SAFEHINGE PRIMERA







Product Offering

LOCKSETS • HARDWARE • MENTAL HEALTH COMPONENTS • FINGER PROTECTION

Welcome to Safehinge Primera

Since 2009, our purpose has been clear: protect people through vulnerable times. We design safer, more dignified environments across mental health, education and custodial settings. By working closely with clinicians, architects, estates teams and most importantly lived experience voices, we turn real world insight into solutions that reduce risk, improve comfort and support better outcomes.

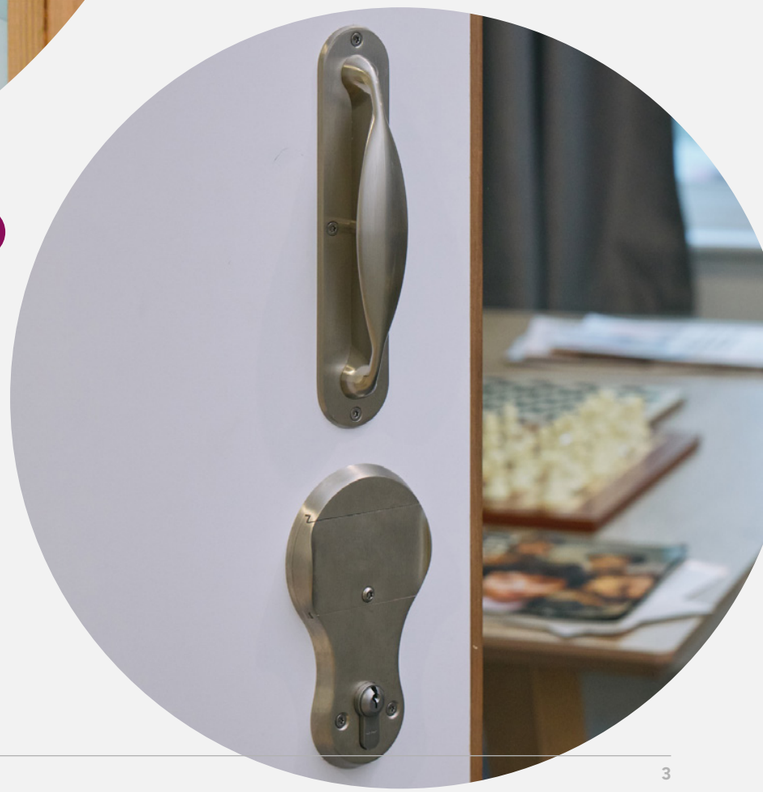
Through a collaborative, co-produced and co-designed process, we partner with customers from concept to installation, ensuring our designs stand up to daily use in real-world environments. Today, our innovations in door safety, from finger guards to full-door ligature systems, are trusted across the UK and beyond.

Because we design for more than safety.
Together, we design for good.









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Our Design Approach

STARTING WITH LIVED EXPERIENCE AND CLINICAL REALITY

We start every design with the people who live and work in these spaces. By listening to clinical teams and lived experience, we understand real risks, pressures and behaviours. These insights shape solutions that work in practice, not just on paper, supporting safer care, better decisions and more dignified environments.

BALANCING SAFETY, FUNCTION AND THERAPEUTIC DESIGN

After working with you to understand the challenge, we identify what matters most, especially where needs compete. By engaging multiple stakeholders, we shape solutions that balance safety, durability, day to day use and therapeutic design, ensuring environments feel supportive as well as safe for everyone.

PROTOTYPING AND TESTING IN PRACTICE

Through a structured prototyping process and our in-house design engineering team, we test concepts and refine them with you. By exploring materials, mechanisms and design details, we ensure each solution performs reliably while supporting safe, intuitive and therapeutic environments, sharing progress and insights with you at every stage.

LISTENING, ADAPTING AND IMPROVING

Our work does not stop at delivery. We stay close to your teams, listening to feedback and learning from real use in practice. Through ongoing collaboration, we refine and improve our solutions over time, ensuring they continue to perform and adapt to changing needs.







Sectors We Serve

We work across multiple sectors where safety, dignity and performance matter most. By partnering with teams in mental health, education and secure care, we apply our design expertise to solve complex challenges. This cross sector experience allows us to learn, adapt and bring proven insights from one environment into another. The result is better informed solutions that work in practice, helping us design safer, more supportive spaces for everyone.



MENTAL HEALTH

Award-Winning Products For Mental Health Providers

Working closely with you, we've been designing, testing and manufacturing award-winning products for challenging Mental Health environments for more than a decade. This has given us a thorough understanding of the requirements and significant contributions that good design makes. That's why we take an active part in creating better Mental Health recovery environments through our role on the Board of Design Mental Health Network.

Today, we're proud that our anti-ligature handles and override locksets have been supplied to more than 80% of NHS care providers, plus numerous private providers and residential care homes across the UK.

EDUCATION

Safer Schools, Built Around Real Needs

In education, safety cannot come at the expense of everyday learning. That is why we work closely with schools, local authorities and estates teams to create environments that protect without disrupting. Today, more than 80% of Local Education Authorities trust our solutions, from finger guards to specialist door systems. Designed through real-world insight, our products reduce risk, support staff, and help children feel safe in spaces where they can focus, grow and thrive. Because safer environments do more than prevent harm, they create the confidence every pupil and teacher needs.





CUSTODIAL AND SECURE CARE

Safer Spaces for Secure Care

In custodial and secure care environments, safety is constant, but so is the need for dignity. We work with teams to design solutions that reduce risk without creating harsh or institutional spaces. From anti-ligature systems to robust door hardware, our products are built for reliability under pressure. Shaped by real world use, they support safer interactions, protect staff and service users, and help create environments that feel controlled yet humane. Because even in the most secure settings, thoughtful design can ease tension, support rehabilitation, and help people move forward.

Proud to Deliver Excellence

A PARTNER YOU CAN RELY ON FROM SPECIFICATION TO COMPLETION

Delivering safer environments starts long before installation. Whether you're developing specifications, coordinating complex projects, or balancing compliance with design intent, we're here to help you make confident decisions every step of the way.

77
Net Promoter Score (NPS)

95%
Overall Customer Satisfaction

8/10
Service Score Average

<30
Minutes First Response Time

87%
Of Tickets Resolved In Under 5 Days





WHEN A DOOR FAILS, IT IS NEVER JUST A DOOR. IT IS A RISK, A DELAY, A PATIENT EXPERIENCE AFFECTED.



How we support you

EXPERT TECHNICAL SUPPORT

When you contact us, you'll speak with people who understand the challenges of mental healthcare and education projects.

Our technical team provides clear guidance, specification support, and practical advice, helping you find the right solution without adding complexity.

PROJECT PARTNER

You'll have a consistent point of contact who understands your project, your priorities, and the pressures you're working under.

From early design discussions through to installation and beyond, we work alongside you to help keep projects moving and reduce specification risk.

PROACTIVE SPECIFICATION

We help you stay ahead of changing standards and evolving project requirements.

From BIM content and technical documentation to compliance guidance and product updates, we provide the resources and expertise you need to specify with confidence and deliver solutions that perform for years to come.



18,000+ MILES TRAVELLED IN HER FIRST YEAR

The Doora Experience

A specification can tell you what a door does.

Doora lets your team experience what that means in practice.

Our mobile training and demonstration vehicle brings Safehinge Primera door safety directly to you and gives you the opportunity to see, touch and test our solutions.

Doora has taken hands on demonstrations and training to Architectural Ironmongers, Architects, Door Manufacturers, NHS Trusts and private care providers across the UK and Ireland.

Doora, Up to Do Good: Bringing safer door design to the people who specify and rely on it every day.

See it. Test it. Trust it when it matters.



Inside Doora, your team can explore our mental health door safety solutions in a practical environment, with an experienced product training specialist there to answer the questions that matter most to you.

LIGATURE RESISTANT DOOR DESIGN

Explore how individual components work together to help reduce risk while maintaining dignity.

GET HANDS ON WITH

Anti barricade access

Experience how staff can regain access quickly when a bedroom door is barricaded.

Full door ligature detection

See how our system monitors the entire door rather than relying only on selected edges or points.

Operation and response

Give your team the chance to use the products themselves, ask scenario based questions to specify with confidence.

That is how better informed specification becomes greater confidence in practice.



"We could see, touch, and test the doors for ourselves, helping us make better informed decisions."

Alison Moore
Senior Health and Safety Advisor,
NHS Highland

BOOK A DOORA VISIT

Locksets & Handles

We offer a wide range of mechanical and electronic lock options designed to suit different projects, environments and budgets. All locks are keyed on the corridor side. With the exception of the service riser lockset, all mechanical options are available as 5-way and 1-way SOS locksets.

- *Electronic Locking*
- *High Secure Locking*
- *Mechanical Locking*
- *Anti-ligature Handles*

SCAN HERE
TO FIND OUT MORE



Why Choose Safehinge Primera Locksets?

