



WINDOW HANDLES & RESTRICTORS

Independently tested for Mental Health
— perfectly balancing safety and security.

SAFEHINGE[®]
PRIMERA
LIFESAVING DETAILS



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TOGETHER WE DESIGN FOR GOOD

At Safehinge Primera, our purpose is clear:

**Together, we design for good.
We help to protect people through vulnerable times.**

We believe in the greater good; if it doesn't do good, we don't design it. Working together as a team, and with input from clinicians, estates teams, experts by experience and architects, we help to facilitate recovery in mental health inpatient environments.

By developing doorsets that maintain physical safety, uphold privacy and dignity and promote independence and autonomy, we don't simply provide a 'quick fix'. We support people on their journey.



OUR ZERO TOLERANCE MINDSET



**90% of inpatient
suicides occur in the
patient's bedroom or
bathroom**



**91% occur under
intermittent
observations**



**76% of ligature-based
suicides are caused by
strangulation**

We believe that a combination of modern, safe products with good clinical procedures can deliver a step-change to Inpatient safety within the bedroom – and free staff time to provide therapeutic care, aiding recovery.

Suicides are not inevitable and we believe that even the smallest design details within the patient bedroom can be lifesaving.

WITH YOU EVERY STEP OF THE WAY

We recognise that our products exist to assist good clinical practices that facilitate recovery. That's why we ensure they're not just easy to operate, but that we provide thorough training for use in emergency situations.

Our aftercare offering also covers you from the very first conversation you have with us up to on-going maintenance post-installation.



FIND OUT MORE
www.shp.help/zero

Sources: "NCISH: Inpatient suicide under observation", 2021.



ANTI-LIGATURE WINDOW HANDLES

- ✓ Anti-ligature (DHF TS001)
- ✓ Hygienic
- ✓ Easy-grip handle
- ✓ Robust
- ✓ Easy to maintain
- ✓ Anti-tamper fixings
- ✓ For espagnolette locking windows
- ✓ For side and top opening windows
- ✓ Options for timber, PVCu and aluminium frames

Thanks to meticulous design and thorough testing, we've combined soft lines and attractive finishes with safety and robustness – creating a range of handles suitable for every project.

Safety is our priority. That's why we **independently test** all our handles using the TS001 specification from the Door & Hardware Federation – and why they all passed at the highest level (A4), rejecting multi-directional 0.5mm ligature attachments. When using a lever fitting, the convertible handle passes at B4 rating.




As well as offering **anti-tamper fixings**, rounded corners, and chamfered edged back-plates, our window handles are robust and designed to withstand day-to-day use in abusive environments.

Manufactured from die-cast zinc and solid steel plate, they're finished in satin stainless steel and can also be RAL powder-coated to match any design scheme.

Our flexible range includes locking handles for all levels of access and security – allowing designers and clinical teams to choose the perfect level for each project.

Key

Compatible with locks using:

-  Lifeline key
-  Passport key
-  Espagnolette lock

Suitable for frames of:

