

Critical Healthcare Communications Technology

Maximise safety, productivity and workflow efficiency with a range of bespoke healthcare communication solutions designed to solve ever-evolving sector challenges.

- **Future-proof Nurse Call Systems**
- **State-of-the-art Containment Solutions**
- **Unrivalled Support and Aftercare**

Addressing the Challenges of Today and Tomorrow

As the UK’s leading supplier of Nurse Call systems, Wandsworth Healthcare have set the standard for modern healthcare technology for over 70 years. We’re proud to supply a range of tailored HTM-compliant Nurse Call systems and containment solutions to eliminate operational inefficiencies and ensure that even the most high-capacity wards can deliver the highest standard of patient care.

Our flexible, modular Nurse Call systems and specialist care solutions are fully scalable to the needs of your facility, helping to improve healthcare operations and patient experience for the long term.

Working closely with NHS Trusts and private healthcare organisations across the UK, we ensure that our adaptable technology continues to meet the existing and anticipated needs of the modern clinical environment, addressing unforeseen challenges and complying with the latest HTM guidelines.

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Contents

How We Work	04
Your Dedicated End-To-End Service	06
Case Studies	08
A Solution to Meet Your Challenges	14
Your Nurse Call Questions	16
IPiN Evolution	20
IPiN INSiTE	22
IPiN Mobile	23
Third-Party Integrations	24
Containment	28
Service & Maintenance	31
Connected Care Wireless Nurse Call	32
A History of Innovation	34

How We Work

Wandsworth Healthcare have been supplying cutting-edge, fully IP nurse call solutions to the health sector for longer than anyone else. To enable practitioners to deliver the highest level of patient care and facilitate time-critical communication, we're continually innovating to deliver outstanding nurse call solutions with site-wide networking.

Our experts collaborate with clinical staff, NHS Trusts and health facility design specialists to create bespoke solutions that meet or exceed your exact specification and make a new level of workflow efficiency possible for your teams.

We can offer advanced wired and wireless nurse call technology, horizontal and vertical containment solutions with bespoke configuration, customised patient handsets and more to address the full spectrum of healthcare needs.

From your free consultation and survey to the initial design phase, installation, training and aftercare, we provide a dedicated end-to-end service to deliver full peace of mind and ensure your facility is equipped with a cost-effective, dynamic system that enhances all aspects of patient care. Our design team is made up of some of the most experienced nurse call and containment design specialists in the industry who will work alongside you to create a full, transparent design and costing with no hidden extras.



Ensuring Safety and Workflow Efficiency

Used by NHS Trusts throughout the UK, our flexible, fully IP to the bed nurse call and containment solutions are expertly developed to overcome a range of industry challenges from staff and patient safety to patient satisfaction issues.



Future-proofing and Adaptability

Utilising a flexible IP network offers the highest level of third-party integration. Our innovative healthcare solutions are completely future-proofed, able to meet the current and future needs of your setting.



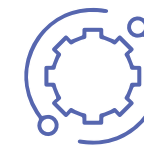
Design Flexibility

Providing full design flexibility, with the option to integrate VoIP, lighting control, administration and reporting, staff attack technologies and more, our modular nurse call solutions are able to adapt and grow to suit your every demand.



Cost-effective Solutions

Robust, reliable and easy to update, our bespoke clinical solutions are expected to perform for a minimum of 15 years from installation, ensuring a long operating lifespan and reduced cost of ownership.



24/7 Service Support

Part of our dedicated end-to-end service is about providing quality aftercare when it matters most. Our team of experienced engineers can provide non-disruptive solutions, timely remedial work, and maintenance to ensure your equipment operates to the highest possible standard, with 24/7 service & support available.



Wandsworth Healthcare at a Glance

- Consultative and collaborative design process
- Free CAD service with unlimited revisions
- Full and transparent design cost and guaranteed maximum price, no hidden extras
- UK designed, manufactured and stocked
- Directly employed maintenance and support teams



Wandsworth Healthcare is Underpinned by the Four Ds



Designed

— end-to-end flexible solutions with a dedicated expert team



Delivered

— cost-effective innovative solutions for time-critical environments



Dependable

— reliable and easily managed systems with 24/7 service support



Digital

— future-proof and problem-solving approach with integrated infrastructure and data management

Your Dedicated End-to-End Service

1 Initial Consultation

During your free consultation, our experts will work closely with you to identify the best possible solution for your setting, taking the needs of staff, patients, and management into full consideration.

Our team of experts are here to help you navigate each stage of your project, delivering a dedicated end-to-end service that is second to none. We offer the highest level of support with every healthcare project whether a facility refurbishment, equipment overhaul, or straightforward system upgrade.

2 Preliminary Design

Due to the bespoke capabilities of our systems, our designers will propose an innovative, problem-solving solution that addresses your unique healthcare challenges and fits the existing design of your facility.

3 Design Review

Once a design proposal has been finalised, your consultant will guide you through each component of your system ensuring that it meets your exact specification.

4 Installation

Our experienced engineers proudly offer rapid installation that minimises disruption by using existing containment and retrofitting to existing trunking to get your system up and running as quickly as possible.

