upgrade of all 8 hospitals and needed a technology provider who could support them with a future-proof system for a full upgrade program.
- Aspen Healthcare have a range of specialised health suites and need a system that can provide customised technology per specialised suite.



Best Modern Health Care Facilities in UK

Mr. Phil Bates, Director of Holly House Hospital, said:

*"This is an exciting time for private healthcare and Holly House. Our new hospital has been designed to combine the exceptional medical care for which Holly House has been known for the last 30 years with some of the best modern healthcare facilities in the UK."
"The investment, our largest ever, will be a major boost to the local community as well as our own staff."*

Challenges and technical considerations

A number of technical challenges were faced by Sanco UK Limited in designing a CarePlus™ solution to meet the challenges of Holly House:

- The cable infrastructure was old and needed to be upgraded to structured cable.
- The theatre staff needed instant communications of any emergency or high priority calls from the rest of the hospital due to specialised skilled nurses residing in theatres.
- The number of interconnected CarePlus™ CCMs meant sharing call priorities and communication across care areas by employing a master CCM to handle paging and sign control..

Facilities at a glance

- 5 theatres
- Endoscopy suite
- 70 registered beds
- 12 outpatient consulting rooms
- Oral surgery and dentistry suite
- Pharmacy Diagnostic Centre
- BUPA accredited breast cancer unit
- Physiotherapy treatment areas and gym
- Fertility unit at Holly House
- Private GP consulting rooms
- Pathology laboratory
- Decontamination department

Solution

The first step in upgrading Holly House was to remove the old nurse call systems from the existing patient rooms. The oldest system, a Zetler (circa 1970s), was installed in half the site.

The next stage was to work with the builder and architect to ensure the right configuration of systems were installed and integrated ensuring workflow and communications for hospital staff meeting their new operating procedures

Once the systems were installed – all the care areas, theatres and specialised suites were integrated into a site wide corridor display and radio paging communication- system.



Flexible New Technology

Mr. Andrew Grant, CEO, at Sanco UK Limited said;

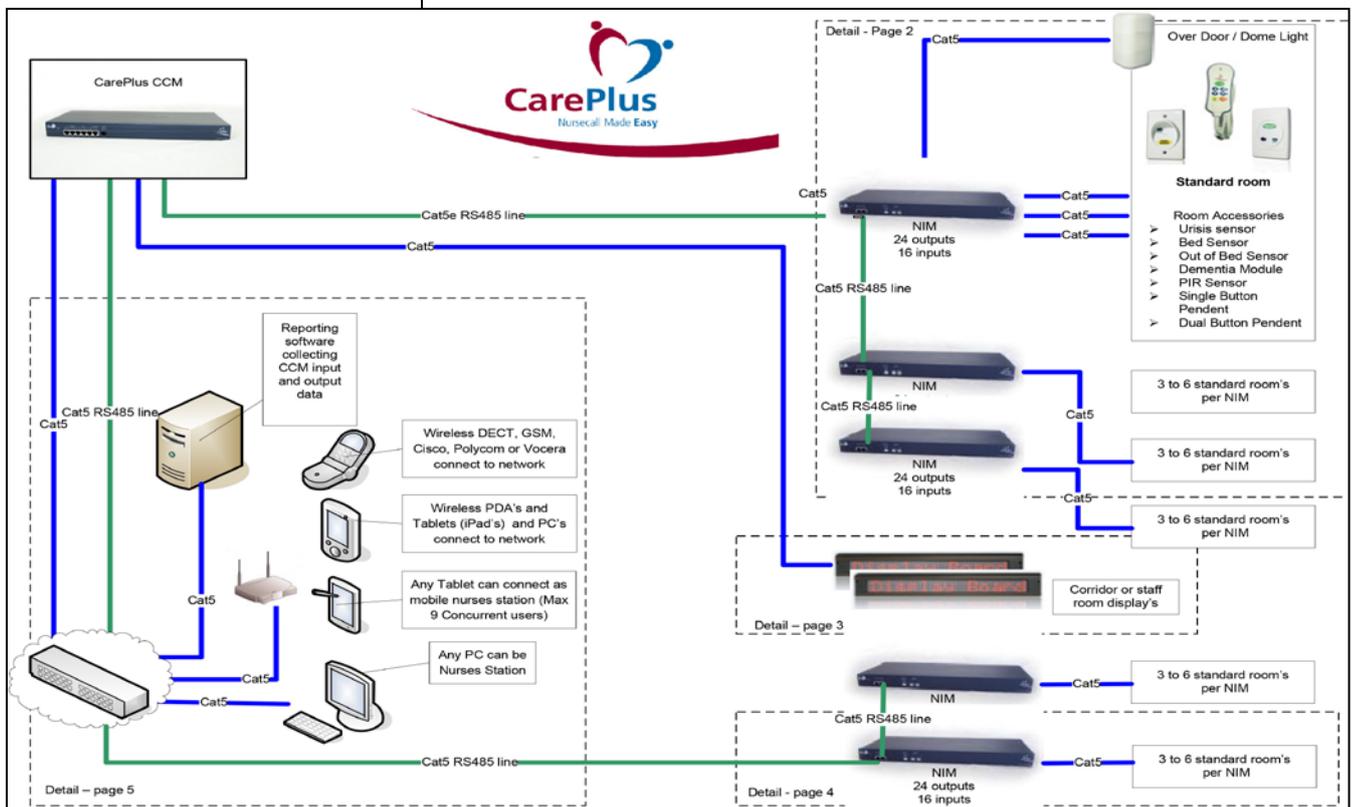
“CarePlus™ was the only solution we could provide which would serve the hospital for the next 25 years”.