-  Aluminium
-  Wood
-  PVCu



LIFELINE KEYWAY PR-8PHS6-LL

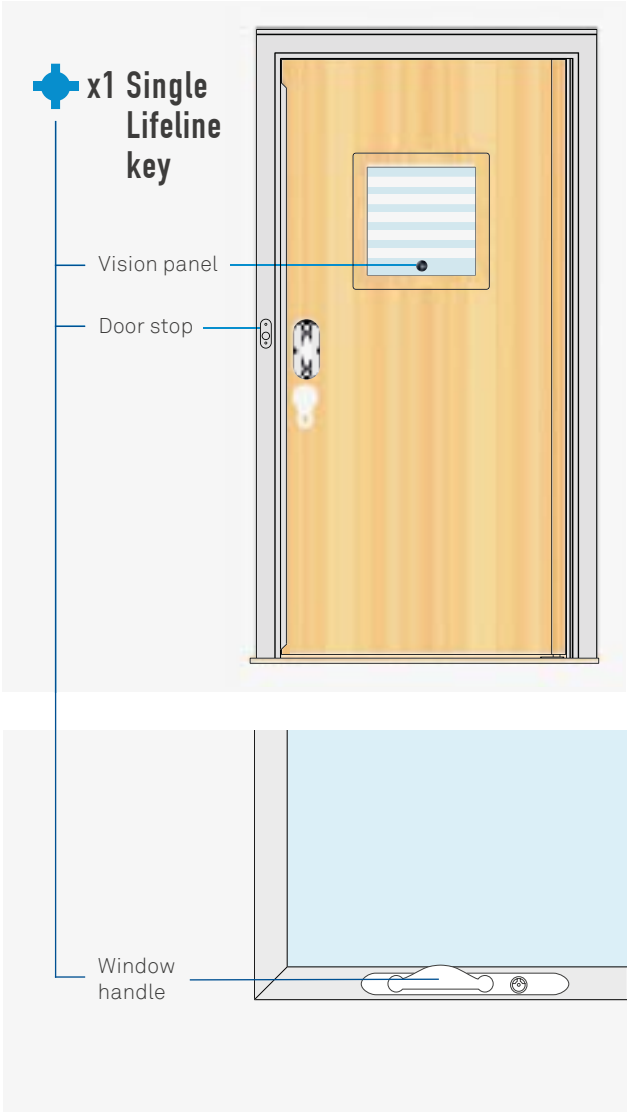


Our Lifeline system uses a **staff-only key**, limiting the potential for patients to operate windows on their own. It keeps windows operational and **reduces maintenance issues** and costs. Plus staff stay in full control of window use at all times.

The **anti-tamper** staff-only key can be used across multiple platforms, including anti-barricade doorstops, emergency lock overrides and vision panels. This means fewer keys on the ward, which improves security and reduces the institutional sound of jangling keys.

ONE-KEY ACCESS WITH LIFELINE

Combining safety with convenience, the same window key can be used to operate every locking mechanism on the **Symphony doorset**. It means staff need just one key to operate the **vision panel**, **anti-barricade door stop** and **window**.



INTUITIVE AND CONVENIENT

The perfect blend of speed and simplicity, the lifeline key makes it quicker and easier to train staff, and improves speed of access in stressful situations.

NON-INSTITUTIONAL

Patients say the jangling of keys on the ward reinforces **feelings of imprisonment**. Our one-key system means fewer keys – reducing anxiety and **promoting recovery**.

ENHANCES SECURITY

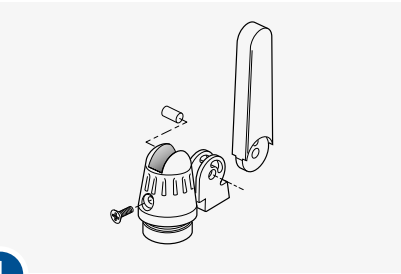
With just one key to carry, the risk of **lost or stolen** keys is reduced. Plus, the patented Lifeline key is only available from Safehinge Primera, minimising the risk of replica keys being sourced and ensuring only staff can operate locks.

CONVERTIBLE PR-8PHS6-CESP

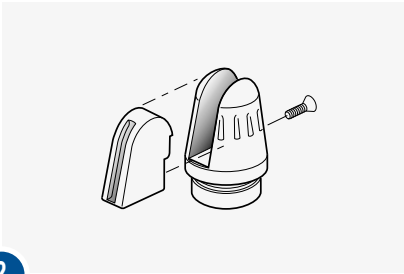


The lock can easily be converted from staff-controlled to user-controlled – and back again providing **simple flexibility** on the ward.

In staff mode, a key is needed to operate the small turn-rose, which provides **insufficient grip** to be turned manually. This gives staff complete control over window operation – maintaining both security and **patient safety**.



1 Remove anti-tamper screw and remove user-controlled handle



2 Insert filling plate, securing with screw



3 The handle can only be operated by the staff key once converted



STANDARD PUSH/PULL

PR-8PHS1-STD

- For unlocked windows
- Patients can operate own windows, restoring dignity
- Ideal for use with hold-closed magnets (see page 17) and for use with horizontal or vertical sliding vents



CAMLOCK

PR-8PHS4-CAM

- Typically supplied keyed alike for convenience, but can be keyed-to-differ
- Solid 3mm cam arm for security
- Compatible with magnetic hold-open window kits (see page 17)

WOOD



WINDOW RESTRICTORS

- ✓ Anti-tamper fittings
- ✓ Keyless operation
- ✓ Corrosion-resistant
- ✓ Finished in any RAL colour
- ✓ Top or side-hung vents
- ✓ Anti-ligature (DHF TS001)
- ✓ Robust
- ✓ Suitable for PVCu, timber and aluminium frames
- ✓ Wide range of sizes, or made-to-measure

Balancing a therapeutic environment with window safety poses unique challenges in mental health units, yet fresh air and views of the outdoors is essential to recovery.

That's why we designed our window restrictors to address specific Mental Health requirements. And it's why they're robust and safe, yet also offer flexibility and maximise air flow.

Our made-to-measure three-part restrictors are designed to meet specific requirements in higher risk environments, while our two-part restrictors are suitable for low risk situations.