7 Maintenance

With our dedicated aftercare support, our teams can diagnose and repair potential faults as and when required, operating discreetly to eliminate the need for ward closure and equipment downtime. Our team also have the ability to dial in and change the functionality of existing systems remotely (where remote access is enabled) for faster fault diagnosis and repair.

5 Commissioning

We work directly with clinicians to commission your system before carrying out a stringent testing process to ensure that your equipment performs at maximum efficiency.

6 Handover

During the handover process, our teams provide best-in-class training to ensure all staff are confident in system operation.



HMT Sancta Maria Hospital, Swansea

With a wealth of experience in designing, manufacturing and installing agile, problem-solving Nurse Call systems to NHS Trusts and private hospitals throughout the UK, Wandsworth Healthcare were the company of choice to deliver specialist nurse call functionality for HMT Sancta Maria Hospital in Swansea.

The new private healthcare facility's team was impressed by Wandsworth Healthcare's ability to provide a bespoke, fully IP Nurse Call system for Royal National Orthopaedic Hospital, Stanmore and therefore trusted in their unrivalled industry expertise. Following an equipment demonstration led by Wandsworth Healthcare, the hospital's team were delighted to select the IPiN Evolution Nurse Call system for its bespoke capabilities, reliability and ease of use.

Facilitating a Range Of Specialist Call Types with Cutting-Edge Technology

Key challenges faced by the hospital included the unintentional allocation of nurses to catering duties as opposed to catering staff, creating inefficiencies in the day-to-day management of the facility. To maximise operational efficiency and ensure that nurses were not alerted for catering duties going forward, the hospital required an advanced, reliable Nurse Call system that alerted the catering team only once the button was activated.

In addition, the Sancta Maria team recognised a gap in their existing way of working and requested custom functionality to alert a secondary member of staff when extra assistance was required on a particular ward. Wandsworth Healthcare were able to easily address this need with custom 'assistance required' calling and integrated this into the system as part of their exceptional end-to-end service.

This unique design brief incorporated cleaner and catering functionality, 'assistance required' functionality and porter call to ensure the full spectrum of healthcare needs was met within the facility. Wandsworth Healthcare were able to deliver on every requirement, accommodating 40 beds with a robust, HTM08-03 compliant system that helped to drive workflow efficiency throughout the facility.

Enhancing Patient Management in a Leading Private Facility

As the relationship with Wandsworth Healthcare progressed during the design process, the hospital's team also requested pagers that would receive porter calls when patients were ready to go to theatre. Due to the flexibility and future-proofed design of IPiN Evolution, this functionality was easily integrated into the system, providing a seamless, problem-solving solution for the facility.

By upgrading their existing equipment with the IPiN Evolution system complete with custom call types, HMT Sancta Maria Hospital were able to eliminate previous inefficiencies pertaining to catering and cleaning whilst ensuring that staff were sufficiently supported with another member of the team where required. IPiN Evolution's ability to integrate with the facility's paging system also ensured that porters were instantly alerted and patients could be transported to the relevant location without delay.

“Optimising deployment of nursing, catering, cleaning and porter staff with IPiN Evolution, solving the problem of ensuring the team are always in the right place for operational efficiency and the best patient experience.”

Case Studies



One Stop Doctors Healthcare

Wandsworth Healthcare were recently selected to install a bespoke, flexible Nurse Call system for private company One Stop Doctors Healthcare, the only facility of its kind in the UK.

Situated on an industrial site, One Stop Doctors offer multiple consulting rooms for GPs operating in a range of specialist areas. The healthcare facility provides affordable yet advanced medical expertise and an array of treatments, aiming to make private healthcare easily accessible for patients in the area and beyond. To ensure that the hospital continued to deliver excellence across its treatment and examination offering whilst making patients feel at ease each step of the way, the facility required a unique nurse call solution that incorporated chaperone call functionality in addition to nurse presence and emergency call alerts.

Delivering Specialist Call Functionality to a Unique Private Healthcare Facility

Working closely with the facility's consultant, Wandsworth Healthcare were able to propose the perfect solution with the IPiN Evolution Nurse Call system. Adhering to the latest HTM guidelines and offering the highest level of integration and adaptability, IPiN Evolution worked seamlessly with the hospital's existing network, offering a superior alternative to the multitone system that was previously in place. The bespoke abilities of the Wandsworth Healthcare system ensured that chaperone call, nurse presence and emergency call types could be easily incorporated within one solution to optimise patient experience throughout the facility.

An additional requirement was to deliver a Nurse Call system on brushed steel, which was within scope for Wandsworth Healthcare but not possible for rival companies. Wandsworth Healthcare immediately stood out to the One Stop Doctors team, offering a complete end-to-end service and unrivalled healthcare solutions tailored to the exact demands of the facility. Specified to deliver the IPiN Evolution Nurse Call system complete with ergonomically designed IPiN Handsets, bespoke trunking and recovery pods, Wandsworth Healthcare utilised years of expertise in the sector and were able to install an efficient, one-stop solution within a strict delivery schedule.

