



# Building a Trusted Environment in Healthcare

**I trust.**





## Our Goal

We have one common goal at Allegion; to keep people safe and secure in the areas where they live, work and visit.

Healthcare environments are complex structures. They must operate continuously whilst at the same time ensuring patient, visitor and staff safety. We meticulously operate within this sector to maintain and enhance safety and security standards within these facilities.

In May 2018, we conducted research involving key decision makers in the healthcare sector. We questioned areas involving fire safety, security measures and safety protocols within their buildings.

Our findings have highlighted some of the key safety and security issues and concerns in UK healthcare environments.

We recognise the challenges that decision makers face for the upkeep of these environments. We also understand the level of standards that healthcare facilities in the UK have to deliver and maintain which is why we're here to assist with our expertise.

## Our Guidance

This guide is dedicated to highlighting the key issues in healthcare facilities, whilst providing insight into the way we, as an industry, can work together to improve the safety and security standards in our buildings.

From this guide, you will be able to gain an understanding of the issues and challenges facing our healthcare facilities, and the solutions for these problems.

We're here to help you find appropriate solutions for the problems we are facing, ultimately improving the standards of safety and security in this sector.

If you need further information on anything covered in this guide you can contact our expert advisors on the helpline or head to our website.





## Fire Safety

One of the key issues the healthcare sector is facing appears to be a lack of trust in existing fire safety measures currently installed within facilities.

According to our 2018 report, over a quarter of respondents in healthcare believe their fire safety measures to be compromised. Of those, over half say a lack of product knowledge towards fire safety products to be the reason why.

When you consider that one in four have experienced a fire safety incident at their facility in the last three years, it becomes clear that there is an increasing problem with fire safety compliance within our public buildings, putting occupants' lives at risk.



53%

*say lack of knowledge on fire safety solutions to be a reason behind their compromised fire safety measures*

## Fire Doors


Fire doors, which are designed to trap flames and smoke while allowing occupants the opportunity to escape, are a must in any healthcare facility.

Standard procedure requires all specified fire doors to be correctly installed, regularly maintained and used appropriately to help contain a fire within an area. However, our research suggests this isn't always the case in healthcare buildings.

Fire doors play a major role in the fire safety and protection of buildings. When fitted with a self-closing mechanism, fire doors, once opened, will close to help

contain the fire and buy valuable time during an emergency situation. When doors are propped open, the safety of occupants cannot be guaranteed as the fire will fail to be compartmentalised, and the spreading more severe.

You can create a smart, safe and secure environment by identifying potential issues with fire doors, as well as products that aren't functioning correctly and devices that need maintenance to ensure smooth operation.



*The most common fire door FD30 offers 30 mins of fire protection*



## Fire Door Safety Checklist

To make sure fire doors are operating correctly you should follow these tips:

- ✓ Check the door is a certified fire door by looking for an identification label on the top edge of the door or a colour-coded plug inserted into the jamb
- ✓ Ensure fire doors are professionally fitted and implemented with the appropriate hardware installed
- ✓ Carry out regular checks on the gaps around the top and sides of the door to ensure that they are no more than 3mm wide
- ✓ Make sure the seals are intact and hinges are firmly fixed
- ✓ Check the fire door closes firmly onto the latch without sticking
- ✓ Ensure appropriate door signage such as 'fire door keep shut' is displayed
- ✓ Routinely check your fire doors are ready for use and operating as they should be

If you do suspect that one or more of your fire doors aren't meeting the required standards, please seek professional advice from one of our trained experts who are always on hand to guide you.

## Safety and Satisfaction

With each healthcare facility being unique and diverse, it's important to know which fire safety solutions and products are appropriate. Choosing the wrong product due to a lack of product knowledge is preventable.

For high-use areas which require doors to be held open or have lighter operational forces, electromagnetic or cam-action door closers are the perfect solution. These can include the Briton electromagnetic hold open/free swing 996 or 3934 closer or Briton 2700 series cam action closers.