Windows in existing buildings are often identified as a risk. So our retrofit restrictors deliver appropriate safety levels without replacing the window itself, reducing costs and minimising patient disruption. For new builds, designing out risks with sliding windows is the ideal scenario – but isn't always within budget. That's why we work with manufacturers and contractors to provide safe and cost-effective retrofit window restrictors.

Southern Health NHS Trust Foundation

Following an incident where a patient forced a window restrictor beyond a maximum of 100mm, Southern Health looked for a more robust window restrictor to create a safer environment. Over a period of eight months, we worked across multiple sites supplying two-part and double-vent restrictors for windows of differing styles, sizes, frames and colours.





THREE-PART RESTRICTORS

For challenging scenarios, we've developed a three-part window restrictor - a bespoke product to meet specific project requirements.

They can be colour matched to any décor, blending into the building's exterior to create a **non-institutional aesthetic** that aids recovery.

SUPERIOR IMPACT RESISTANCE

Specifically designed to provide higher security, the restrictor provides **superior impact resistance**, **increases safety and security** without needing to replace existing windows.

MAXIMISES VENTILATION

Using customer feedback and best practices, we carefully designed the restrictors to allow **as much ventilation as possible** without compromising on safety.

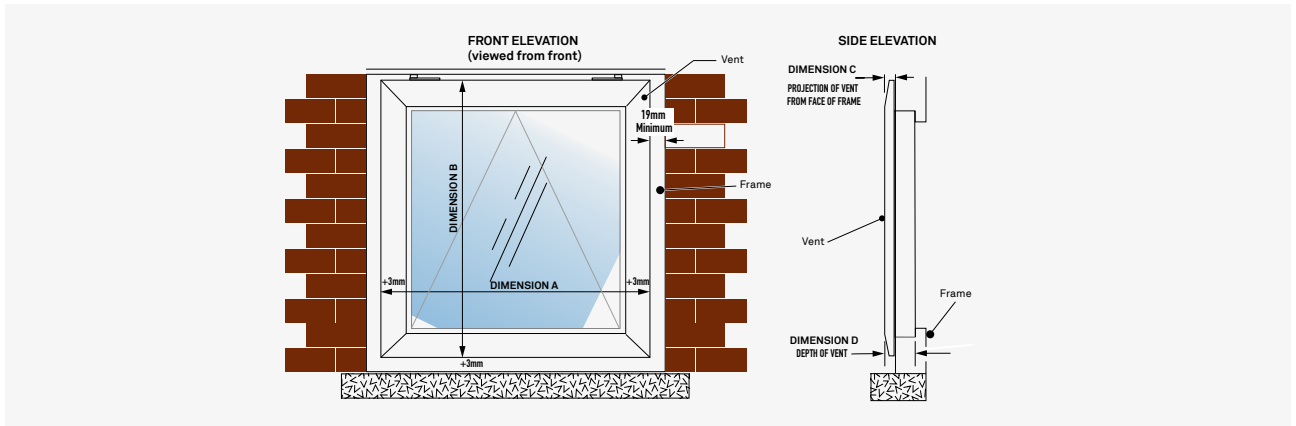
MINIMISES CONTRABAND

The durable three-part restrictor **eliminates large gaps**, providing safer wards, peace of mind for clinical staff and better care for patients.

ROBUST

Manufactured from steel and **treated to resist corrosion**, the restrictors have multiple fixing points. So they're durable and designed to withstand **high levels of impact** – maximising their lifespan.

HOW TO MEASURE





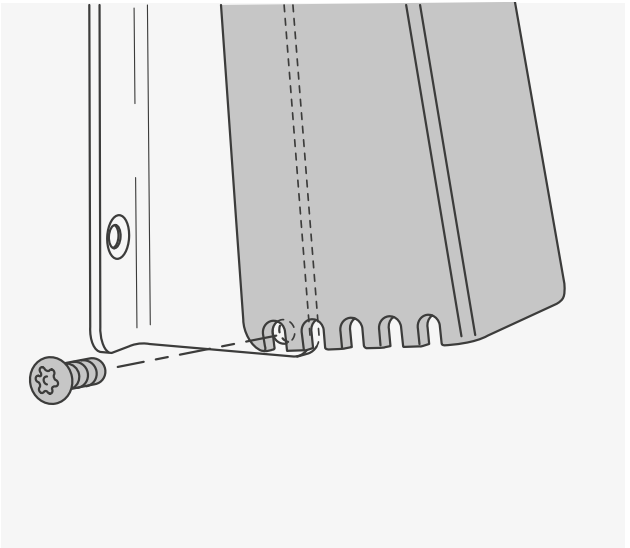
TWO-PART RESTRICTORS

Our two-part, anti-ligature steel restrictors are strong and fully-adjustable. Load and impact tested, they're ideal for lower risk environments.