Designed for Mental Health Proven in Practice

Every Safehinge Primera lockset has been developed specifically for challenging environments.

Working alongside clinicians, estates teams, architects and people with lived experience, we design products that balance safety, dignity and operational performance.

Whether specifying mechanical or electronic locking, every solution is designed to provide dependable staff access while supporting therapeutic environments.

KEY BENEFITS

- Independently anti-ligature tested
- Reliable emergency staff access
- Mechanical and electronic options available
- Compatible with leading access control systems
- Suitable for refurbishment and new-build projects
- Developed through collaboration with clinicians and people with lived experience

Choosing the Right Locking Option



Which Locking Option Is Right For Your Project?

Every mental health environment has different operational requirements. Whether your priority is mechanical simplicity or electronic access control, Safehinge Primera offers locking solutions designed specifically for mental health settings, helping balance patient independence with dependable staff access.

MECHANICAL LOCKSETS



- Anti-ligature design
- 1-Way or 5-Way Staff Override System
- Compatible with master key systems
- Ideal for refurbishment and new-build projects
- Simple mechanical operation

ELECTRONIC LOCKSETS



- Anti-ligature design
- Integrated mechanical override
- Card, key fob or wristband access
- Integrates with leading access control systems
- Supports patient independence and privacy



**ONE SYSTEM.
NO COMPROMISE.**

Electronic where it improves efficiency.
Mechanical where it guarantees safety.

A lockset designed to reduce risk, support staff, and give patients the independence they need to support recovery.

Electronic Lockset

The Ultimate Electronic Lockset For Mental Health

*Independence for patients.
Certainty for staff.*

When patients feel they have no control over their space, anxiety rises. But patient independence should never come at the expense of reliable staff access.

Our Electronic Lockset is designed to do both.

SUPPORTING INDEPENDENCE WITHOUT COMPROMISING SAFETY

Patients can access and secure their own rooms using anti-ligature wristbands, giving them control over their personal space when they need it most.

This simple shift supports dignity, reduces anxiety, and helps create an environment where recovery can begin.

STREAMLINED ACCESS MANAGEMENT

Built to integrate with commonly used access control systems, the Electronic Lockset works with your existing infrastructure to simplify day-to-day management without adding complexity.

- Centralised control through existing access systems
- Instant permission updates aligned to care plans
- Reduced reliance on physical keys and improved visibility across the ward



DESIGNED FOR REAL-WORLD WARDS

*Because safety depends on what works under pressure, not just on paper.
This is an electronic system, designed for the realities of mental health environments.*

Combining electronic access with mechanical override, the system supports consistent operation across wards while helping reduce training burden for rotating staff.

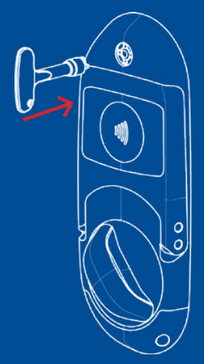
SUPPORTING PATIENT-CENTRED CARE

The lockset aligns with CQC guidance and HBN 03-01, supporting patient choice, privacy, and dignity without compromising safety.

*Patients gain control over their space.
Staff retain confidence in access.
The environment becomes safer and more therapeutic for everyone.*

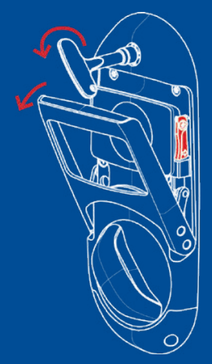
OPERATION OF THE INTEGRATED OVERRIDE SYSTEM

1.



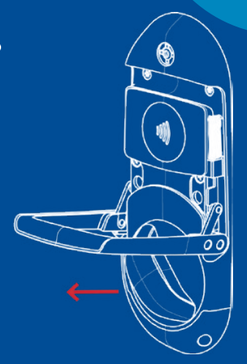
Activate the emergency lever using the staff-only Lifeline key

2.



Once activated, the emergency lever will automatically eject. You then push down on the lever to the horizontal position to unlock the door

3.



Use the emergency lever to pull the door open

HTM Compliant Lock - Yes Or No?

According to Health Technical Memorandum guidelines, electromechanical locks with springs should be avoided unless the lock is guaranteed to fail safe open.
This is what the HTM guidelines state: -

Firecode – fire safety in the NHS (England)
Health Technical Memorandum
05-03: Operational provisions
Part K: Guidance on the fire risk assessments in complex healthcare premises
Page 50 (document page 41), Section 8.13

“Electromechanical devices comprise electromechanical lock-keeps and draw-bolts, which can be controlled by people inside the premises by entering a code or by using smart cards, which have been adapted to control the exit from certain areas. Electromechanical locking devices are not acceptable on escape doors, unless:

(i) they are fitted with a manual means of overriding the locking mechanism such as a push bar, push pad or lever handle; or Panic hardware is not permissible for service user facing doorsets and whilst a euro cylinder key override would satisfy best practice, a key in the frame head is out of reach for a lot of people and unlikely to be accepted.

(ii) they do not rely on a spring mechanism, they fail-safe open and they are not affected by pressure, in which case the criteria for electromagnetic devices should be applied.”

Electromagnetic locks are not included in SHP’s current fire test evidence and have been identified as prone to failure under abuse conditions.



Introducing The Staff Override System (SOS)

Our Staff Override System gives staff confidence they can overcome barricades – whether that's a simple barricade where a service users is holding the turn/pull, or a more determined attempt.

Available in two versions, 1-way SOS (formerly 'primary override') and 5-way SOS (formerly 'secondary override'), both use the same patented technology to overcome simple barricades – the key overrides the turn/pull.

OVERRIDE METHODS

1. KEY

With two independent spindles, the lock and the internal turn/pull operate independently, so the key always dominates. It's a direct mechanical override, so there's no geared cylinder to disengage the turn/pull or clutch mechanism involved.

2. KEYWAY

Concealed backup override bypasses the keyway, allowing you to directly turn the spindle and unlock the door if keyway is blocked with foreign objects, like chewing gum or paper.

3. TURN LEVERAGE

T-bar emergency tool provides superior leverage to rotate the turn/pull, even if the service user has more physical strength.

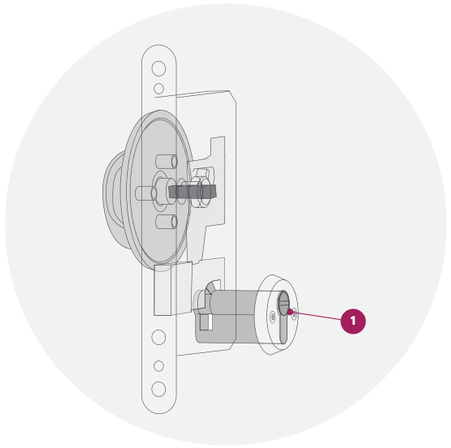
4. SPINDLE

Spindle shears under heavy resistance, ensuring entry if turn/pull is immobilised. So even in the most serious barricade attempts, where the service user attempts to jam the turn/pull with their bed or body, swift access is achieved without lockcase damage.

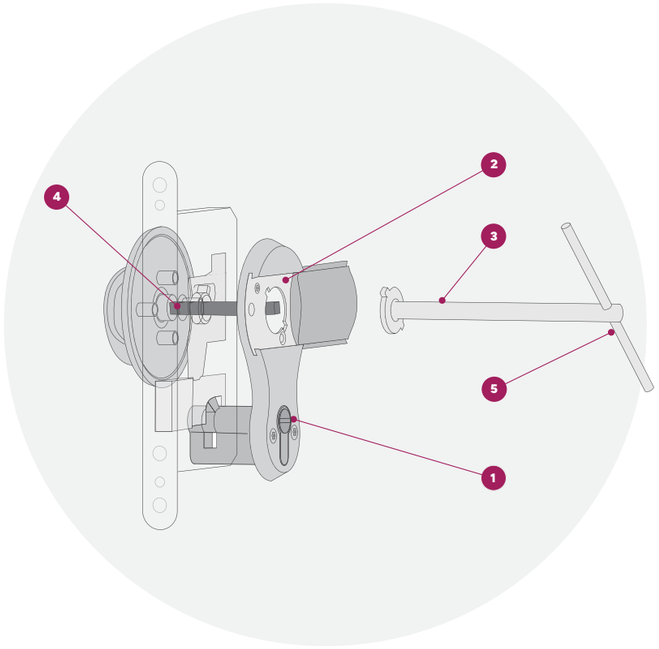
5. PULL ADVANTAGE

T-bar provides significant power advantage to pull the door open – offering better grip than an anti-ligature handle and foiling attempts by a service user to hold the door shut.