Chaperone Call Installed as Part of a Seamless, Stress-Free Process

The chaperone call functionality was required to alert a specific group of nurses if a chaperone was needed in a particular room within the facility whilst an examination was taking place. The Wandsworth Healthcare IPiN Technical Manager conceptualised the system, creating a button to send out the alert and integrating the nurse call equipment with a paging system which provided a simple-to-use, problem-solving solution to the hospital's needs.

The customised HTM-compliant system was designed, manufactured and installed without inefficiencies or obstacles, accommodating the entire facility and helping to maximise patient comfort. The One Stop Doctors team were delighted with the reliability and flexibility of the system and hospital staff are now able to experience crystal-clear two-way calling with the additional functionality required to deliver an unrivalled patient experience.

“IPiN Evolution provides this private facility with a bespoke nurse call solution incorporating chaperone call as well as nurse presence and emergency alerts, installed in brushed steel to retain the design aesthetic of the setting.”

Case Studies



The University Hospital Of North Durham (UHND)

Wandsworth Healthcare is thrilled to be working in tandem with Engie FM to undertake a full refurbishment of the University Hospital of North Durham's nurse call facilities, throughout the 523-bed premises.

The hospital's old technology has reached its end-of-life and will be replaced by an IPiN Evolution Nurse Call system alongside brand-new horizontal medical trunking. Given the requirement for patient care to continue during these works, this process will be carried out with minimal disruption to operational efficiency in the building.

Fitting a Brand-New IPiN Evolution Nurse Call System

Our robust IPiN Evolution Nurse Call system harnesses the latest IP technology to offer an innovative, future-proof solution that can adapt to suit ever-evolving hospital demands. The system can be integrated with third-party or Wandsworth systems while remaining fully backwardly compatible for a more cost-effective, tailored option for healthcare environments.

The latest IPiN Nurse Call system is capable of being expanded to include VoIP, staff attack and wandering patient functionality for a multi-faceted solution that allows nurses to deliver the highest level of care and safeguard both patients and staff. The end-to-end service, including full maintenance support, provided by Wandsworth Healthcare ensures a long life cycle for all IPiN Nurse Call systems.

Outstanding Progress Made in the First Two Phases

Through the first two phases of the nurse call overhaul project, we were able to easily replace the existing Wandsworth system while retaining 100% of the features required by the hospital, including entertainment and nurse presence services. Our team of installation experts were able to preserve existing back boxes in each room with the vision of manufacturing new bespoke plates to complement the new, versatile nurse call solution. The IP system is simple to build up and install in stages for projects that require a flexible, dedicated network.

Equans Project Managers and NHS Trust Estates Engineers were confident in selecting our cost-efficient IPiN systems to fulfil the specified brief, having chosen the existing system from our manufacturer. We first carried out a demonstration for Engie and the Trust, showcasing the flexible and fast-acting capabilities of the IPiN system to propose a plan for upgrading the existing technology. Our team then carried out a full survey of all areas and wards, cross-referencing the existing schematics to ensure any changes since the initial fitting were successfully captured, no matter how minor. We were able to add unique modifications to the existing core solutions, including a new entertainment rack and updated green OD lamps for Nurse Presence Facility.

Entering Phase Three of this Unique Refurbishment Project

The first two phases of the project were successfully delivered within a tight timeframe, with each vacant ward completed in no more than 5 days. In some cases, our installation team were working in a live environment and managed to cause minimal disturbance. Our experts kept existing systems live while the new IPiN systems were installed so that the hospital could run as normal, with a few areas requiring temporary, wireless systems to eliminate downtime.

The Project Manager at Equans has been delighted with the progress of the project so far and the impact this has had on hospital efficiency and staff coordination. With the first two six-month phases complete, we are moving into the third and final phase of project delivery. The final phase will see the hospital fully fitted with our innovative IPiN Evolution Nurse Call system, thus enhancing the patient experience using the most responsive and adaptable nurse call solution available.

“
Replacing old technology with an upgraded IPiN Evolution Nurse Call system with minimal disruption in a live hospital environment
”

A Solution to Meet Your Challenges

New Hospital Build



A reliable, scalable, and future-proof Nurse Call system is a key component of any new hospital. Working with a dedicated project team, we will work with you from the initial call to the commissioned system.

- Networked IPiN Evolution Nurse Call system
- Sitewide networked IPiN INSiTE
- Pre-piped and pre-wired medical services trunking
- DECT / Paging

Single Ward Refurbishment



Ward refurbishment can be disruptive, but our team have the solutions and expertise to upgrade your Nurse Call system with minimum disruption and cost.

- Standalone IPiN Evolution Nurse Call system
- IPiN Evolution installed into existing back boxes and containment
- Live upgrades using a temporary installation of our wireless Connected Care Nurse Call system

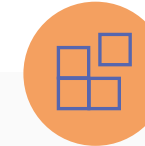
Dementia-Friendly Environments



As the need for dementia-friendly settings is growing, our team have the experience and solutions to provide a complete dementia-friendly Nurse Call system.