Manufactured in 3mm steel, each restrictor is treated to resist corrosion, extending its lifespan and reducing future replacement costs.

The slim and unobtrusive restrictors can be colour matched to any decor for a non-institutional aesthetic that helps aid recovery.

Bolt-through options for more challenging environments are available.



Leeds NHS Trust

Leeds General Hospital wanted to keep patients safer with new window restrictors, while **preserving the building's appearance**. We colour-matched the hospital's existing dark brown window frames and **powder-coated** the restrictors. This allowed them to blend in, **preserving the building's style** without compromising patient safety.



DOUBLE-FLANGED RESTRICTORS

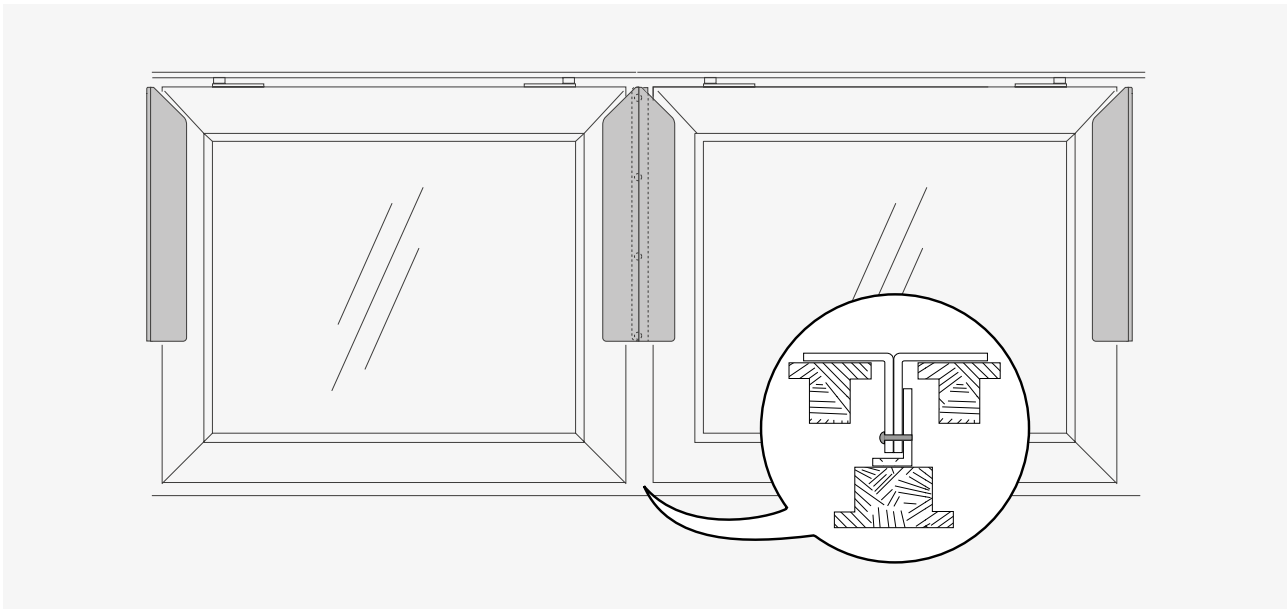
Our double-flanged restrictor is ideal for paired windows with vents that sit closely together. It allows both sides of each opening vent to be restricted, preventing weak spots or twisting forces that could compromise security and patient safety.

Fabricated from 3mm steel for strength and surface treated to prevent corrosion, our restrictors are designed for ease of maintenance. They also match the discreet style of our single-vent restrictors for consistency and improved aesthetics.

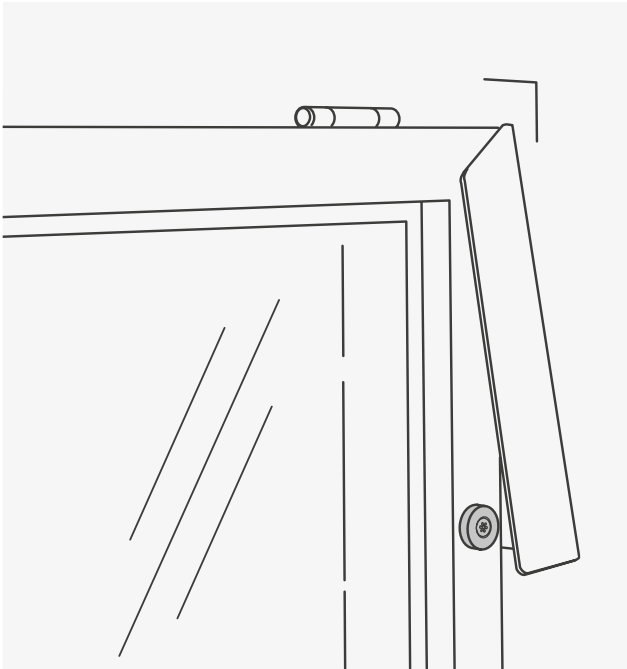
Available in a full range of RAL colours, our restrictors fit vents of differing sizes. Bespoke options can also be made for other window configurations, allowing protection of almost every window style.