1-WAY SOS



5-WAY SOS



LOCKSET OVERRIDE COMPARISON

OVERRIDE METHOD	5-WAY SOS	1-WAY SOS	CLUTCH / GEARED CYLINDER	ROLLER-BOLT (SQUARE OVERRIDE)	AUTO-LOCKING
1 Key	✓	✓	✓-	✓	✓
2 Keyway	✓			✓	✓
3 Turn leverage	✓				✓
4 Spindle	✓				✓
5 Pull advantage	✓				

Overcoming Simple Barricades



With either our 1-way SOS or 5-way SOS locksets, the majority of barricades are easily resolved by staff operating the lock with their key – ending potentially stressful situations quickly, safely and without damage.

Our patented direct mechanical override system prevents service users from holding the internal turn/pull to create a barricade – because the key always has priority.

Because this turn/pull operates independently from the key, it removes the need for a clutch cylinder, which can slip under side pressure. It also means that a geared cylinder, which can be manipulated by over-rotating the turn/pull, is no longer required.



Modern twin-engined jet planes are meticulously maintained, yet on rare occasions an engine can fail. When that happens, there's always a back-up plan to ensure the plane can land safely using the remaining engine. It's an invaluable alternative that ultimately saves lives.

Our 5-way SOS embodies the same principle. So the various override methods might be rarely used, but if the unthinkable happens, they're still there as back-up. Especially when used with our electronic locks, which minimise tampering to overcome barricade attempts in just five seconds*.

It means that if a determined service user has stopped the key override working, the additional options quickly come into their own – and could be the difference between life and death.

* Using Safehinge Primera's collapsible anti-barricade stop.

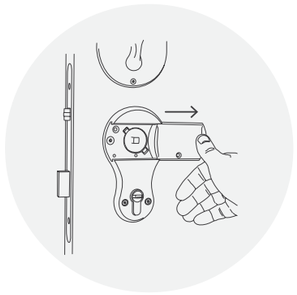
Overcoming Determined Barricades

While these situations are rare, clinical staff know they are properly prepared to keep service users safe in their care.

DESIGNED TO PROVIDE COMPLETE PEACE OF MIND, OUR 5-WAY SOS LOCKSETS PROVIDE MULTIPLE WAYS TO OVERCOME EVEN THE MOST DETERMINED BARRICADE ATTEMPT.

EMERGENCY OVERRIDE PROCEDURE

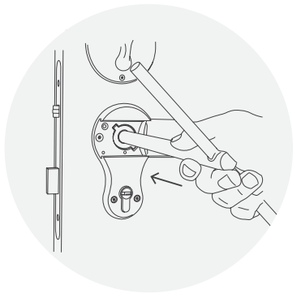
1.



Remove the single anti-tamper screw and slide the cover plate to reveal the spindle.

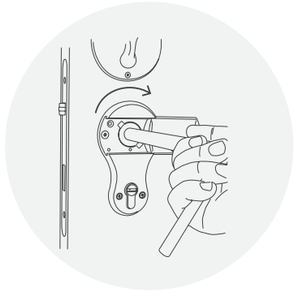
Note: On electronic locks there are two anti-tamper screws.

2.



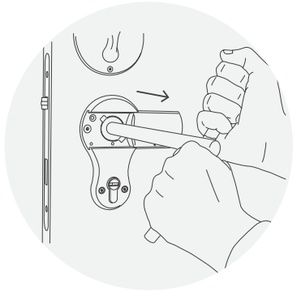
Slide the emergency tool over the spindle until it stops.

3.



Rotate the emergency tool clockwise to unlock the door.

4.



The T-bar can also be used to pull the door outwards, overcoming resistance by the service user.

5-Way Staff Override System (SOS) PR-3S

The most complete override locking system on an anti-ligature lockset, our 5-way SOS lockset provides five override methods to ensure you gain access – regardless of keyway damage or tampering.





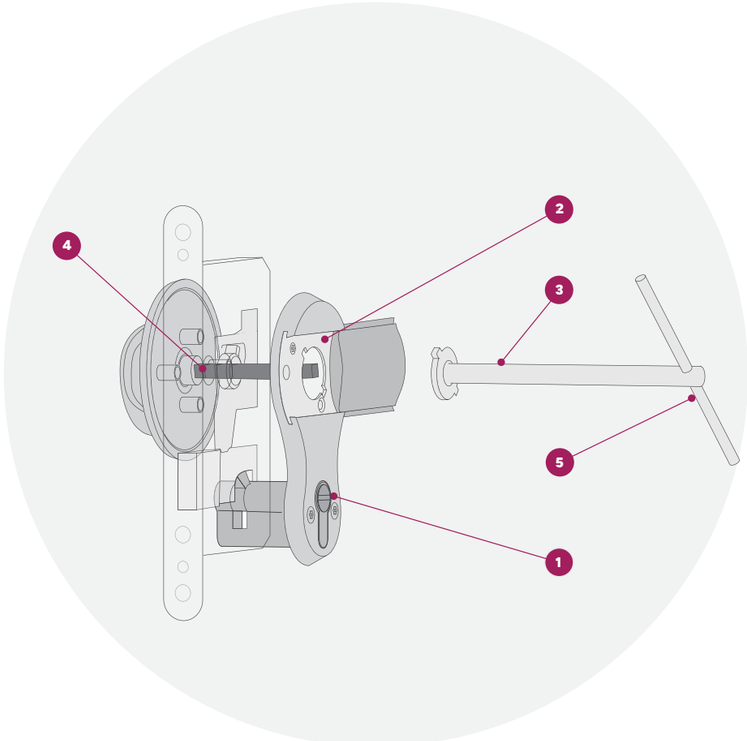
STANDARD KEYWAY

Ideal for master key systems, 5-way SOS locksets can be provided for use with standard euro-cylinders.

FIVE OVERRIDE METHODS

In the most common barricade scenario, the staff key dominates the internal turn/pull, ending the barricade quickly and simply.

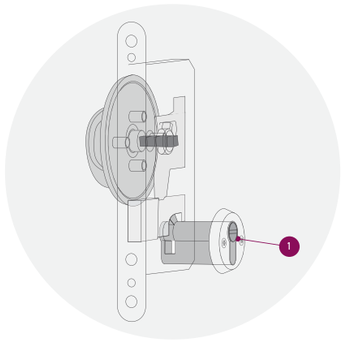
It also contains additional emergency override methods to overcome determined barricades. We hope you rarely use them, but when you do, they might just save a life.



1-Way Staff Override System (SOS) PR-1

Suitable for low-risk doors where tampering is unlikely, these locksets provide just one override method – key override. The patented direct mechanical override means the key and turn/pull operate independently – allowing staff to unlock the door, even if a service user holds the turn/pull.

It addresses the limitations of 'primary' override systems, like clutch cylinders – which are susceptible to wear and tear and can malfunction, trapping service users in their rooms, and geared cylinders – which rely on a key to disengage the internal turn/pull and can be over-rotated to delay access to the room.



ONE KEY OVERRIDE

With two independent spindles, the lock and the internal turn/pull operate independently, so the key always dominates. It's a direct mechanical override, so there's no geared cylinder to disengage the turn/pull or clutch mechanism involved.

CHESHIRE AND WIRRAL PARTNERSHIP NHS FOUNDATION TRUST

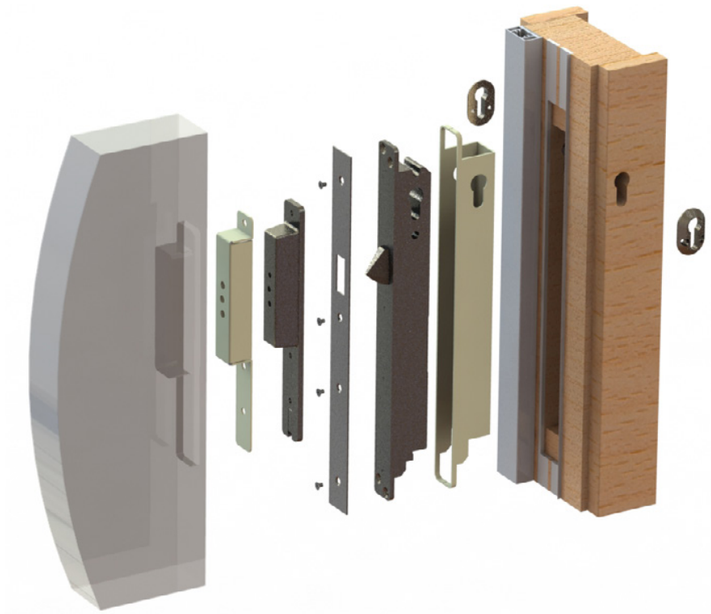
Designed by Gilling Dod Architects, Ancora House is an award-winning 30-bed CAMHS unit built round an aluminium curtain wall structure. The en-suite rooms needed simple, practical and safe anti-ligature locksets that were also consistent with window and door handles. The solution was Safehinge Primera's 1-way SOS and standard pull handles. Safehinge Primera's 5-way SOS locksets and handles were also fitted elsewhere throughout the two-storey facility.