Typically used on fire doors, these types of door closers can be linked with the building's fire alarm or smoke detection system. When activated, the door closer closes the door in the normal manner. This not only helps to contain the fire by preventing the spread of fire and smoke through the building, but also eliminates the need to prop fire doors open illegally.

**65%+**  
*of healthcare respondents  
say they have seen fire  
doors propped open*

Providing a clear and unambiguous means of escape from a building in the event of a fire is fundamental to life safety and must be incorporated in the design of every building. Panic hardware, such as Briton low projection 570 series touch bars, installed on all emergency exits will enable people to evacuate the building as quickly and safely as possible. However, means of escape should not be considered in isolation from other fire precautions.



**Over  
70%**  
*of healthcare facility decision makers  
acknowledge they have issues identifying the  
correct required products for their building*





## Security

General safety and security of healthcare facilities is another key element in the efficient running of such environments as they enhance the building both for those staying and working in such facilities.

Most healthcare facilities are designed to house open-plan areas. Furthermore, healthcare premises house not only vulnerable people but also valuable equipment, important medical records, pharmaceuticals and general supplies.

It's imperative that access is controlled, ensuring security to key areas of a building, all while maintaining substantial safety standards.

Most healthcare facilities, such as hospitals, can be considerably complex in their layouts. Optimising a facility's physical environment – that is, everything from door hardware to locks and access control – has a direct link to improved patient health and safety, staff safety, security and performance. In turn, this also increases operational efficiencies and financial outcomes.



# 45%

say that the design or  
layout of their building presents safety  
and security issues

## Security Solutions

There are multiple influencing factors to consider when choosing the right security solutions.

This includes reducing noise, maximising free passage for optimum people movement, minimising cross-contamination, administering adequate preparation for emergency situations and allowing safe and efficient egress when necessary.

Due to the open layout and continuous operating hours that most healthcare facilities accommodate, visitors are ever-present.

Yet, there are many healthcare buildings across the UK that do not have a lockdown procedure in place.

The age of a building also appears to be a determining factor in security confidence.

This, combined with a lack of product knowledge, means healthcare buildings are at risk.

27%

*of key decision makers say their facility does not have a lockdown procedure in place*

Years ago, older healthcare buildings with outdated or damaged hardware were limited by choice, and the upgrades that were available weren't always an appropriately fitted replacement. Notwithstanding this, any budgeting pressures these facilities faced led to a reluctance to upgrade old traditional systems.

Today, however, the scope of solutions available to the UK market means that healthcare facilities can opt for solutions that fit their specific needs and requirements, aligning with their values and targets along the way.

43%

*of key decision makers feel the main reason behind compromised security is a lack of product knowledge*



## Effective Security Measures

There are many areas within healthcare facilities which require a higher level of security and restricted access.

These include areas such as maternity wards and neonatal units, pharmacies, medical and patient record storage areas, and delivery bays.

These sensitive areas require controlled access and monitoring of visitors and staff who are continually coming and going within the area.

All sensitive areas need to be kept secure for both patients and staff, whilst remaining easily accessible. This can be maximised with the help of networked access control systems with real-time management and monitoring, such as Schlage versatile multi-technology readers.

Another great way to control high-security areas is with biometric readers, such as the Schlage Handkey and Handpunch. When networked or standalone, these ensure that only those who are authorised can gain access to sensitive areas.



# 30%

*of people with newer buildings (0-20 years old) are concerned with security issues*

For areas such as staff offices that are used by only a few people but often contain highly sensitive information, an electronic access control system could also be beneficial. However, if the facility cannot accommodate for the installation of such a system, a standalone electronic lock such as the CISA 12010 series electric mortice locks could be considered. Such easy-to-use locks require a PIN and/or other credential for entry, and can track events at each lock to know who used the lock and when.