Double-flanged restrictors are appropriate for communal areas where observation is possible, to minimise the risk of patients creating a ligature point by passing a cord round the frame between windows.

Suitable where the gap between vents is between 15 and 50 mm.



HOLD-OPEN MAGNETS



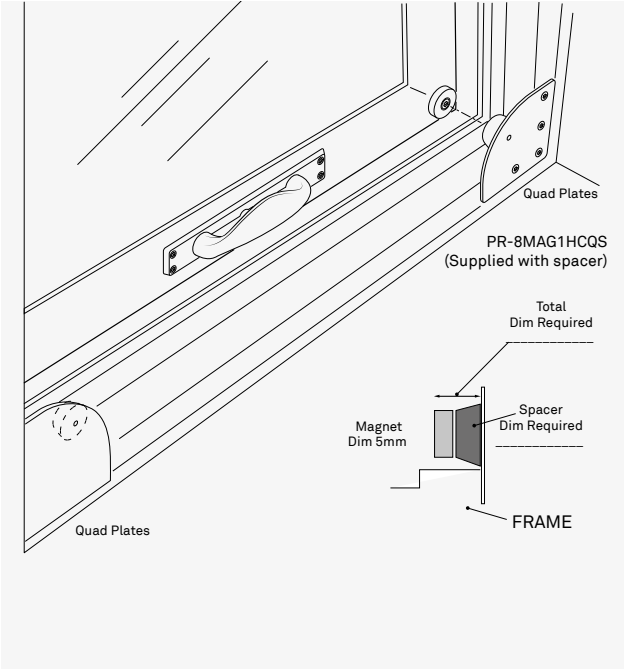
If windows need to be held open, our magnetic solution avoids the ligature risks of window stays, protecting patients from self-harm.

Small but powerful, our magnets require no power, making installation quick and inexpensive with minimal disruption. And with no moving parts, there's nothing to break and no maintenance problems.

- Trial kits for on-site testing
- Quick and simple to install

Note: Do not use power screw driver when installing. High Torque settings can cause damage to the magnet.

HOLD-CLOSED MAGNETS



During refurb, existing windows often need updating – for example, removing casement stays. Hold-closed magnets offer a functional alternative that keeps windows firmly shut.

Hold-closed magnets are always made to measure, due to the differing space between vent and inner frame. We're always happy to offer specification assistance.

- For windows without espagnolette locks
- Ideal for refurbishing old windows
- Ideal substitute if no locking mechanism is available



Testing to the
TS001 specification



TECHNICAL AND SPECIFICATION INFORMATION

At Safehinge Primera, we specialise in the design and manufacture of anti-ligature products. Because our products are designed to save lives, and are widely used in mental health units, we take technical compliance very seriously.

In the absence of formal British Standards for anti-ligature products, the Door & Hardware Federation has drawn up a method of classifying fixed and load-release devices. This specification – TS001 – has been adopted for independent ligature risk assessment.

We use this specification to **independently test** and classify our anti-ligature hardware, with all our **products passing at the highest level** in their respective categories. Testing is **rigorous, measurable** and **repeatable** – so it's a reliable part of your product assessment process.

The result is **total compliance** and products which reduce the risk of self-harm, without sacrificing durability or aesthetics.



For more in-depth technical information, including user manuals and installation advice, please visit our website:

www.shp.help/tech

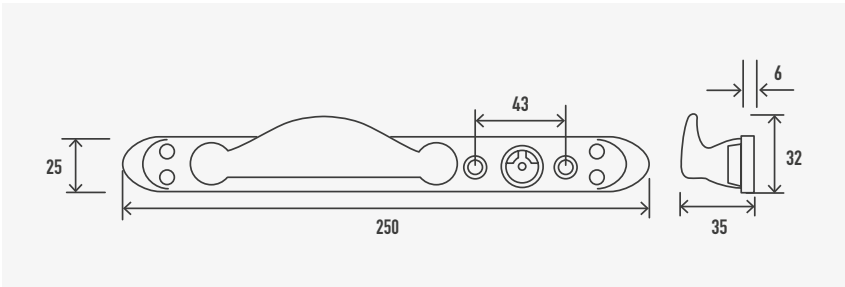
PRODUCT SAFETY

All our products are rigorously designed and tested to the highest safety standards and come complete with a warranty. Specifiers should always check the suitability of the product for their application, and always follow the instructions in our technical manuals.