NEW High Secure Lock

KEY FEATURES

- ✓ Robust 2-way access control electromechanical lock solution for doorsets.
- ✓ Lateral force resistance of up to 40,000 N against physical attack
- ✓ Locks are frame-mounted, reducing the risk of breakout as typically seen from multipoint locking systems fitted to the door leaf.
- ✓ FD30 and FD60 fire rated for applications using Safehinge Primera Timber Sureclose doorset designs only. Unless otherwise stated in this document, all doorset technical and manufacturing details must be compliant with SHP technical information.
- ✓ 'Auto-locking' system – with the bolts locking in place as soon as the door is closed.



FAIL SAFE OR FAIL SECURE?

Fail safe or fail secure refers to the default state of the lock when power is removed.

FAIL SAFE

Fail safe means when no power is applied the door is unlocked.



FAIL SECURE

Fail secure means when no power is applied the door is locked.



The inner workings of the lock determine the safe/secure function. Each model looks the same on the outside.

It is commonplace to use fail safe locks with battery back up system. This means the lock will retain normal operation for a period of time during a power failure. This approach can provide sufficient time to fix the power supply fault, thus preventing any disruption to the access control system users.

The specifier must consider which state is required for each doorset.

USE CASE CONSIDERATIONS



UNIT/WARD TYPE

Suitable for all ward types, particularly those with high levels of service user aggression.

DOORSET TYPE

Recommended for doors requiring 2-way access control such as Air-lock, ward entrance and corridors. High secure locks are not appropriate for doors requiring free egress such as bedrooms or communal spaces.

DOORSET CONFIGURATION

Can be used with single, unequal and equal pairs. Selection is typically driven by accessibility requirements.

Open in is strongly recommended where opening angle can be more easily restricted and door stops used to enhance robustness from attack on the opening face.

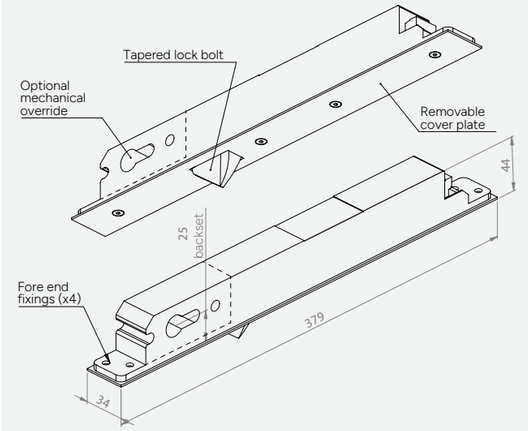
DOORSET ACTION

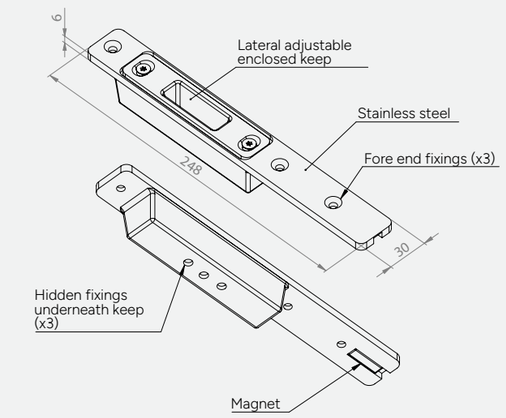
Single action recommended, where door stops enhance robustness and help to ensure the door always closes to zero position and lock firing.

Anti-barricade is possible on single doors with Movastop (Timber frame) or Swiftstop and Swiftfit (steel frame NFR only).

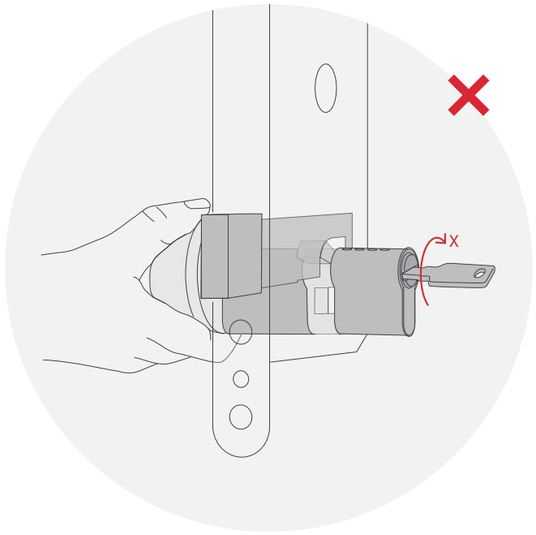
Anti-barricade is possible on Unequal pairs using an Astragal.

PRODUCT DIAGRAM





Limitations of Existing Override Systems

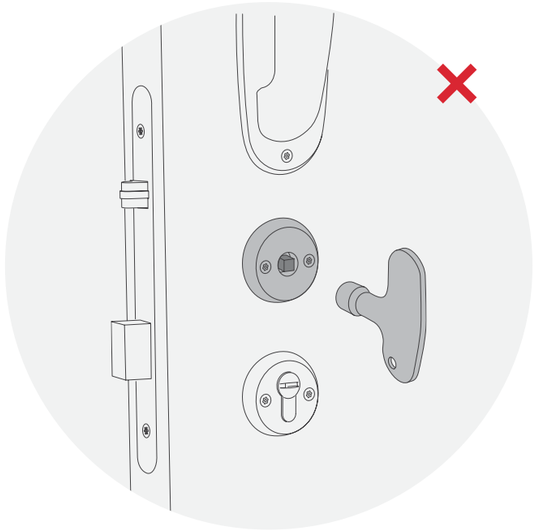


CLUTCH CYLINDERS

When a service user holds the internal turn/pull to create a barricade, the catch is designed to slip at a higher torque. Operating on a spring and ball-bearing mechanism, the key then turns and unlocks the door.

Over time however, doors move, expand or distort, limiting clutch effectiveness and making entry times longer in stressful situations.

Wear and tear can also cause the clutch to permanently slip – trapping service users inside and causing distress and fire safety issues.



SQUARE DRIVE OVERRIDE

Square drive mechanisms are sometimes used on anti-barricade locksets to unlock the door when the keyway is blocked. However, the small square drive key doesn't always provide enough turn leverage– allowing a strong service user to prolong a barricade by tightly holding or wedging the turn/pull.

Because the square drive key simply pulls out, it provides no pull advantage or improved grip to open a door outwards.

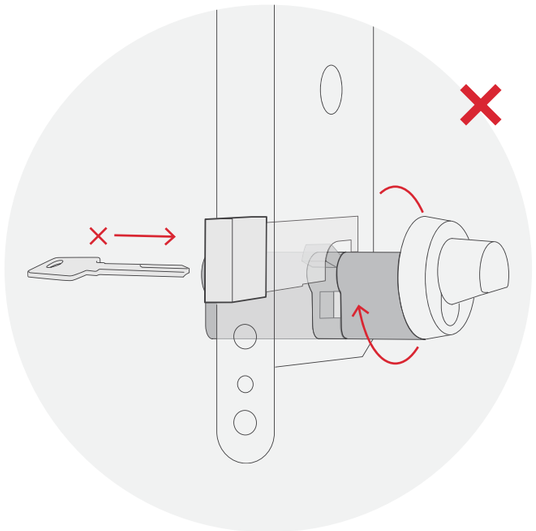
Plus, the insecure square mechanism can easily be rotated – with two spoons, for example – minimising security and creating privacy concerns. Circular shaped mechanisms can reduce this particular risk.

GEARED CYLINDERS

When the key is put into a geared cylinder, it mechanically disengages the internal turn/pull, allowing the door to be opened.

However, service users can easily rotate the turn/pull past its maximum closed position, preventing the key fully engaging. Although the key can eventually be forced home, it can damage the cylinder and the key may snap, causing risk of injury and prolonging the barricade because of a blocked keyway.

Issues also arise in rehabilitation or step-down units, where service users may have their own key. This can be inserted into another service user's lock, disengaging the turn/pull and locking them inside, resulting in anxiety, disruption and fire safety risks.



Goodbye 'Primary' and 'Secondary' Override

Barricade override locksets have traditionally been referred to in terms of primary and secondary – but customers tell us they just want to know they can get access when they need it. That's why we've created a complete Staff Override System (SOS) which addresses the limitations of existing override mechanisms. It provides a simple override for day-to-day situations, with the backup of multiple emergency override methods for worst-case scenarios.





Specifying Mechanical Locksets

DESIGNED TO SAVE LIVES, OUR PRODUCTS ARE INDEPENDENTLY TESTED TO TS001, PASSING AT THE HIGHEST LEVEL IN THEIR RESPECTIVE CATEGORIES.

