

# Christies Hospital NHS Trust

One of Europe's leading Cancer Centres

## PROJECT AT A GLANCE

Project Type  
Security

Vertical Segment  
Healthcare

Location  
Manchester, UK

## CUSTOMER BENEFITS

- Bespoke, enterprise-class, IP-based video security solution
- Partnership approach between customer & Schneider Electric to overcome problems associated with nature of site
- Scalability and future proofing of the system will allow for future development both in terms of site area and the monitoring provided by the system
- The Schneider Electric Lifecycle commitment has led to maintenance work & scope for future opportunities



## BACKGROUND

Based in Manchester, The Christie is one of Europe's leading cancer centres and treats over 40,000 patients each year. In addition to its reputation for excellence within the cancer care field it is also a vital international centre for research and clinical trials. Work on this scale obviously involves vast numbers, and the hospital currently employs over 2500 staff and has over 300 regular volunteers supplementing their activity. Keeping patients, visitors and staff and the extremely valuable equipment and drugs secure was becoming an increasing problem in the old buildings that house this renowned centre. A new 21st century approach to security was required.

With many staff working shifts, the hospital operating 24/7 and a constant flow of patients and visitors, maintaining hospital security was proving a challenge for the facilities team with their existing system. The Christie already used a Satchwell BMS system, and during one of their regular client meetings in early 2008 Schneider Electric became aware that the hospital needed a fresh approach to security. It was apparent that the existing system of cameras was outdated and not meeting the demands of the hospital's Estate Management team. A full, independent dilapidation report was carried out and this highlighted areas such as excessive cable runs between the cameras and monitoring centres and as a consequence a problem with picture degradation. The quality of pictures in some cases was so poor that the evidence provided was not of sufficient quality to be used in legal proceedings, should it be required. In addition background recording was found to be unreliable. A new approach was required that would embrace the next generation of security systems and provide the hospital with a leading-edge system, in keeping with its reputation for quality and innovation. A management decision was made to put the design and provision of a new security system out to tender.

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Bob Higginbotham, Head of Facilities – Christies Hospital NHS Trust

Schneider Electric understood the problems and issues being encountered by the Christie’s facility division and was able to suggest a solution in the form of a new, bespoke security system designed to meet the hospital’s own, unique requirements. At the same time the hospital management invested in a feasibility report that was designed to form the basis of the business case for an investment in a new security system. To address the need to meet an increasing legal requirement for minimum safety and security levels to be provided by employers for their employees, this meant that a change was almost inevitable.

#### TIME TO CHANGE

By October 2008 a decision had been made and the order was placed for a new system based on an enterprise-class, IP-based video security solution that utilised the latest technology and security imaging architecture to provide unparalleled reliability, scalability, and superior image quality. One of the key factors in securing the contract for Schneider Electric was that the system could be installed over the hospital’s existing network, thus greatly reducing the cost as there would be no need for large scale wiring works.

Prior to the installation of the system the team from Schneider Electric worked closely with Bob Higginbottom, Head of Facilities and his team at The Christie to really understand how the hospital building stock was being utilised and which areas of this complex facility

required a new or enhanced approach in terms of security. The detailed analysis that was undertaken at this stage to ensure that the new system was fit for purpose has paid huge dividends. Now that the system is up and running Bob and his team are far better equipped to track movements of staff and equipment than they were previously.

Obviously working in a specialist cancer centre provided Schneider Electric with a unique set of challenges for its engineers. Seriously ill patients do not want to be disturbed by the noise of drilling and related installation disruption. However with careful planning and close liaison, Schneider Electric was able to install the entire system with minimum disruption to the care of the patients during the 20 week installation programme.

The project covered two main sites; the main hospital and its adjacent car parking area. New development is planned for The Christie and the newly installed system has been future proofed to ensure that as the hospital expands and technology advances the security system will be able to grow and respond to these changes.

## NERVE CENTRE

One of the successes of the project has been Schneider Electric's work to provide a newly designated control room for the security system. The establishment of a central point as a focus for all of the Christie's security aspects has led it to rethink its entire approach and adopt a new corporate policy. This in turn has led to increased benefits of efficiency and effectiveness in a number of areas not initially envisaged when the system was first planned. Not only that, but the new system has served to reassure both patients and staff about their own safety whilst in the confines of the hospital.

Bob Higginbotham, Head of Facilities at The Christie, commented; *"The combination of Schneider Electric's experienced personnel and the high quality of the system they have installed has resulted in a system that has revolutionised our approach to hospital security. This is bringing benefit to both patients and staff whilst ensuring that the valuable equipment and treatments held on the site are more secure and protected."*



The central control facility houses eight 19" monitors and two 42" monitors plus two joystick controls which allow the security operators to control the 146 cameras that are installed across the site. It is here in the central facility that all the back-up and recorded data is stored. The system is able to record two weeks of continuous data with up to three days saved in real time. The quality of these images exceeds the standard required for use as evidence, should it be needed as part of a prosecution case.

Schneider Electric has provided full training for the hospital's personnel and as part of its life-cycle approach to clients is also providing support and maintenance for the new system. Looking to the future, Schneider Electric has designed a security solution for the hospital that will facilitate any future extensions or additions to the system, such as a 3rd party access control system which can be added with minimal disruption and in line with the hospital's evolving security policy.