WINDOW HANDLE DIMENSIONS

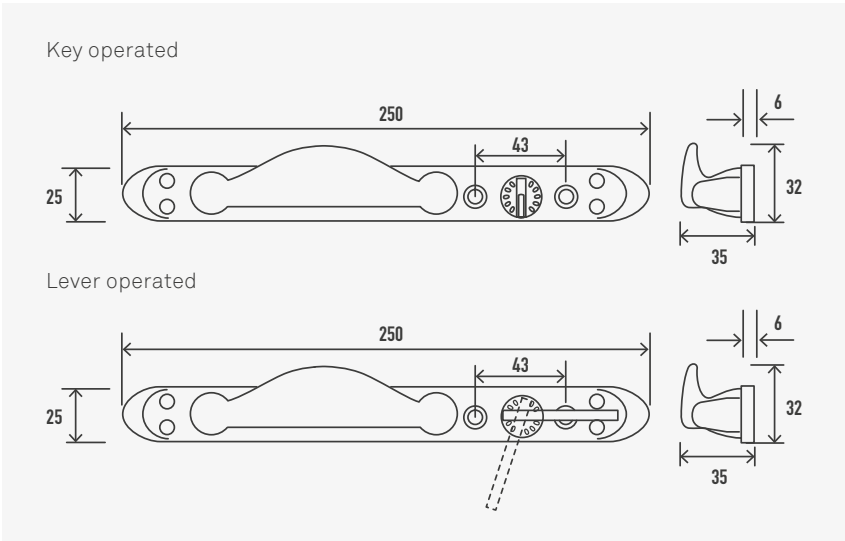
LIFELINE CLOSED KEYWAY

PR-8PHS6-LL,
Key: PR-7320-LLZ-BK



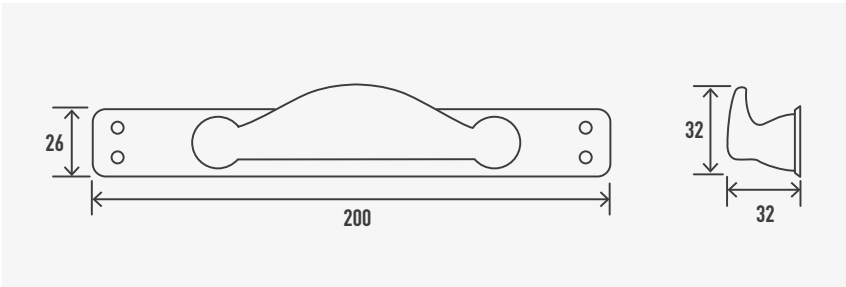
CONVERTIBLE

PR-8PHS6-CESP



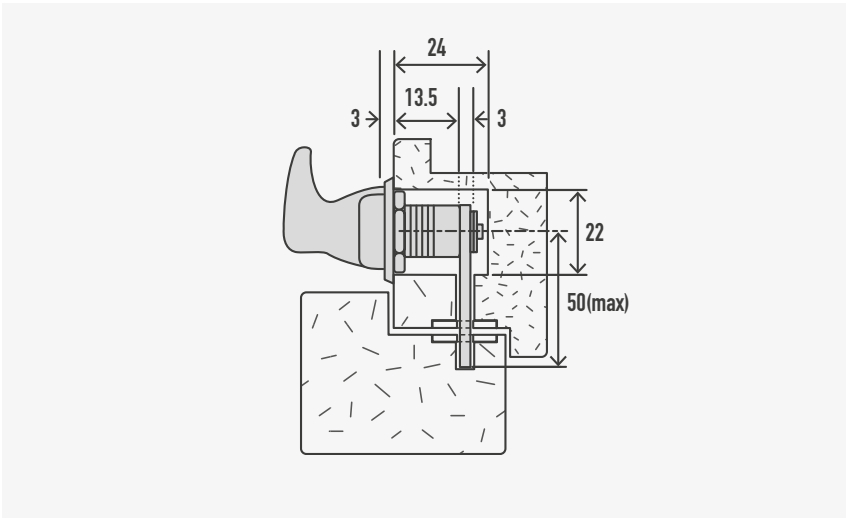
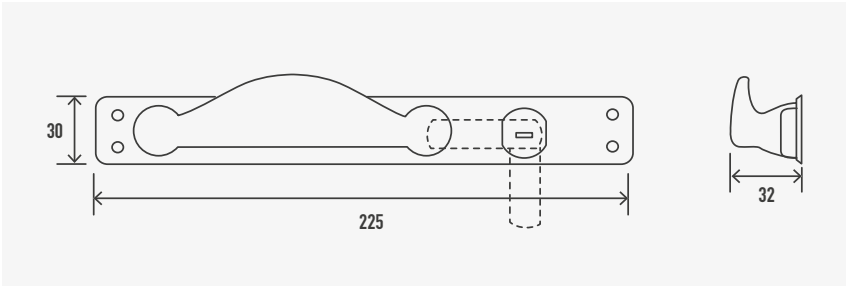
STANDARD PUSH/PULL