“Remote login enabling timely configuration changes brought a smile to the management team’s faces.”

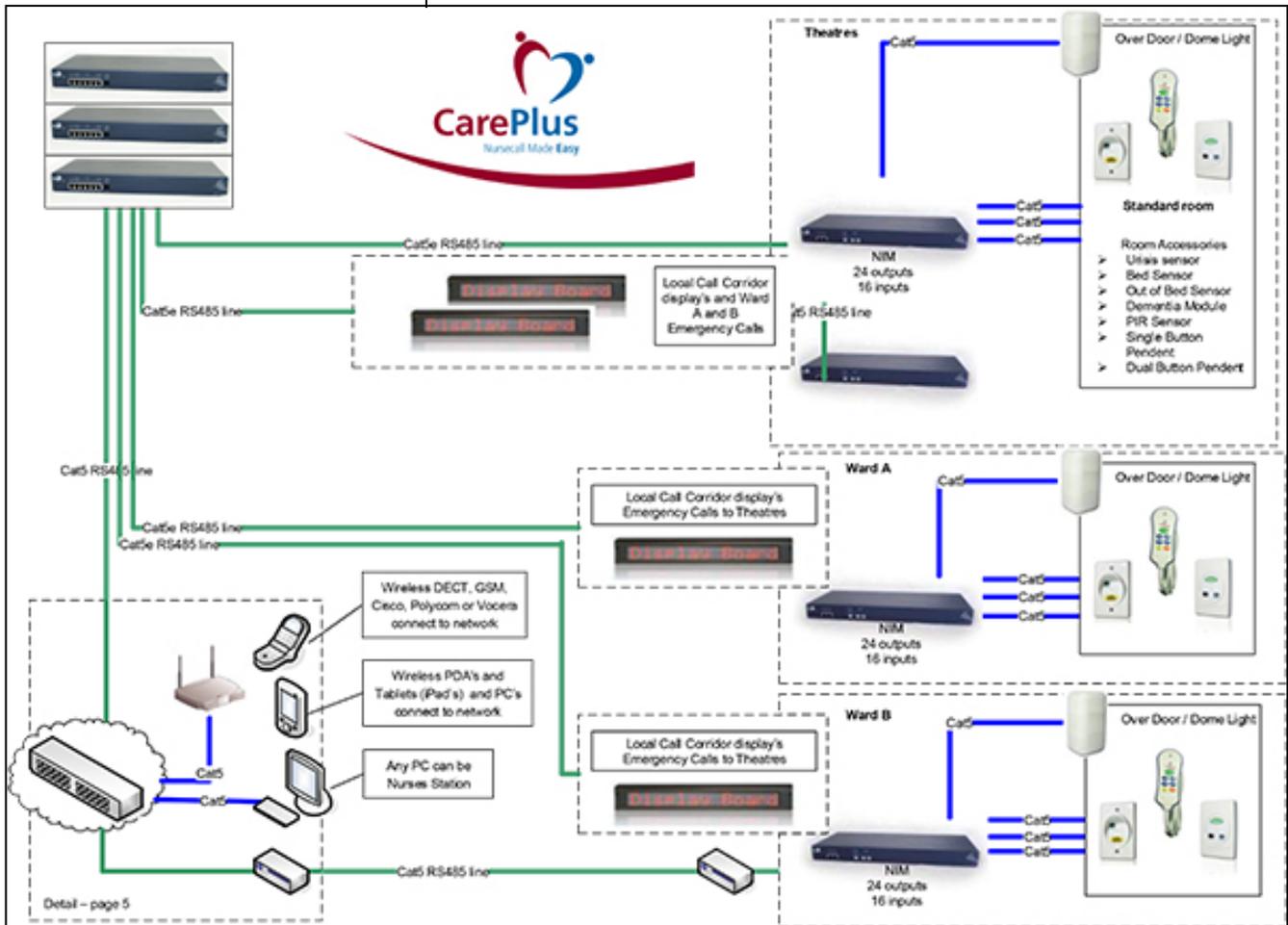
Technical solution

- Deployed CarePlus™ in 5 new theatres and specialist suites and integrated into existing wards.
- Due to the building program the new system would have to work alongside the existing nurse call systems until rooms became available for upgrade.
- These old systems included:
 - Wireless ARM
 - Wireless Acall
 - Hardwired Austco
 - Hardwired Zetler
- Deployed CCMs in a network to centralise LED sign communications and control paging across all areas.
- Provided remote login enabling regularly required configuration changes to meet operational needs.
- Implemented hospital wide cardiac calls from anywhere to all areas via LED signs.

Basic ward configuration



Site configuration



RESULTS

- Eliminated problems and issues associated with a wireless nurse call system.
- Reduced on-going unnecessary call outs each month.
- Sanco UK's CarePlus™ solution provided a reliable life safety system for staff and patients that can be remotely managed from Sanco UK's office in Herefordshire.
- Implemented global cardiac calls for whole hospital.
- Remote login allows configuration changes to be made without costly call outs to a busy London hospital.
- Provided a scalable and future-proof system that will grow with technological change at Holly House for decades ahead.