MECHANICAL LOCK PRODUCT CODES

Override Type

PR-3S	5-way SOS (Staff Override System)
PR-1	1-way SOS (Staff Override System)

Application

16	Service Riser Lock
46	Bedroom Lock
56	Indicator Lock
66	Automatic Night-latch (Key/Turn)
76	Ensuite Lock
76X	Service Riser Lock (1 Pull Only)
86	Automatic Night-latch (Key/Key)
96	Communal Lock

Handle Type

729A	7" Pinch Grip - Radius Flat Plate
729B	7" Pinch Grip - Square Flat Plate
729C	7" Pinch Grip 1 Piece Plate
729G	7" Pinch Grip - Slimline Shaped Flat Plate
731A	Recessed Grab - Radius Flat Plate
731C	Recessed Grab - 1 Piece Plate
731F	Recessed Grab - Recessed Dish
732H*	Suregrip Pull - Invisible Plate
732A	Suregrip Pull - Radius Flat Plate
732C	Suregrip Pull - 1 Piece Plate

Additional 5-way SOS only options

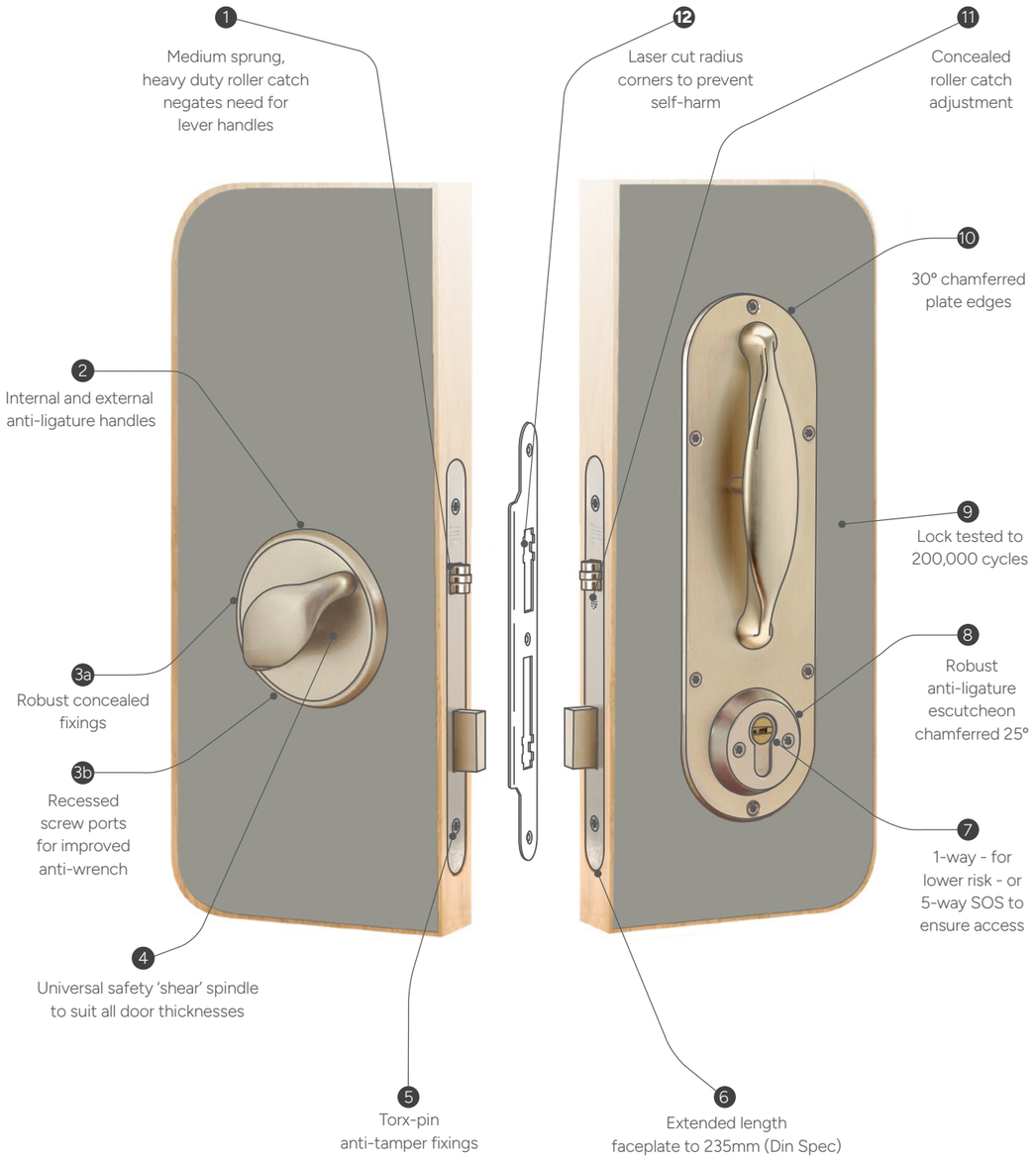
729AEP	7" Pinch Grip - Radius Escutcheon Plate
731AEP	Recessed Grab - Radius Escutcheon Plate
731FEP	Recessed Grab - Recessed Dish

*** Cannot be used in combination with PR-1-46, PR-1-56, PR-1-66**

PR-1 **46** **729A**

All Safehinge Primera's locksets are identified by simple to understand product codes that indicate the override type, the application, the handle type and the finish.

Lockset Safety Features



CASE STUDY

South West Yorkshire NHS Foundation Trust

DESIGNED FOR THE MOMENTS WHERE STAFF CONFIDENCE DIRECTLY SHAPES OUTCOMES.

Reliable access on live wards, when it matters most

During the refurbishment of Priory Hospital and the Priestley Unit, existing locks and handles were no longer fit for purpose. Poor grip and safety concerns around older systems created risk for both patients and staff.

With work taking place on live wards, the priority was clear: upgrade safety without disrupting care.

THE SOLUTION

Mechanical 5-way SOS Locksets and Pinch Grip Anti-Ligature Handles were installed across bedrooms, interview rooms, offices and toilets.

A managed service approach ensured

- Correct specification and fire compliance throughout
- Specialist installation suited to live mental health environments
- Door-by-door testing to confirm anti-barricade performance
- Staff training to ensure confident use in emergencies

THE IMPACT

- Consistent operation across wards, reducing hesitation under pressure
- Rapid resolution of simple barricades, with staff override taking control
- Five override methods, giving staff confidence to act in any scenario
- Peace of mind for teams, knowing access is always achievable



Mechanical Locking Options

All locks have keys on the corridor side. With the exception of the service riser lockset (16), all are available as 5-way or 1-way SOS locksets.

46 – BEDROOM

MANUAL LOCK

5-way SOS



1-way SOS



INSIDE

Anyone can lock or unlock the door from the inside using the turn/pull.

OUTSIDE

The door can only be locked or unlocked using a key, generally staff only.

46 – BEDROOM

MANUAL LOCK

5-way SOS



1-way SOS



Same as the 46 lock with the addition of an indicator showing when the door has been locked from the inside (using the turn/pull).

This can be helpful to allow staff to see at a quick glance which rooms are occupied and locked from the inside.

66 – AUTOMATIC NIGHT LATCH (HANDLE INSIDE)

AUTO LOCK

5-way SOS



1-way SOS



INSIDE

Anyone can lock or unlock the door from the inside using the turn/pull.

OUTSIDE

The door can only be locked or unlocked using a key, generally staff only.

86 – AUTOMATIC NIGHT LATCH (KEYED BOTH)

AUTO LOCK

5-way SOS



1-way SOS



Same as the 66, but keyed both sides.

76 – BATHROOM

MANUAL LOCK

5-way SOS



1-way SOS



INSIDE

Pull handle only. No ability to lock the door.

OUTSIDE

The door can only be locked or unlocked using a key (generally staff only).

96 – COMMUNAL

MANUAL LOCK

5-way SOS



1-way SOS



INSIDE / OUTSIDE

The door can only be locked or unlocked using a key (generally staff only).