- Modified alarm patterns, tones and lighting to minimise sensory overload
- Simplified patient handsets with iconography
- Third-party integrations with dementia care devices
- PIR and pressure mat alarms
- Access control interfaces

Modular Builds



Modular builds and off-site construction allow quality to be improved as well as timelines and budgets to be reduced. Our team work with contractors to integrate our hardware with modular and off-site construction maximising the savings to time and budget.

- Pre-installed trunking and wiring
- Compartmentalised and easy to assemble
- A system scalable to your needs

Surge Ward/ Temporary Builds



From a small number of trolley beds added to an existing ward to a full temporary ward, our team have the solutions to cover your patients and staff.

- Wireless Connected Care
- No minimum or maximum number of beds
- Fast deployment with pre-programmed shipping
- Intuitive interfaces to reduce training

Private Hospital



Our IP based Nurse Call system allows you to exceed the expectations of your private patients as well as keep them safe and manage your resources for maximum efficiency.

- Networked IPiN Evolution Nurse Call system
- IPiN INSiTE reporting
- Catering call
- Euro presence
- Porter call
- Full duplex speech (VoIP)

Life Cycle (PFI)



PFI contracts bring their own challenges and opportunities. Our team have been working on PFI sites from the very beginning and know exactly how to support your contract.

- Modular replacement
- Retrofit into existing third-party back boxes and containment
- IPiN INSiTE reporting
- Future-proofing (15-year support guaranteed)
- Live upgrades using a temporary installation of our Connected Care wireless Nurse Call system

Mental Health



Settings built for mental health service users can be some of the most challenging environments for a Nurse Call system. Our team can guide you in creating an environment that is safe for both staff and service users.

- IPiN Evolution Nurse Call system
- Staff attack
- Anti-tamper faceplates
- Anti-ligature hardware
- Interface with door security system

Retrofit



Retrofitting our IPiN Evolution Nurse Call system into existing containment can save time, money, and disruption. Our team have been upgrading existing installations to IPiN Evolution since its launch in 2015.

- Interfaces for all manufacturers' existing back boxes and containment
- Live working in operational wards

Wandsworth Healthcare Solutions at a Glance



- Dedicated project management
- UK design and manufacturing
- Regional support engineers
- Directly employed installation engineers

Do I need a new network to run IPiN Evolution?

IPiN needs its own data network to operate, but this doesn't have to be part of your existing data infrastructure. As part of the standard delivery and installation of a new system, we will quote to install a dedicated LAN which will be specifically for the IPiN system and can operate fully independently of your main data network. This can easily be added to, as more areas of a hospital are upgraded to IPiN. The areas can be networked together and monitored via a dedicated PC (in estates for instance).

There are significant benefits to at least partially utilising the existing hospital network however. For example you may wish to have dedicated IPiN cabling on each floor of a hospital but then make a single connection between IPiN and the hospital network to make use of network links and resilience between floors that already exist as part of the data infrastructure.

If you wish to deploy the web-based reporting element of IPiN INSITE that relies on the existing hospital's WiFi network, this too will require connection to the existing data network. This could take the form of a connection at each floor as described above, or just one single connection between the two networks.

These are typical scenarios, but there are many other configurations possible so you can be sure that whatever the physical or functional requirement, there will be a solution that fits.

What third-party systems can IPiN Evolution integrate with?

IPiN utilises industry standard, common technology at its core and this means it's ready for the "Connected World". As hospitals have become more and more connected via IoT and other technologies in their day-to-day operation, we have developed IPiN Nurse Call to not only be a part of this connected world but also, where necessary be its main hub via our IPiN INSITE software suite.

Typically integrated systems include, but are not limited to:

- **Bedlight control**
- **Paging systems (including advanced speech paging systems)**
- **Staff attack system (wired and wireless)**
- **Tablet / smartphone**
- **RTLS systems**
- **Door access control**
- **Baby tagging**

- **Medical equipment monitoring (secondary alarms can be provided for ventilators, gas alarms etc)**
- **Assistive technology for persons with limited mobility, dementia etc**
- **Fall monitoring**
- **Bed mats**
- **IR lighting**

How is IPiN Evolution programmed?

IPiN Evolution Nurse Call is programmed by our team of specialist system designers. However, long before we let them loose on your system, there will be a period of design collaboration with the client to develop a "Cause and Effect" document. Whilst the system has a standard method of operation to comply with HTM 08-03, we will consult with the end user to determine any additional special functionality. Typically this may just be to incorporate levels of call escalation. For instance, high priority calls can be programmed to indicate globally during the night shift when there are fewer staff available. Another common request is for all patient calls that have been unanswered for a set period of time to be automatically escalated to a higher priority.

During this consultation we will also discuss how any third party devices are expected to interact with IPiN. For instance, it may be a requirement that when a cardiac call is initiated, IPiN sends a signal to the door access control to automatically unlock all the doors to create a "Blue Route" to the patient and send a message to the paging system or via smartphones so that the dedicated crash team are immediately notified. When a staff attack call is initiated it may be a requirement that there is no audio indication, all doors are locked and a message is sent to a dedicated security office.

We appreciate that every system is different and know that a "one-size-fits-all approach" often means the client has to make compromises. With our IPiN system we will ensure you are getting the functionality you require and only then programme the system ready for final testing, commissioning, and staff training.

