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Supporting our
NHS

Case Study

Spire Nottingham Hospital

Static Systems delivers full end-to-end IP nurse call solution for Spire Nottingham Hospital.

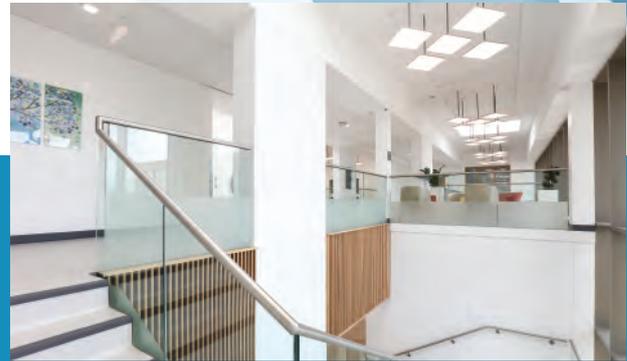
Overview

Spire Healthcare is one of the UK's leading independent hospital groups, operating 39 hospitals, 8 clinics and 1 oncology centre throughout England, Wales and Scotland. Spire Nottingham Hospital was purpose-built with future technology in mind and opened to patients in April 2017.

Located in Tollerton, South Nottingham, Spire Nottingham Hospital offers a range of clinical specialties, including complex Cardiology, Orthopaedics, Ophthalmology, General Surgery, Gynaecology, Urology and Cosmetic Surgery. Routine and complex procedures for adults and children are undertaken at the hospital.

Spire Nottingham Hospital has 42 private en-suite rooms, 11 day-case beds, 4 theatres including a hybrid theatre, an Endoscopy Suite, on-site MRI, CT, X-ray, Ultrasound and Mammography, Physiotherapy and Pharmacy.

Spire Nottingham Hospital is rated 'outstanding' by the Care Quality Commission.



Spire Nottingham is a prestigious project and we were delighted to have played a key role in designing and installing their nurse call system. The project was completed ahead of schedule, the installation process ran smoothly, and the system is performing very well. So once again, we have a very happy client!

Matt Thompson, Senior Account Manager at Static Systems Group.



Our challenge

Two years prior to work starting on the site, Static Systems was invited by Spire Healthcare to present the very latest in nurse call solutions and associated technologies. We were then tasked with developing the project's scope of work, generating drawings and writing the specification – all prior to the contract being put out to tender.

We were subsequently successful in the tender process and in June 2016 were appointed to design, install and commission a full IP nurse call system for the new hospital.

One of Spire Healthcare's key requirements was the flexibility to add to the nurse call system either at the time of design or post installation. Other stipulations included automatic nurse presence, two-way speech, VoIP integration, catering call and a minimum system lifecycle of 20 – 25 years. ▶



+44 (0) 1902 895 551
www.staticsystems.co.uk

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Our approach

Having been involved in scoping the project two years prior to work commencing on site, we had a very clear understanding of Spire Healthcare's requirements. Our project team held a number of meetings with the client team regarding the LAN set up and how this would communicate with their own LAN. We also held discussions around two-way speech and how this could be linked to the hospital's VoIP systems.

The chosen solution for Spire Nottingham Hospital was our full end-to-end open protocol IP Ultima™ solution. Ultima is cost-effective, future-proof and specially designed for multi-disciplined, ward and site-wide communication. It works seamlessly with our Fusion Healthcare Platform to offer an extensive range of advanced facilities to assist with task management and promote patient well-being. The entire system is fully HTM 08-03 compliant.

Ultima can be set up on clients' networks, however in this instance we designed and installed an independent network for the nurse call system and bridged across to Spire Healthcare's LAN network. This avoids the need to install an additional network around the hospital simply to connect the 13 nurse call systems together. It also allows us to output nurse call data, such as call logs, onto the hospital's own computers.

Some of the main features that Ultima is enabling at Spire Nottingham include:

- Patient Call
- Bathroom Call
- Staff Call
- Cardiac Call
- Catering Call
- Staff Attack
- Bed Exit Alarm
- Bed Light Control
- Automated Nurse Presence
- VoIP Speech
- Call Logging with the facility to log all calls and resetting against a time and date; allowing senior staff members to investigate the system and report back on nurse call activations
- Call Transfer across all the hospital's nurse call systems, allowing the transfer of calls between departments and wards
- VoIP Phone System Integration

Value-added support

During the construction process, we provided extensive support to the client team, including undertaking some of the secondary containment works when this was running behind schedule.

Once the building had been handed over, we continued to provide support, including 'Train the Trainer' sessions to ensure that senior nursing staff were confident to operate the nurse call systems across the entire site before undertaking their own training sessions with other staff members.

We also invited the hospital's estates and maintenance team to shadow our commissioning engineers, enabling them to gain a high level of understanding of the system, installation and the ongoing maintenance of the equipment thereafter. Spire Healthcare has opted to use Static Systems for ongoing maintenance.

A truly prestigious project

Matt Thompson, Senior Account Manager at Static Systems, concludes: "Spire Nottingham is a prestigious project and we were delighted to have played a key role in designing and installing their nurse call system. Having been involved at such an early stage in the project, we were ideally placed to design a solution which would not only meet Spire Healthcare's immediate requirements, but which would also provide a future-proof system that can be adapted to incorporate and integrate with new healthcare communications technologies as and when these come to market. The project was completed ahead of schedule, the installation process ran smoothly, and the system is performing very well. So once again, we have a very happy client!"



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