PR-8PHS1-STD



CAMLOCK

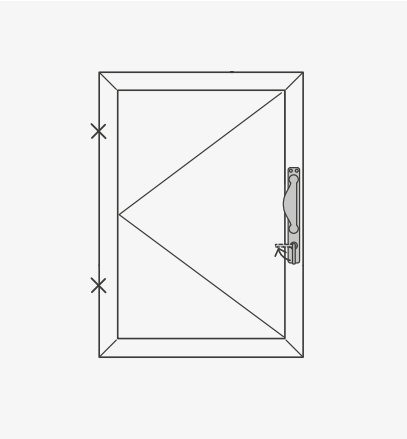
PR-8PHS4-CAM
(2 keys included)



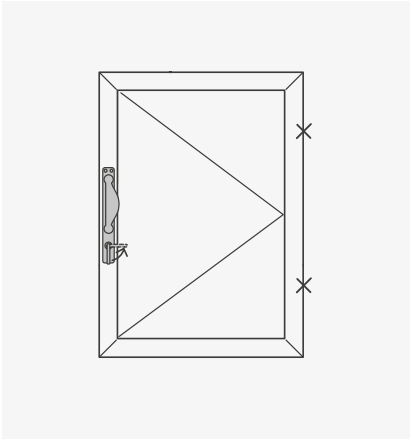
WINDOW HANDING

The view from inside the building

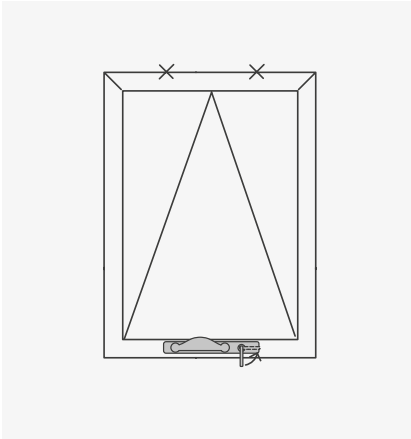
Side hung (left)



Side hung (right)

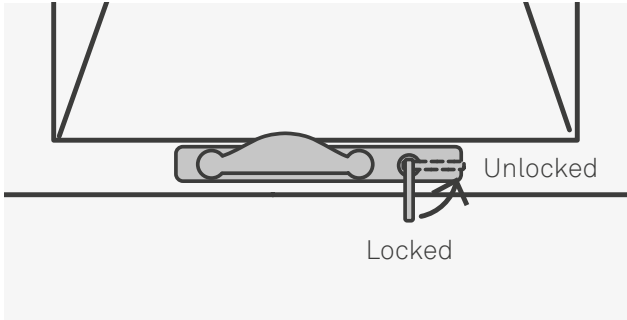
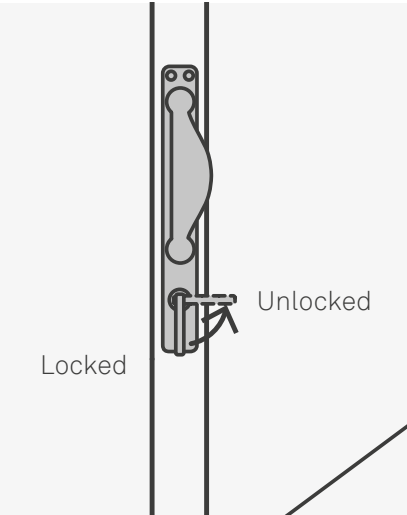


Top hung



HANDLE ORIENTATION

The handle must be positioned with the curved grip area directed towards the glass.