MANUAL LOCK

1-way SOS

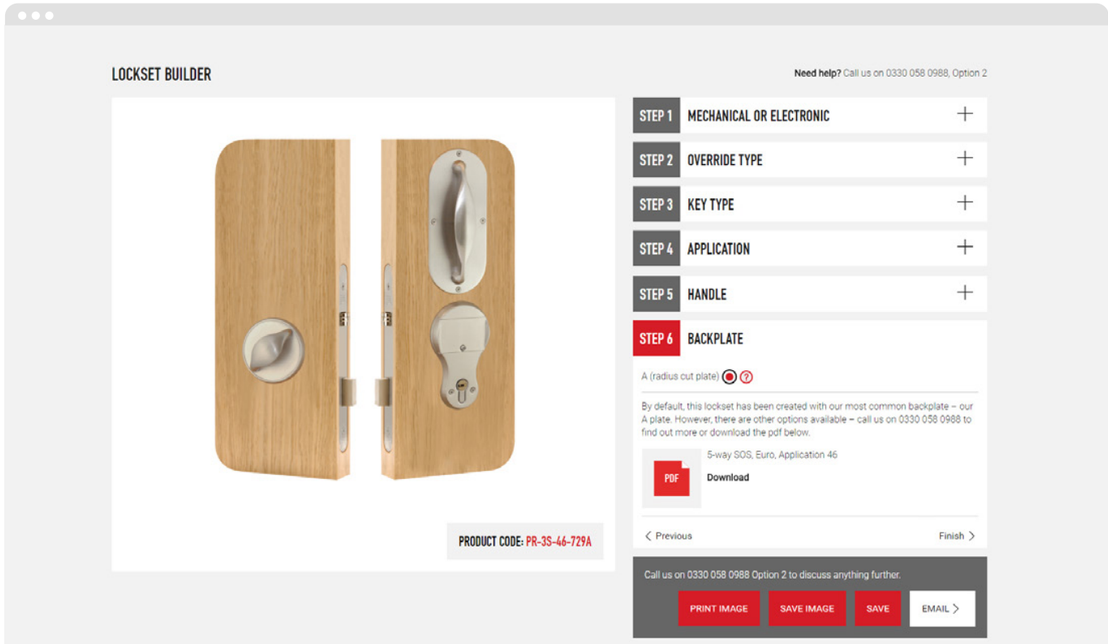


Available only with 1-way SOS locksets.

Lockset Builder

Locksets provide vital room access – with the right lockset and handle combination keeping service users safer and enabling clinical teams to perform their roles effectively. 5-way SOS locksets are recommended for bedroom areas, while 1-way SOS locksets are for low-risk doors, staff-only doors or to provide a lock-off function.

NEED HELP? CALL US ON 0141 244 0085



To help simplify lockset selection for your project, we created an interactive lockset builder that allows you to select the right lockset, save the details and share it with colleagues and partners for approval purposes.

SCAN HERE LOCKSET BUILDER





RHINO

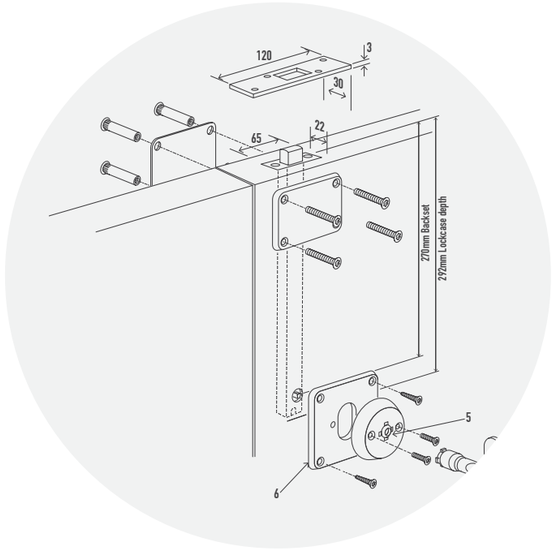
Secondary-Leaf Locking

Secondary-leafs are installed where extra-wide leaf doors can't be used. For normal traffic, only the main section of the door is used, with the secondary-leaf unlocked only when a wider aperture is required. However, this presents a weak point in a door's security and is vulnerable to abuse, which can damage the small leaf.
Our secondary-leaf bolt offers a robust solution.

- ✓ *Lifeline closed keyway to minimise tampering*
- ✓ *Lowers the keyway and brings it within convenient reach*
- ✓ *Release secondary-leaf with a quarter turn*
- ✓ *Anti-tamper fittings*
- ✓ *Easy-clean floor sockets available*

RHINO BOLT

PR-6304-RB-RK-LL



Designed for the most extreme environments, the Rhino Bolt's extended mortice lock bolt secures the secondary-leaf to the door frame. Steel deadbolts, high-impact strike plates, bolt-through reinforcing plates and anti-tamper fixings are also used.

It also lowers the keyway and brings it within easy reach.

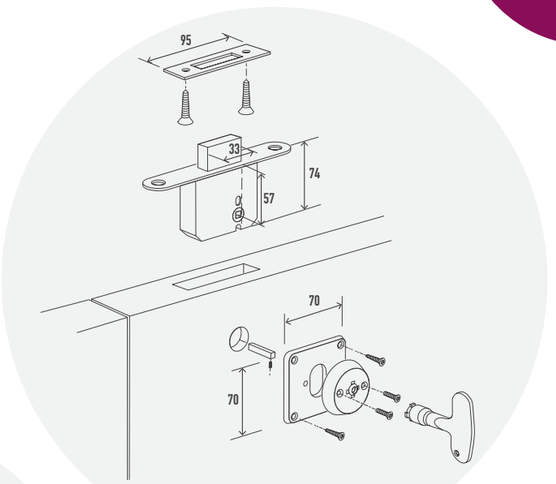
Plus the 3mm reinforcing plates and back-to-back fixings provides higher impact protection to protect the lock mechanism.

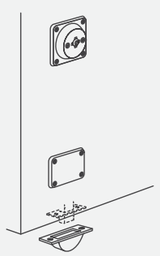
RHINO JUNIOR BOLT

PR-6308-BR-LL

When securing secondary-leaf doors is a priority over impact resistance, the Junior Rhino is suitable.

The mortice lock is located at the top or bottom edge – or both – and locks the secondary-leaf to the floor or door frame. Plus no specialist equipment is required, making it convenient to retrofit on site.





Detail at the foot of the door



"The 5-way Staff Override System provided a practical solution to the operational challenges of a medium-secure environment, giving staff reliable access while supporting the overall design intent of the facility."

CASE STUDY

FitzRoy House, St Andrew's Healthcare (CAMHS)

Opened in Northampton in January 2017, FitzRoy House was purpose-built to provide residential care for up to 110 children and adolescents on 11 wards. An entirely new build, it was designed with people in mind, setting new standards for Mental Health with an emphasis on welcoming, friendly and nurturing environments.

The medium-secure unit cares for a diverse range of needs, and is home to some of the UK's most complex Mental Health needs. Creating a safe and secure environment was, therefore, a priority – with a homely, welcoming feel also vital.

With such a delicate balance between aesthetics, safety and security, the designers looked to Safehinge Primera's 5-way SOS (Staff Override System). Combining multiple override functions, it gives staff peace of mind, knowing they have permanent access to rooms, regardless of keyway damage or tampering.

The result? Staff can protect the young people in their care, yet still address the challenging realities of inpatient Mental Health environments.

Anti-Ligature Handles

- Anti-ligature (DHF TS001)
- Robust
- Anti-tamper fixings
- Anti-wrench (specifically the Pinch Grip and Turn/Pull)



Robust and anti-ligature, our handles are tried, tested and proven in the Mental Health environment. They're also designed for service users with different needs and varying levels of strength and manual dexterity.

With no formal British Standards for anti-ligature products, the Door & Hardware Federation drew up a method of classifying products – specification TS001 – that has been adopted by the Guild of Architectural Ironmongers to assess ligature risk.



We use this specification to independently test all our handles – and they pass at the highest levels. For example, our Grab, Pinch Grip and Turn/Pull handles, designed for higher risk environments, achieved A4 status. And our Oryx handles, which make door opening easier but are less ligature resistant, achieved B4 status.

The laser-cut back-plates minimise the potential for self-harm or injury to staff, and mean our handles are robust. With anti-tamper fixings, rounded corners and chamfered edged back-plates, they're also designed to withstand everyday use in potentially abusive environments. Plus, they're corrosion-resistant, so they can be used internally or externally – providing a consistent look throughout the unit and making surroundings familiar for service users.

A4 0.5mm² DHF TS0012005 DHF TS0012013 — Passed multi-directional ligature tests.

B4 0.5mm DHF TS001 2013 — Passed vertical (downwards) ligature tests. Suitable for use in lower-risk environments.



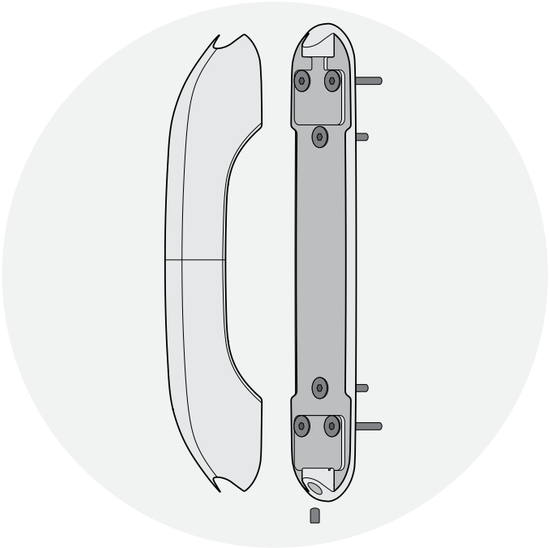
Suregrip

(732)

Robust handle with twice the grip and no visible fixings

With input from more than 40 groups and individuals – from clinical staff and architects to estates teams and service users – our new set of anti-ligature handles have a modern, contemporary aesthetic, without losing the robustness and durability of our existing market-leading options.