What happens if a handset gets damaged?

IPiN handsets are designed to be as resilient as possible and are water and dust proof to IP67. They also utilise a quick release mechanism to help prevent damage to

the handset plug. If they do get damaged, Wandsworth can quickly send a replacement from our UK-held stock.

Can I add additional beds to IPiN Evolution in the future?

Yes, and we hope you choose to! Our largest hospitals are well over 1000 networked beds. At any point in time we are working with many trusts on lifecycle projects that might span years of installations and where a number of wards will be refurbished every year until the whole hospital has been upgraded and networked.

How long will an IPiN Evolution system last?

As the IPiN Evolution system uses standard TCP/IP technology at its core, the programming language we use will last for as long as we continue to use computers in the way we do. Whilst electronics hardware may get smaller and faster every few years (just like computers), the core way in which IPiN systems work won't change. This may mean that after 10-15 years you may wish to consider upgrading the electronics element of the Nurse Call system to take advantage of any new developments, but the visible part of the system that the patients and staff interact with won't need to change, which minimises ward disruption.

Our cover plates are all manufactured using high quality aluminium which is powder coated to RAL9010 (white) with antibacterial additive and all plastics are moulded using impact-resistant material and with the same antibacterial additive, so we expect products to be very hard wearing. When replacements are needed, our switches are all modular and can be easily swapped out and replaced.

What maintenance services are available from Wandsworth Healthcare?

We offer a nationwide maintenance service and recommend the purchase of an annual service agreement which will give the client access to faster engineer attendance, discounted spares and call out rates, and an out-of-hours helpline.

Our annual service agreements are available in 3 different tiers:

Bronze –

- Engineer attendance within two working days. Includes 1 yearly visit to conduct a full planned preventive maintenance review.
- Discount on spares and callouts.

Silver –

- Next working day engineer attendance. Includes 2 yearly visits to conduct a full planned preventive maintenance review per HTM guidelines.
- Higher discount on spares and call outs over Bronze.

Bespoke –

- Tailored to fit your specific requirements. For example fast engineer attendance or remote assistance via our team of technical support engineers dialling into your system directly over the internet.

Silver is our recommendation as it meets or exceeds the requirements of HTM 08-03, but just like the system itself we can work with you to agree on the most cost-effective solution.

Can Wandsworth Healthcare design my medical trunking?

Yes, we'd love to. Wandsworth have been supplying medical trunking for over 35 years and have learned a thing or two over that time. We currently offer two variants of horizontal trunking, a quick delivery option that requires assembling on site by the installer, and a fully-bespoke designed option that will be supplied fully assembled and pre-piped for gas for easy and quick installation on site. We also offer a vertical solution in a range of widths – also fully bespoke and pre-assembled prior to delivery for a very quick and easy installation.

All medical trunking is designed at the quote stage and a basic CAD drawing supplied for review. For the pre-assembled bespoke trunking, once an order is placed Wandsworth will create a 2D CAD drawing of the units for review, discussion and sign off before we go into production.

Is there a limit to what I can have in my trunking?

The main limiting factors to bear in mind are the amount of wall space available at the bed and the guidelines set out within HTM 08-03. If wall space is an issue, we have several different options of trunking available.

We can supply horizontal trunking as a single run or double-up to 'double banked' trunking to provide more vertical area. If vertical trunking is more desirable, we can manufacture up to an 800mm wide unit and provide it for both sides of the bed (especially suitable for ITU departments where additional redundancy is needed).

With regard to the HTM and British standards, there are set distances that need to be adhered to on how far apart gas terminals and power sockets should be installed, as well as at what height certain equipment should be ideally mounted.

Our trunking designers will work with the client to ensure the correct amount and type of services are provided and that the units are also fully compliant with the right standards.

Your Connected Care Questions

What batteries do you need for Connected Care devices?

Our call points use CR2477 batteries. Our power supply units use either 5-amp or 10-amp batteries depending on the type of PSU.

How long do the batteries last?

Typically, 18 months assuming 4 calls a day.

How do you change the batteries in a Connected Care device?

On the back of the button there are two battery lids which can be removed to replace the two batteries (connected in parallel).

What is the range of a Connected Care system?

The Nexus System with Master/Slave Zone Protector has a range of up to 500m (environment dependant).

The Nexus System without Zone Protectors (with dongle) has a range of up to 40m.

Can you replace the handsets on Connected Care?

RJ10 handsets can be plugged into any call point. If it breaks just buy a new one, plug it in and you are ready to go.

IPiN Evolution

Fully IP-to-the-bed Nurse Call

Our cutting-edge IPiN Evolution Nurse Call system utilises the latest IP technology to provide a unique problem-solving solution that can adapt and grow by integrating with both Wandsworth and specialist third-party equipment. IPiN Evolution is a reliable, future-proofed Nurse Call system that delivers enhanced communication and staff coordination.

All IPiN Evolution systems are capable of two-way SIP speech as standard, allowing voice communication between staff and patients to be enabled at the point of installation or added in the future.

