



# DOOR CARE PACKAGES

Tailored aftercare packages to suit your individual needs.

**SAFEHINGE<sup>®</sup>**  
**PRIMERA**  
LIFESAVING DETAILS

# SAFEHINGE PRIMERA<sup>®</sup>

**FIXED PRICE MAINTENANCE** DESIGNED FOR MENTAL HEALTH



Our Door Care Package is a holistic approach and supports you from the first conversation with us through to the installation process, as well as a comprehensive post install maintenance protection package.

Our unique 5-year Robustness Guarantee provides peace of mind through a firm contractual agreement, so that you can focus on what's most important.



VISIT OUR WEBSITE FOR  
MORE INFORMATION AND  
HOW WE CAN HELP YOU.

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Full Door Ligature Alarm and Electronic Access Control





## THE CHALLENGE: THE COST OF A BROKEN DOOR TO PATIENTS AND CARE PROVIDERS

A broken door in a mental health facility can directly impact patient care and NHS budgets. If an alternative bed cannot be found in the same facility, it may mean transferring the patient to a private hospital. Such disruption may be upsetting for patients and their families if it means transferring patients to facilities some distance away from home.

For care providers the estimated cost of “buying a room” is:

**£750-£1000 per night**

It is estimated to take 56-70 days (8-10 weeks) before a replacement door can be installed to make a bedroom operational again.

This equates to:

**£42,000 (lowest estimate)**

in alternative care arrangements each time a bedroom is out of action due to a broken door.

## THE PLANNING CONSIDERATIONS:

### HAVE YOU PLANNED FOR THE UNEXPECTED?

Planning for the eventuality of having to replace a door has many variables. Given the volatility in global supply chains and raw materials, it is even harder to ensure predictability in budgeting.

There are other variables to consider:

- ✓ What if a higher percentage of doors fail than planned?
- ✓ Could there be increased patient aggression due to higher acuity of mental distress?
- ✓ What if the cost of moving a patient increases?
- ✓ What if the time it takes to source a replacement door increases?
- ✓ What if the cost of the replacement door increases?

There is also additional consideration for the cost of administration, transport and the replacement door being supplied and fitted, which could change due to inflationary pressures.



One NHS Trust has commented  
that they budget for

 **25%** of doors failing  
per year.

If they have **500** bedrooms, and were  
over-capacity, then they could expect to pay

**£5.25m**  **per year**

in alternative accommodation for patients.

Even if the actual number of broken doors  
(not the budgeted number) was taken as **10%**,  
this would still cost

**£2.1m**  **per year**



# SAFEHINGE PRIMERA<sup>®</sup>

**THE SOLUTION:** DEMAND MORE FROM YOUR DOOR MANUFACTURER



Customers should expect more from suppliers, particularly in two key areas:



Doors engineered to withstand the daily pressures of all inpatient environments, and do not break even under sustained abuse.



If a door fails, provide a replacement that allows the bedroom to be operated again within 7 days.

If these two points were specified by the NHS Trust example (with **500** bedrooms) when selecting a door provider, their annual maintenance costs would reduce

from **£2m - £5m**

(depending on whether the **25%** high or the **10%** low % failure rate figure is used), down to just

**£0.2m - £0.3m**

# SAFEHINGE PRIMERA'S DOOR CARE GUARANTEE



## ROBUST AND RELIABLE:

Since installing our first bedroom doors in 2017, we have delivered and installed doorsets to some of the most challenging inpatient environments. Our doors provide the highest level of robustness and we are only aware of one bedroom door that needed to be replaced due to patient damage.



## INDUSTRY LEADING QUALITY CONTROL:

Unlike current industry guidance, which focuses on two or three tests, our products undergo 12 rigorous mechanical and abuse assessments, as well as strict fire and acoustic checks.



## \*7 DAY GUARANTEE:

Should our door need to be replaced, the Door Care Package will deliver and install a replacement door to get the bedroom operational again within 7 days.