Pull Handle Details



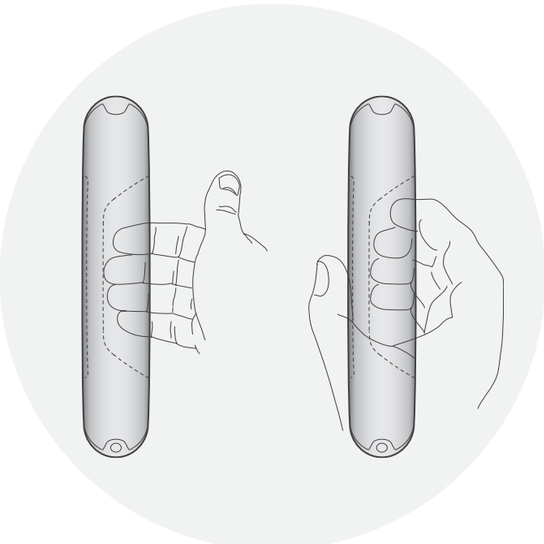
INVISIBLE BACK-PLATE

You asked us to remove or reduce the impact of the metal back-plate on our handles, whilst retaining the robustness of fixing. Many handles in Mental Health have a large back-plate for durability and ease of fitting – we've incorporated both into our invisible back-plate. So, the handle's sturdy, but it looks less institutional.

TWICE THE GRIP

Clinical staff and service users told us they wanted a new handle that offered better grip than existing pull handles, ensuring comfort and practicality on a day-to-day basis.

Regardless of your dominant hand, the hand you use to open a door depends on its swing direction. That's why our handles are handed – providing a more natural grip when pulling the door open. For convenience, they can simply be rotated 180° to change the handing.



Handle Back-Plate Options

All handle options are compatible with 5-way SOS (PR-3S) locksets.
F is not compatible with 1-way SOS (PR-1).

PINCH GRIP (729)

A4 0.5mm



Our most popular handle is engineered to be highly ligature resistant, and is typically used where manual dexterity is not the primary concern.

For aluminium doors, there's narrower options for applications where space is limited. And there are wider back-plate options designed for concealing previous door preparation.

GRAB (731)

A4 0.5mm



With the same form and function as a round bar handle, the inside is easier to operate than the Pinch Grip, but still with high ligature resistance. It has a low projection and smooth curvature to minimise the risk of self-harm. Available on a flat or recessed back-plate.

TURN/PULL (728)

A4 0.5mm



Robust and with no visible fixings, the turn/pull is commonly used on the inside of bedroom doors. It can also be used to operate the lock, allowing service users to create their own private space, with the staff-key still unlocking the door from the corridor.

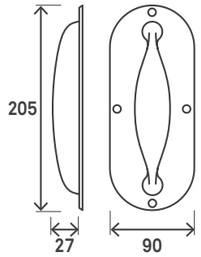
ORYX LEVER (724LP)

B4 0.5mm



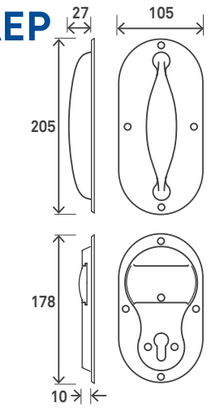
Designed in response to the needs of the ageing population, the Oryx makes door opening easier for those with poor grip or hand co-ordination. Ideal for the infirm or elderly, it looks more like a normal lever handle, so is easily recognised by dementia patients, and is based on the same footprint as turn/pull handles, using 38mm or 70mm bolt-through fixings.

A



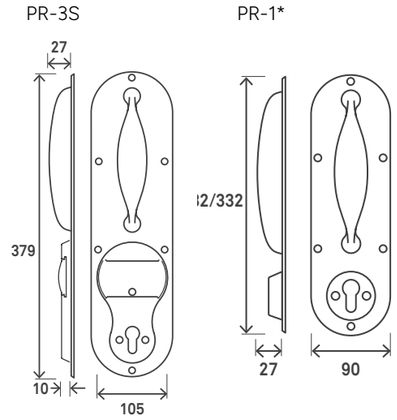
Handle (only) mounted on a radius-cut plate

AEP



Handle and escutcheon mounted on separate radius-cut plates

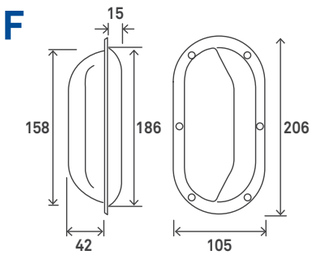
C



Both handle and escutcheon mounted on a single radius-cut plate

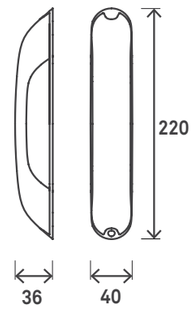
* Larger dimensions for plate with indicator lockset

F



For Grab, handle only, set inside a recessed dish and escutcheon mounted on a separate radius-cut plate

H



Suregrip handle on an invisible backplate

Beyond Components

In mental health environments, bathroom doors and vision panels help manage risk without making a space feel unnecessarily institutional.

Our Assured Bathroom Door and Sureview Vision Panel are designed with that balance in mind. The Assured Bathroom Door supports safer, more dignified en suite environments, while Sureview gives staff a practical way to support observation while respecting privacy.

Together, they help AIDMs specify door solutions that consider the people using the space, the staff caring for them and the demands of a safety critical environment.

- *Assured Bathroom Door*
- *Sureview Vision Panel*



Assured Bathroom Door

Safer. Stronger. More Reliable.

Our Assured bathroom door has been developed through years of frontline insight. Designed to perform reliably under pressure, it supports safe, controlled responses while protecting the privacy of people living in mental health environments. Designed to perform reliably under pressure, support safe, controlled responses, and protect the privacy of the people living in challenging environments.

8,000+ DOORS GLOBALLY. ZERO HARM. STILL COUNTING.

Our latest generation builds on the same safe design used globally, proven to eliminate ligature risk and weaponisation, helping to keep service users and staff safer.

10 YEARS OF NHS FEEDBACK

Distilled into a refined design. Insights from Cumbria, Northumberland, Tyne and Wear NHS Foundation Trust, and South West London and St George's Mental Health NHS Trust are embedded throughout the design.

We paused. We listened. We redesigned.

RELIABILITY THAT DELIVERS.

A completely redesigned attachment system removes nibs and delivers stronger hold, combining safe load-release with dependable, everyday performance.

- Patented magnetic array preventing accidental detachment
- Foam hinge eliminating rigid edges
- Anti-weaponisation tested by clinicians
- Zero ingestion-risk magnets





EDGE-TO-EDGE PRIVACY

A new leaf-to-leaf latch, gap-free hinge and stable, lightweight leaves prevent sagging, slipping and accidental exposure, enabling quick, discreet checks while preserving privacy and dignity.

- Peer-reviewed feedback from architects (P+HS, Medical Architecture)
- Lived experience validation (simplicity, dignity, calmness)

SCAN HERE TO GET IN TOUCH



SureView Vision Panel

Clear observation. Reduced risk. Silent design.

When observation points feel exposed or institutional, they can undermine both safety and recovery. Sureview is designed to change that.

A robust vision panel with all fixings on the corridor side, leaving a clean, residential look inside the bedroom. No institutional feel. Just a space that feels more like a room, and less like a risk-managed environment.

A curved internal bead softens the design while reducing potential harm points.

BUILT TO BLEND IN

Available in a wide range of finishes, from RAL powder coat to oak effect, SureView integrates seamlessly into any doorset design.

Square or rectangular formats improve observation and light flow, supporting both safety and a calmer environment. Glazing options range from plain colours to therapeutic graphics, helping create spaces that support recovery, not just supervision.

PROVEN WHERE IT MATTERS

Rigorously tested under extreme conditions and exceeding Department of Health requirements, SureView is built for real-world use in challenging environments.

Fully fire tested and certified in partnership with Vistamatic vision panels.





REDUCING RISK

Every detail is designed to remove opportunity for self-harm while maintaining usability:

- All fixings positioned on the corridor side
- Curved internal edges to minimise harm risk
- Recessed thumb-turn, harder to misuse
- Refined edge detailing to reduce ligature opportunities

The result is a safer panel that works in the background, without adding stress or stigma to the space.

ONE KEY.

SureView integrates with our Lifeline Key system, giving staff simple, reliable access across doors, windows, and anti-barricade systems.