No Fancy Cabling

IPiN Evolution only requires CAT5e cabling (which is standard in these projects) so no fancy cabling is required and IPiN Evolution works with a hospital's existing containment.



IPiN Evolution

Each ward and each hospital requires a very specific set of solutions to meet their unique needs and the hardware they have in place must be easily adaptable to new or previously unforeseen challenges.

IPiN Evolution is a totally integrable nurse call system utilising the latest IP to the bed technology. This technology connects bed stations, nurse stations, and communication points across a hospital site to deliver a fully digital critical care communications system.

With complete adaptability built in to IPiN Evolution as standard, our expert team can work with you to deliver unique and effective solutions to meet your project needs. Whether that be specific call types, integration with assistive devices or connecting with existing hospital features, Wandsworth Healthcare can deliver a cost-effective nurse call system that forms the core of your hospital's work flow and patient care.



Crystal-clear two-way calling based on its own **separate IP network**



IP67 rated so handsets can be dip sterilised



Handset membranes for custom designs



Antimicrobial wipe-clean membrane casing and grips



Backwardly compatible with existing IPiN Systems

- **Large backlit buttons**
- **IP67 rated**
- **VoIP options**
- **Easy to clean and dip sterilisable**
- **Antimicrobial membrane**
- **Easy to replace**
- **Dual bed light controls**

(switch, dim and scene selection)



IPiN Evolution Smart Display

- Touch screen interface
- Custom tones and alarms
- Clear icon-based navigation
- Fully configurable workflow and escalations



IPiN Evolution in Challenging Environments

- Fittings with no ligature points
- Anti-tamper call points
- Industry-leading staff attack functionality
- Custom control of alarm settings, noise and timings



VoIP

- Crystal-clear communication
- Improves efficiency of single rooms
- Utilises future-proof voice technology



IPiN Evolution at a Glance

- Over 70 years' experience in nurse call technology
- Scalable and future-proofed IP and VoIP technology
- Full integration with third-party systems
- Fully configurable for custom notifications and escalations
- Full reporting suite available
- Software updates available



Our **IPiN INSiTE** platform makes performance reporting and administration easy. Taking IPiN data and delivering real-time management information to any authorised PC or device, we allow all levels of staff to make confident data-driven decisions.



IPiN INSiTE offers complete visibility of hospital operations to enable hospital management, clinical and estates teams to work more efficiently to maximise the patient experience, patient flow and safety.

Our always-on system monitoring function monitors the system 24/7 identifying live faults, allowing issues to be resolved as soon as possible.

IPiN INSiTE can be installed across existing network infrastructure using a VLAN, existing LAN or dedicated network. Our network team will work directly with your IT team to agree and manage the network requirements.

IPiN INSiTE analytics can also be utilised to identify key areas for improvement. Custom reports can be created for any user and extracted to Excel to be shared with relevant parties.



Real-time monitoring



Fast access to operational data



Compatible with a variety of devices



Custom, data-led reporting



Live fault-finding

IPiN Mobile uses the power of IPiN INSiTE to provide a fully portable interface to your IPiN Evolution system. Users can accept, action and transfer calls on the go, allowing key staff to act quickly and efficiently, ensuring patient safety and comfort.

The system is ideal for environments where nursing staff must cover large areas, single occupancy rooms, or are working with a reduced team on night shift.

- Audio alerts
- Calls displayed in full colour and by priority
- Works on any standard smartphone device
- Works over Wi-Fi network
- Easy-to-use web interface for configuration
- Secure and easy to navigate

INSiTE at a Glance

- Streamline decision-making process with real-time management information
- Full access to live and historical data
- Join multiple wards or entire estates into one data set
- Fully auditable incident reporting
- Phone and tablet interface to support mobile working



Third-Party Integrations

When looking at the third-party integrations you need for your Nurse Call system, it is key to take a holistic view of your clinical communication strategy.

Determining who needs access to certain information, and when and where they need it, should always be considered to ensure the delivery of safe, high-quality patient care. This strategy should drive the systems we integrate with.

Our team and hardware can easily integrate with most healthcare solutions, and we regularly integrate with:

DECT Cordless Telephone

As voice communication becomes the standard in clinical settings, IPiN Evolution supports a wide range of cordless telecommunication options. We can integrate with existing systems or install new cordless telephone systems as part of your solution. By combining a DECT system with VoIP patient voice options, we can facilitate direct voice communication between patient beds and staff on the move.



Full site or ward coverage



Range of durable handset options



Future-proofed voice technology



Crystal-clear two way sound

Paging

Text-based paging systems provide a simple and cost-effective communication option and are still widely used across the healthcare sector. IPiN Evolution can integrate with existing paging systems or include new ones as part of a project. Calls and alarms can be routed and escalated across a paging network, allowing staff to move around the ward with the freedom and knowledge that they will not miss an urgent nurse call.



Cost-effective



Simple



Durable

Staff Attack

To effectively safeguard both staff and patients, our modular Nurse Call system allows the connection of wireless and hard-wired staff attack technologies as standard. Our standard IPiN Evolution staff attack integration is with the industry-leading Guardian system but we can integrate with a variety of staff safety technologies that will enable clinical staff to raise the alarm and be located quickly, efficiently and safely.