WINDOW RESTRICTOR DETAILS

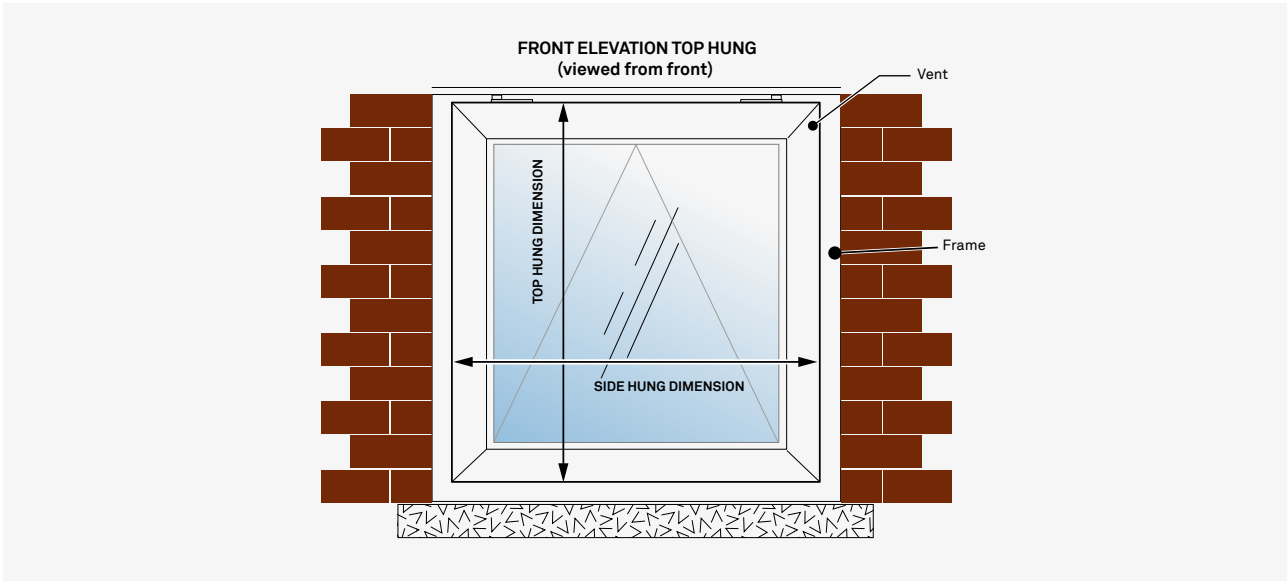
TWO-PART PRODUCT CODES

VENT SIZE	RESTRICTOR LENGTH (MM)	PRODUCT CODE	HANGING
300mm – 550mm	225	PR-8WR225-	L (left) R (right) D (top)
560mm – 780mm	340	PR-8WR340-	
780mm – 1000mm	450	PR-8WR450-	
1000mm – 1400mm	650	PR-8WR650-	

Eg PR-8WR225-D

This table is for guidance only and should be verified by your delivery partner. For vents in excess of 1400mm, or for further information, please get in touch.

HOW TO MEASURE



HOW TO SPECIFY AND BUY


The nature of our products — and the challenging environments in which they’re used — means the specification process is critical. That’s why we believe our customers’ needs are best served when we’re involved in a project. For over ten years, we’ve been surveying, specifying, supplying and installing anti-ligature products in mental health environments. We believe our involvement has resulted in the **safest and most cost-effective outcome**.

We’re always ready to offer support and our technical teams are a great source of help – particularly if you have a specific challenge. They’re also happy to arrange samples and product demonstrations.

Please get in touch to discuss a project, find a suitable local distribution partner.

Request product samples or printed brochures

If you’d like printed copies of our brochures, can’t find something in our brochure, or you’d like a product sample, please contact our specification team.



REQUEST SAMPLES & BROCHURES ONLINE

www.shp.help/samples

ACCOUNTABLE PROJECT MANAGEMENT

Our specialist project management service is designed to give you a helping hand – and the best project outcome. To get it just right, we’ve harnessed our years of experience in specifying and supplying Mental Health projects.

- 1

CONSULTATION

We’ll define the exact requirements, aligning the designer’s ambitions with a functional, recovery-led approach. And we’re always mindful of budgets and keeping disruption to a minimum.
- 2

SURVEY

Especially for retrofits, where dimensions and fitting can vary from room to room, we check exactly which products and components are suitable.
- 3

SCHEDULING

Aligning an architect or client brief with the survey, we produce a detailed schedule of the products and fittings required.
- 4

INSTALLATION

We’re accustomed to working in live mental health wards, so always ensure things are done quickly, safely and with minimum disruption to both staff and patients.
- 5

COMMISSIONING, HANDOVER AND TRAINING

Our final inspection confirms the installation is safe and meets the original brief. We also train staff in the use and safety features of the products installed.

GET IN TOUCH

Our customer service and specification teams can help with any queries about our locksets and handles. 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.

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