# 50%

*of people with older buildings (over 60 years old) are concerned with security issues*





# Infection Control

All healthcare facilities containing vulnerable patients and visitors should have precautionary measures in place regarding infection control to help prevent the spread of germs that contribute to hospital-acquired infections.

These precautionary infection control measures are critical to maintaining an efficient, safe and satisfied premises.

Infection control measures can range from hand hygiene and environmental cleaning right through to the door hardware used around a facility.

*Infection control ranks as second highest priority to buildings in healthcare*

Healthcare associated infections concerning lung, wound and blood infections can be reduced by using hardware preventatives around a premises. Often, the anti-bacterial protection is incorporated into the hardware during the production process.

*Almost one in four believe the infection control measures in their facility to be compromised*

It cannot be washed away or rubbed off, thus providing effective and long-lasting protection, preventing germ build-up and significantly reducing cross-contamination from contact areas.

It's important to remember that there are tailored hardware solutions available for use in every facility.

Whether your building is a modern or older facility, there are solutions tailored to your needs.

## Methods used to prevent spread of infection



**Hand hygiene**  
(82.7% of respondents)



**Environmental cleaning**  
(71% of respondents)



**Use of antimicrobial treated products such as handrails, door handles**  
(53.3% of respondents)



**Use of automatic openers, electronic locks, electromagnetic hold open or cam action door closers**  
(30.6% of respondents)

## Tackling the invisible

Contact surfaces in medical and nursing facilities are one of the prime causes of the spread of infection.

Unsurprisingly, door hardware – whether handles or the door itself – is one of the most common harbourers of harmful bacteria. In contact hundreds of times a day with staff, visitors and patients alike – and encouraged by warm surroundings – bacteria can thrive on door handles, grabrails and other contact surfaces.

For that extra layer of cleanliness, door hardware with in-built anti-bacterial protection such as Normbau or antimicrobial copper solutions can help to battle against the spreading of germs.

The use of automatic door sensors with power operators, such as the Briton infra-red auto operator 2500 series, can also help to combat the spread of infection and are ideal for sterile environments such as operating rooms and cleanrooms.

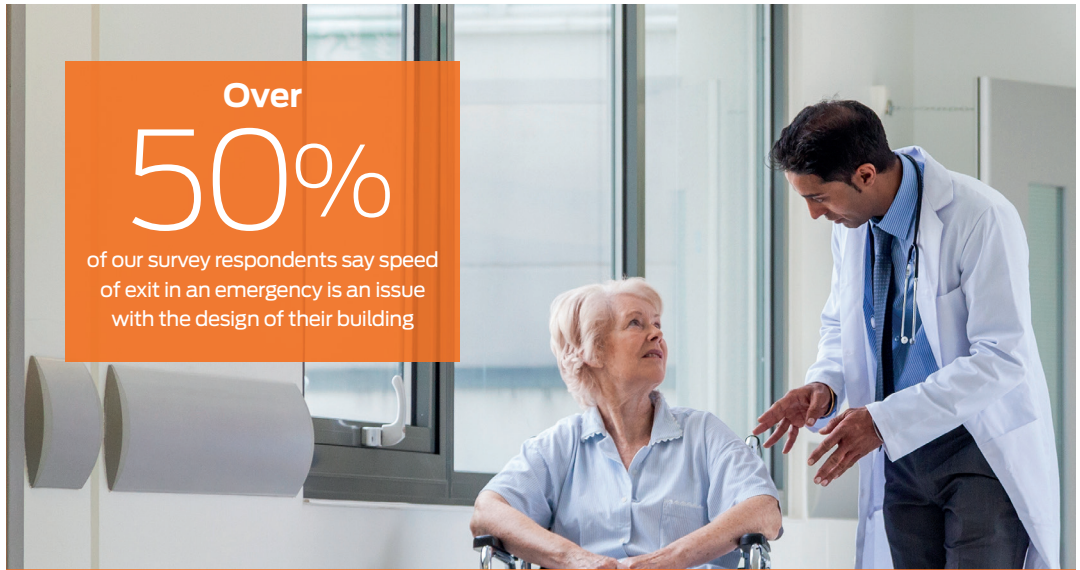


Touchless sensors are used to activate devices fitted to the main access doors to a surgery for example, allowing doctors and nurses to enter and exit the sterile area without touching any door handles or activation switches.