Alarms raised with the touch of a button



Responsive staff attack functionality



Ensures the continued safety and wellbeing of staff

Access Control - Blue Route

As patient and ward security become an increasing priority, we see a growing number of access control systems across hospital estates. Unfortunately, these systems can create life-threatening delays to crash teams as they navigate the hospital to respond to a call. Wandsworth Healthcare Blue Route uses the power of IPiN Evolution to unlock the doors between the crash team and the call point to create a lifesaving open corridor for fast movement.



Maintain security



Time-Saving



Configurable and future-proof



Third-Party Integrations

Building Management & Fire Systems

Most hospitals will have a Building Management System (BMS) that monitors and manages access, heating, lighting, fire and security systems. IPiN Evolution can integrate with the BMS to escalate notifications to the BMS system, or broadcast fire information through the IPiN Evolution call nurse's station, pagers and displays.



Unified communication



Safety first



IP protocol

Vocera Hands-Free Communications

Vocera offers the leading voice-driven staff communication system. This system lets the clinical team communicate hands-free, using a range of Vocera devices such as an iPhone or Android smartphone, a tablet, or a laptop/desktop workstation. Once integrated with the IPiN Evolution Nurse Call system, calls are routed through Vocera to individuals or groups.



Crystal-clear two way sound



Time-Saving



Configurable and future-proof

Smart Socket

Included as standard with all IPiN Evolution systems, our Smart Socket auxiliary input allows the ad hoc connection of a wide range of third-party devices using a normally open (NO) or normally closed (NC) relay contact directly into your IPiN Evolution system.

Smart Socket auxiliary ports can be configured and reconfigured remotely by our team, preventing disruption to patients and staff. Configuration can include multiple alarm patterns, tones, lighting, and escalation workflows that differ from lower-priority calls to ensure that relevant parties are notified immediately.

Current live configurations include mechanical ventilators, dementia care devices, pressure mats, SpO2 monitors, infusion pumps and other medical devices.



Normally open or normally closed



Custom tones

Third-Party Integrations at a Glance

- IP, digital or analogue options
- Two-way integrations
- In-house integration development team
- Multiple integration systems available



...over 70 years of expertise in the healthcare sector...

Utilising **over 70 years of expertise in the healthcare sector**, we have developed a future-proof range of hospital containment solutions that make gasses, power, communications, and lighting control readily available in one flexible modular solution with infection control designed in. Ideally suited for wards, bays, or private rooms, our trunking is delivered to site pre-fabricated, pre-piped and pre-wired for rapid installation.

Our aluminium trunking is available flush or surface mounted, in both horizontal and vertical configurations. Antimicrobial powder coating and concealed screws allow easy cleaning and support infection control. Wandsworth Healthcare's medical containment solutions are designed and manufactured in the UK and **exceed the standards of the Healthcare Technical Memorandum**.

There is also a gas scavenging option available (on request).



Quick installation



Easy to update



Robust and antimicrobial



Vertical or horizontal trunking



Bespoke dimensions available

Horizontal - Medical Services Trunking (MST)

Our Medical Services Trunking is a horizontally mounted modular containment system ideal for wards, theatres and treatment rooms. Available in single or double-banked configurations.



- Bespoke configurations
- Depth 90mm, riser width 280mm, height of horizontal span 350mm
- Fully segregated channels
- Engraving available

Vertical – Medical Services Columns (MSC)

Our Medical Services Columns are ideal for situations where there are obstacles that make horizontal trunking difficult, such as windows, doors or where many services are required in a confined space. These components are designed and configured to your exact requirements and delivered ready to install.



- Three standard widths (400mm, 600mm and 800mm)
- Six standard heights (from 1770mm to 2370mm)
- Fully bespoke options
- Reduced-magnetic option available

Containment at a Glance

- Full aluminium construction
- Antimicrobial powder coating as standard
- Pre-piped and pre-wired for fast installation
- British design, engineering, and manufacture
- Compliance with IEE 17th Edition Wiring Regulations
- Meets the requirements of:
 - HTM 08-03, HTM 02-01 and HTM 09-01
 - BS EN ISO 1197 and BS EN 60601
- Full installation service available or supply only



Project Management

From initial enquiry and quotation, to project initiation, planning, installation, handover and after care, we offer dedicated project management throughout the life cycle of your project.

- Access to project manager and project co-ordinator
- Make the most of our in-house teams
- Issuing certification
- Project handover
- Help you to meet tight deadlines and budget restrictions

Installation Service

- Conduct site visits
- Produce progress reports for the customer
- Dedicated in house engineers for install and commissioning means efficient install in line with timeframes and budget
- We are able to easily co-ordinate site work
- Fully controlled management of the install process
- Health and safety expertise
- Technical expertise

Please also see: [wandsworthhealthcare.com/end-to-end-service/installation/](https://www.wandsworthhealthcare.com/end-to-end-service/installation/)

Service & Maintenance

Your IPiN Evolution Nurse Call system will be at the heart of your critical communications strategy and we know how important it is to keep your system operational.