## ANNUAL INSPECTION AND TRAINING:

One of our team will provide an annual visit to inspect the doors and provide any top up training or advice for hospital staff to ensure they get the most value from the doors.



## \*ROBUSTNESS GUARANTEE FOR AT LEAST 5 YEARS:

Our unique Door Care Package includes patient damage cover in our extended 5-year service plan. If our door doesn't stand up to patient damage, and the door is broken beyond repair, we pay to replace it and not the hospital.

\*available only with the Platinum package

# DOOR CARE PACKAGES

Safehinge Primera offers a range of packages depending on our customers' requirements:

## Platinum Package



**\*Robustness Guarantee** (includes patient damage)

- ✓ Replacement door will be provided at no cost to the customer
- ✓ Available for doors up to 5 years old
- ✓ Must have been installed by Safehinge Primera and have an annual inspection

**\*\*7 Day Express Replacement**

- ✓ Commit to getting the bedroom operational again within 7 working days

## Gold Package



- ✓ Everything in the Pay-as-you-go Plan
- ✓ Technical expert support
- ✓ Battery replacements
- ✓ Annual product MOT
- ✓ Annual on-site staff training
- ✓ Software upgrades

## Pay-As-You-Go Package



- ✓ Live status monitoring system
- ✓ Access to online training materials
- ✓ All other services on a Pay-As-You-Go basis





## SMALL PRINT

### \*Robustness Guarantee

Doors must have been installed by Safehinge Primera.

Breakage caused by “improper use” of the door, i.e. failing to restrict the opening angle of the door, will not be covered and will be chargeable.

Cosmetic damage will not warrant a replacement door.

Photographic evidence is required to show the door is broken beyond repair before a replacement will be arranged.

### \*\*7 Day Express Replacement Terms

To meet the 7 Day Commitment the replacement door may not match the colour or finish of the original door. However, it will have the same functionality (door alarm etc.) and can be used as a temporary solution while we manufacture the “like for like” replacement.

Platinum SLA offering may be altered for Ireland or Northern Ireland.



# SERVICE LEVEL AGREEMENT: FULL DOOR LIGATURE ALARM



## Platinum

(only available in this package, Gold and Pay-As-You-Go features)

### Full Door Ligature Alarm

- On-site annual door alarm and full doorset health check, in line with O&M guidance for the anti-barricade release and reset on the door frame, the lockset override, the vision panel and assess overall tolerances on the door.
- On-site annual update of software and firmware to latest level.
- On-site training, one day per site annually. Multi-ward sites will need to consolidate training into single location.
- Combined site visit report will be issued by attending engineer. Any required works outside of PPM will be advised and a quote generated.
- Extended warranty for the life of the SLA product up to a maximum of 5 years from the date of install.
- Pre-planned battery pack replacements, supplied and fitted by us.
- 10% discount applied with the purchase of replacement products, not covered by warranty.



## Gold

(only in this package, not included with Pay-As-You-Go standard)

- Remote Safehinge Primera system monitoring of health and status.
- Tier 1 remote support is included and not charged.



## Pay-As-You-Go

- Access to the Dashboard displaying the status of each door.
- Access to online training materials for staff simple health checks.
- Tier 1 remote support is charged at £125 per hour.



## SAFEHINGE PRIMERA

### HOW TO ADD A PACKAGE TO MY PLAN

To add a package to your current plan please get in touch with our knowledgeable, friendly team by scanning the QR code below or with the details on the back of this brochure.



SCAN TO CONTACT US



## GET IN TOUCH

**Our customer service and specification teams can help with any queries about our doorsets. However you choose to get in touch, we're happy to help.**

Because we're experienced in Mental Health environments, our team welcomes the chance to discuss any challenges you might be facing, so we can set to work solving them.

Covering the whole of the UK, we'd be pleased to drop by and introduce you to Safehinge Primera, explain our products in detail, demonstrate mobile samples, and listen to your requirements.

**SAFEHINGE**  
**PRIMERA**  
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