



Where Care Meets Tech

Supporting our  
**NHS**

## Case Study

# Musgrove Park Hospital

## Seamless integration of nurse call system with VoIP speech

In 2014, following a competitive tender, Static Systems Group was awarded a major contract to provide nurse call with integrated Voice over Internet Protocol (VoIP) speech at Musgrove Park Hospital, part of Taunton and Somerset NHS Foundation Trust.

While nursing staff appreciate the benefits the system delivers, the capital projects team values Static Systems' service and the performance of the equipment.

The scheme, at the hospital's new Jubilee Building, saw a move from Nightingale wards to 100% single bedrooms with en-suite bathrooms - a fundamentally different healthcare environment. Staff now work across the wings of each floor and within each bedroom. This requires a change of how nursing staff communicate between themselves and with the patients they care for.

### Solution and delivery

Static Systems has a long-standing relationship with Musgrove Park, with nurse call systems installed in various parts of the hospital.

We demonstrated our Ultima™ nurse call system and Vocera's VoIP speech, showing how both systems work independently and the seamless integration of the two.



**It was the confidence we had in the Static Systems' solution to integrate with the Vocera device that was the deciding factor.**

**Steve Power**, Senior Project Manager, Capital Projects Office, Taunton and Somerset NHS Foundation Trust.

Static Systems and Vocera held workshops with the hospital's capital projects, IT team and a clinical lead, together with our contractors, to plan the deployment and to ensure the system would be fully operational when patients were moved in. The system was installed as part of the overall construction of the building, with Static Systems subcontracted to Lorne Stewart, M&E subcontractor to BAM Construction.

We installed, fully tested and commissioned the system, which includes 112 bedhead units and eight touchscreen indicators, one at each staff base. The system is structured wired with central hardware installed in two locations on each floor.



+44 (0) 1902 895 551  
[www.staticsystems.co.uk](http://www.staticsystems.co.uk)  
SSG ref: 524 (11/2014)

## Functionality for staff, reassurance for patients

Steven Power, Senior Project Manager, Capital Projects office Taunton and Somerset NHS Foundation Trust, explains: "We wanted the patients to be able to contact a member of staff and for the staff to be able to contact each other, regardless of where they were on the ward. And, if appropriate, for the staff to be able to talk with patients within their bedrooms to provide reassurance if they were not immediately able to attend to the call.

"We've installed a two-part communication system: Static Systems' IP-based nurse call system and a Vocera person-to-person communications device. It was the confidence we had in the Static Systems' solution to integrate with the Vocera device that was the deciding factor.

"From a patient perspective it's very easy to use. It's fair to say that the wards would not function as they do if the systems were not integrated.

"The nurse call system meets all the requirements of the HTM, with call information displayed on touchscreens at staff bases, including the type of call and point of origin. The call is also routed from the Static Systems' nurse call to the Vocera device."

Steve adds: "In a separate part of the scheme, Static supplied a bespoke solution that incorporates a speaker and microphone into the bedhead trunking, enabling the staff to talk with patients within their rooms.

"In addition to the products being cost-effective there was a benefit in having one point of contact for both the bedhead services trunking and the nurse call system."

Amanda Morgan, Associate Director of Nursing and Jubilee Building Commissioning Manager, explains: "Feedback from staff on the use of the Static Systems' nurse call system and Vocera has been overwhelmingly positive. Within the wards they would not be without it and appreciate the time and effort it saves by allowing them to communicate effectively over patient care issues."

Jubilee Building staff certainly appreciate the benefits the systems deliver. Donna Ryan, Ward Sister Barrington Ward, said: "If there's an emergency, we can do a general broadcast and get staff there quickly. It's all a great improvement. You can call in from home using it to ring through to the Vocera system without going through the hospital switchboard."

Michelle Groves, Junior Sister Barrington Ward, said: "The real difference with the new call bell system is not having to hunt around to find which patient has called. The room number will either be transmitted to the nurse or HCA using Vocera or we can look at the Static Systems' panel at the nurses' station which highlights the room number."

Deborah Symons, Ward Receptionist, adds: "I can put a call from a patient's relative on hold and speak to a nurse and get an update on the patient very quickly."



**The seamless integration of the nurse call system and VoIP speech facility enables Musgrove Park to deliver a high standard of care and reassurance to patients in single bedroom accommodation.**

**It's a good benchmark for future projects at other hospitals, both new build and significant refurbishments.**

Tom Ashford, Account Manager  
Static Systems Group.



## Ideal for new build and refurbishment

Static Systems' Account Manager, Tom Ashford, explains: "The system provided for the Jubilee Building uses Ultima™, one of our latest generation IP nurse call systems. It is structured wired using Cat 6 Cable - operating on its own independent network, linking to the hospital's LAN.

"As well as providing the usual nurse call functions, Ultima™ has the option for various applications to be retrofitted post installation with relative ease to suit client specific requirements. Enhanced nurse call functionality incorporated into the system at Musgrove Park includes staff presence, call transfer and call escalation. The hand unit also controls the patient's bedlight.

"The patient hand units which are used to communicate with Vocera's speech system have an antimicrobial agent incorporated during the manufacturing process which will not wear away and, therefore, last for the life-time of the product. The units are also waterproof which allows for effective cleaning between patients."

Tom adds: "The scheme at Musgrove Park is working very well. It's a good benchmark for future projects at other hospitals, both new build and significant refurbishments."

"We also supplied approaching 400 metres of our Modus bedhead services trunking."

## Here's an outline of the Musgrove Park system in operation:

- The patient raises a call using the nurse call patient hand unit in the usual way.
- The call is raised on the staff-worn Vocera VoIP badge
- The call is accepted by the member of staff, and conversation takes place between patient and staff
- The call can be reset using the VoIP badge without need to attend either the patient bedside or staff touch-down base.



**+44 (0) 1902 895 551**  
**[www.staticsystems.co.uk](http://www.staticsystems.co.uk)**  
SSG ref: 524 (11/2014)



Where Care Meets Tech