Bronze Cover

Service provided:

- 1 x planned preventative maintenance (PPM) visit per annum.
- Software upgrades included and conducted during PPM visits.
- Guaranteed response time (within two working days, Monday to Friday)
- Telephone/remote support (08:30 – 17:00, Monday to Friday)
- Equipment spares – 10% discount on list price.
- Call out costs – 10% discount on current daily rate.

Hours of Cover:

08:30 to 17:00 (Monday to Friday)

Exclusions:

- Handsets are not covered under this agreement; they need to be returned to our offices under our exchange policy
- Out of hours call out facility

Silver Cover

Service provided:

- 2 x planned preventative maintenance (PPM) visits per annum.
- Software upgrades included and conducted during PPM visits.
- Guaranteed response time (the next working day, Monday to Friday).
- Out of hours call out facility*
- Telephone/remote support (Monday to Sunday, All Hours).
- Equipment spares – 20% discount on list price.
- Call out costs – 30% discount on current daily rate.

Hours of Cover

08:30 – 17:00 (Monday to Friday) for engineer site attendance

*With Silver Support, it is possible to upgrade an urgent request to an 8-hour rapid response at additional cost, subject to availability of engineers.

Exclusions:

Handsets are not covered under this agreement; they need to be returned to our offices under our exchange policy.

Cover Type	Days Covered	Hours Covered	System Failure	System Fault	Device Fault
Bronze	Monday to Friday	08.30 to 17.00	Within two working days	Within two working days	Within two working days
Silver	Monday to Friday	08.30 to 17.00	The next working day	The next working day	The next working day
Bespoke	Tailored to fit your needs				

Connected Care Wireless Nurse Call

Our flexible, secure, and easy to install Connected Care Nurse Call system offers the highest standard of wireless nurse call technology. Featuring an advanced Android display unit, Connected Care has been developed by Wandsworth Healthcare to offer maximum convenience and ease of use. With a simple-to-use, intuitive interface, no specialist training is required to operate our system.

The system's wireless connectivity allows call points, overhead panels, and display units to be relocated in line with patient flow. Using a network of wireless repeaters, the range can be extended across a single ward or entire building, accommodating an unlimited number of call points. All wireless devices are automatically monitored for loss of signal and battery condition, giving peace of mind to staff and service users.

Using the accessory port on the call points, a wide range of sensors can be added, allowing the system to be tailored to the needs of specific environments, patients, or residents. Calls can be shown on the Android display unit, overhead displays or a choice of paging options.

The ease of installation, flexible deployment and cost-effective accessories included with Connected Care provide the perfect permanent solution for residential and care homes.

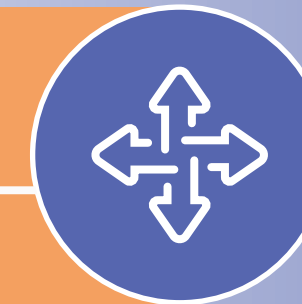
Wireless nurse call can also offer a temporary or back up solution in times of need.

Simplicity



Intuitive to programme and use.
No specialised training is required.

Flexibility



Unlimited capacity of call points
and wide range of sensors can be
added to and reconfigured with ease.

Connectivity



Extend range with wireless
repeaters and add an unlimited
number of call points

Reliability



Fully supervised for lost signals
and low battery conditions
in compliance with UL 2560.

Tracking



Event log with response time
tracking. Data can be exported for
analysis and management reports.

Connected Care at a Glance

- Fully wireless and battery-powered
- Auditable call and attendance history
- Perfect for times of added bed pressure
- Ideal emergency or temporary solution
- Cost-effective permanent solution
- Low-cost installation
- Pre-programmed shipping for fast deployment

A History of Innovation



1904

Wandsworth Group established

1937

Supply sparkless switches into healthcare environment

1996

Design and manufacture of digital Nurse Call system

2008

Install IPiN into UK's biggest new hospital

2017

Smart sockets included as standard in IPiN Evolution

2020

Launch of Connected Care, our wireless Nurse Call system

1922

Supply electrical solutions into healthcare environment

1957

Design, manufacture and supply the first Nurse Call system in the UK

2006

Design, development and manufacture of the UK's first IP Nurse Call system - IPiN

2015

Improved IP Nurse Call system with latest technology IPiN Evolution is launched

2019

Lifecycle management innovation with the ability to seamlessly upgrade from legacy Digital Call Systems to IPiN Evolution

Wandsworth Healthcare Profile

Wandsworth Healthcare is the leading digital solutions manufacturer and provider of critical care communications and work flow solutions for the healthcare industry. Innovators of IP nurse call technology in the UK, we have been designing and manufacturing Nurse Call system solutions for the NHS and healthcare industry for over 70 years.

We provide future-proof, expandable nurse call solutions with full end-to-end service and aftercare support for a truly dependable system. Our bespoke design capabilities and infrastructure integration mean that we are uniquely prepared to solve modern clinical challenges in new and existing environments. Our Nurse Call systems are a key digital tool in any hospital's arsenal to provide a high standard of patient care, effective work flow management, staff communication, bed flow and overall patient experience.



wandsworth
HEALTHCARE

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