> *"We flagged ideas for improvements, and Safehinge Primera worked with us to co-produce solutions. That responsiveness has made a huge difference."*
>
> Tham Dewa, Associate Director
> Surrey and Borders Partnership
> NHS Foundation Trust

CASE STUDY

Silverwood: A Safer Space, A Brighter Future

When Surrey and Borders Partnership NHS Foundation Trust began planning Silverwood, its new adult mental health inpatient facility, the ambition was clear: create a safer, calmer environment that protects people without compromising dignity or independence.

CARE PROVIDER:

Surrey and Borders Partnership NHS Foundation Trust

PROJECT TYPE & SETTING:

Adult psychiatric inpatient facility, new build

The medium-secure unit cares for a diverse range of needs, and is home to some of the UK's most complex Mental Health needs. Creating a safe and secure environment was, therefore, a priority – with a homely, welcoming feel also vital.

With such a delicate balance between aesthetics, safety and security, the designers looked to Safehinge Primera's 5-way SOS (Staff Override System). Combining multiple override functions, it gives staff peace of mind, knowing they have permanent access to rooms, regardless of keyway damage or tampering.

The result? Staff can protect the young people in their care, yet still address the challenging realities of inpatient Mental Health environments.

Silverwood demonstrates how thoughtfully selected mental health products can reduce risk while helping create environments that feel calmer, more dignified and less institutional.

THE CHALLENGE

Silverwood needed to balance high levels of clinical safety with independence, privacy and everyday usability.

The Trust wanted to reduce ligature and barricade risks, enable faster staff intervention and provide appropriate access control across different ward environments, without introducing intrusive surveillance or unnecessarily restricting service users.

Alongside safety and fire compliance, sustainability was also a priority, with a focus on reducing waste wherever possible.

THE SOLUTION

Working closely with clinical, estates and lived-experience teams, Safehinge Primera brought together a range of specialist mental health products tailored to different spaces and levels of risk.





THE IMPACT

The result is an environment where individual products work together to support safer care, greater independence and simpler day-to-day operation.

65% reduction in staff response time to bedroom door alarms, from 77 seconds to 25 seconds

£250k saved by repurposing existing doors and avoiding unnecessary landfill

Greater service user autonomy through independently controlled bedroom access

Simpler, more responsive access for staff during emergencies

Stronger feedback loops between clinical and property teams, supporting continued product improvement

Finger Guards For Education

For over 10 years, we've listened to architects, headteachers, contractors and project managers about finger guards, enabling us to design, test and manufacture a range of finger guard products that keep little fingers safe.

Designed specifically for high traffic environments, like schools, our range of cost-effective finger guards provide robust protection and meet any project requirement. Engineered to last, they help reduce maintenance costs, provide reliable finger protection and maintain a discreet appearance.

The result? We are the industry standard for finger guards, used by 80% of Local Education Authorities and meet Employers' Requirements.

OVER 70% OF LOCAL EDUCATION AUTHORITIES TRUST SAFEHINGE PRIMERA'S FINGER GUARDS.



SAVES BETWEEN £500 AND £1,000 PER DOOR OVER 25 YEARS COMPARED TO PLASTIC

Integral Finger Guard (Alumax)

PERFECT FOR NEW BUILDS AND MAJOR REFURBISHMENTS

- Our discreet integral finger guard offers complete safety and unrivalled durability
- Designs out the problem of trapped fingers by using a rounded heel to eliminate the gap between door and frame
- This hinge-reveal gap remains constant at just 2mm – too small for fingers to get in harm's way
- Lasts the lifetime of the door, removing the need for regular replacements

SEAMLESSLY BLENDS INTO ANY ENVIRONMENT

Available in a range of finishes, including timber-effect finishes and RAL colours, it's almost invisible to the eye and fits seamlessly into any environment.

The pivot hinge means it can be easily adjusted on site. This adjustability is both vertical and lateral, so you can set both desired floor clearance and fine-tune the finger-safe gap.

LASTS THE LIFETIME OF THE DOOR

Once installed, Alumax will last the lifetime of the door, removing the need for replacements. This can save £500-£1,000 over the door's life, compared to plastic finger guards.

We chose aluminium because it's easy to clean. So it's perfect for keeping restaurant toilets safe and hygienic. Plus it's durable enough for SEN schools and leisure centres.

DESIGNS OUT THE PROBLEM

It reduces the risk of trapped fingers by removing the dangerous gap between door and frame. The clever design means there's less opportunity for wandering fingers to become trapped.

The concentric curved profile and pivot point of our integral finger guard mean the frame sits almost at a tangent to the door. This allows it to open and close without the edge moving relative to the frame – creating a constant 2mm finger-safe gap.

Finger Ejecting Guard (Alumini)

Perfect for existing hinged doors.

Alumini is an innovative solution for safe, robust finger protection – designed specifically for existing hinged doors.

This retrofit, surface-mounted finger-ejecting guard offers a 180° opening angle, providing maximum accessibility while actively safeguarding fingers from getting trapped.

Built with durability and efficiency in mind, Alumini combines a semi-circular aluminium body and retracting tear-resistant fabric to create a flexible yet resilient guard that withstands daily knocks, stays easy to clean, and blends seamlessly with door aesthetics.



EFFORTLESS 180° OPENING

The Alumini unrestricted opening angle allows the door to reach its full 180°, maximising accessibility and ensuring a clear opening width.

This feature supports Approved Document M compliance by maintaining ease of access without restricting movement.

QUICK AND SIMPLE INSTALLATION

Alumini fits quickly and securely to existing doors, and installation takes only 10 minutes. This retrofit design provides a cost-effective solution for adding reliable finger protection to hinged doors without disrupting day-to-day operations.

LOW MAINTENANCE, HIGH DURABILITY

Crafted from tough aluminium, Alumini is resistant to daily wear, bumps, and scrapes.

It maintains its functionality and appearance over time, reducing maintenance costs and keeping doors safe and visually appealing. Unlike plastic and rubber options, the Alumini guard's smooth, non-porous surface wipes clean easily, supporting high hygiene standards in healthcare and educational settings.

Scheduling, BIM & NBS

SPECIFY WITH CONFIDENCE, FROM THE START

Early design decisions shape safety, performance, and long-term outcomes. When it comes to ligature risk, getting the specification right at the outset is critical.

AVAILABLE ON NBS SOURCE

Safehinge Primera products are available on NBS Source, giving architects and specifiers direct access to verified product data, BIM models, and detailed technical information.

FASTER, CLEARER SPECIFICATION

Our NBS specifications and BIM resources are designed to simplify your workflow. Complete drawings more efficiently, reduce the risk of errors, and specify with greater certainty across your project.

BUILT FOR SAFETY-CRITICAL ENVIRONMENTS

Our anti-ligature doorsets and finger guard solutions are trusted across mental healthcare, education, and secure settings, where safety and reliability cannot be left to chance.

SUPPORTING BETTER PROJECT OUTCOMES

From early design through to delivery, clear and accurate specification helps reduce risk, improve coordination, and unlock efficiencies across the supply chain.

Working on a project in a safety-critical environment? Explore the full Safehinge Primera range on NBS Source.

QUICKER ACCESS TO THE INFORMATION YOU NEED

Access our full range, from Swiftstop doorsets and finger guards to locksets and anti-ligature en-suite solutions.

Retrieve pricing instantly, without lengthy calls or email chains.

Streamline your workflow: Save time and focus on creating safe, functional spaces.



PROJECT REGISTRATION

We value our relationships with sales and specification partners and we're committed to supporting those who specify and deliver our products. Our registration scheme is designed to support those who register projects early on and promote our products. This is only applicable to the UK mainland. Registration discounts are not available outside this market.

NBS Plus

riba product selector

DOWNLOAD OUR BIM & NBS SPECIFICATIONS

https://www.safehingeprimera.com/resources/bim-model-downloads-for-doorsets/

REGISTER YOUR PROJECT HERE

www.safehingeprimera.com/get-in-touch/project-registration-form

Get in touch

Our experienced support team combines technical expertise with responsive customer care to deliver reliable assistance every step of the way.

OPERATING HOURS:

Monday to Friday, 9:00 AM – 5:30 PM (excluding English public holidays).

For out-of-hours enquiries, please email us, and we'll prioritise your request on the next business day. If your issue is priority level 1, please follow the escalation process.

Contact details are available upon request. If you have any questions, don't hesitate to reach out.





We've Got You

CUSTOMER SERVICE

For questions about products, sales, deliveries or non-technical enquiries, please contact our Customer Service team.

E: info@safehingeprimera.com | T: 0141 244 0085

CUSTOMER CARE & TECHNICAL SUPPORT

For technical support relating to door alarms, doorsets or EAC and locksets, please contact our Customer Care team.

E: support@safehingeprimera.com | T: 01253 207 096

PROJECT SUPPORT

For support with specifications, projects and product selection, please contact our Project team.

E: products@safehingeprimera.com | T: 0141 244 0085





SAFEHINGE PRIMERA

Let's create safer environments together

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