Only  
52%

of all healthcare respondents believe their existing infection control measures are robust and effective.





## Ease of Movement

Healthcare buildings are often running at high capacity for continuous periods of time. Staff, visitors and patients all need to be able to move around a room with ease and efficiency.

Healthcare facilities such as hospitals also have a responsibility to ensure people with limited mobility can access and exit the premises with ease.

Buildings in this sector need to meet requirements such as the Equality Act 2010 so that visitors with reduced mobility are able to travel without compromise to a building's security.

The design and layout of healthcare facilities presents an issue to almost half of decision makers in this sector.

The speed of exit in an emergency and bottleneck areas are two problem areas here.

Issues like this need to be rectified in order to maintain a safe environment for vulnerable patients, visitors and staff.

There are a variety of solutions available to aid the movement of a building's occupants.





## Efficient Access and Egress

Some situations, such as during busier periods and in emergency situations like an evacuation require high levels of access and egress. Therefore, it is essential hospitals are equipped with doors and door hardware which can accommodate these needs.

Ultimately, doctors, nurses and other hospital personnel need to move throughout the facility quickly and easily. Doors and door hardware need to facilitate when such personnel are in a hurry; carrying medical supplies, or pushing stretchers or wheelchairs. Doors that don't open as needed can sustain repeated damage from trolleys and other equipment that may bang into them.

A smart solution is to automate these openings, with a power assisted, low energy operator such as the Briton 2500 series. This allows users total freedom

from manual door operation to provide safe and easy access. The doors are opened when the user triggers a push or touchless activator, located far enough away from the opening so that the door is open by the time the user gets to it, minimising damage from pushing.

**40%+**  
*of the facilities affected by  
this issue are bottleneck areas.*

## Our Trained Experts

At Allegion, we have a group of trained experts who are skilled in guiding you to selecting the most appropriate products for the healthcare sector based on performance, certification, aesthetics and budget.



Whether you're looking to;

- **Improve your fire safety standards**
- **Bolster the security of your facility**
- **Aid ease of movement within your building**
- **Enhance your infection control measures**
- **Gain more information on building safety and security**

You can trust our experts to help find the solution you need.

We are a leading provider of both solutions and expert advice services that help to ensure environments are safe and secure without inhibiting access or working capability.

At Allegion, we care about keeping people safe and secure, where they work, rest and visit.

We are dedicated to helping a wide range of people across the country select the right solution for today, whilst future-proofing arrangements for what might happen tomorrow.

## Contact Us

Don't be afraid to get in touch with one of our experts today!



*"The issues with differing levels of product knowledge and general awareness of the risks involved in making the right fire safety and security decisions is a dangerous combination"*

**James Keith**  
End User Solution Strategy Manager

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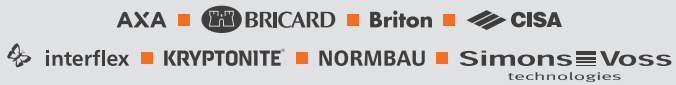
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## About Allegion

Allegion (NYSE: ALLE) is a global pioneer in safety and security, with leading brands like CISA®, Interflex®, LCN®, Schlage® and Von Duprin®. Focusing on security around the door and adjacent areas, Allegion produces a range of solutions for homes, businesses, schools and other institutions. Allegion is a \$2.4 billion company, with products sold in almost 130 countries.

For more, visit [allegion.com](http://allegion.com)



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