



# SYMPHONY DOORSETS

A complete range of doorsets for Mental Health.  
Engineered by experts, designed for recovery.

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



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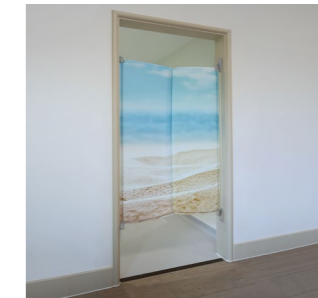
## PRODUCTS



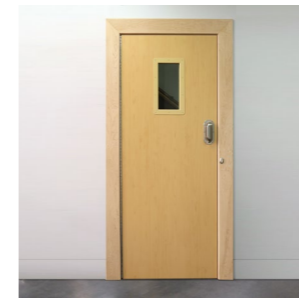
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# TOGETHER, WE DESIGN FOR GOOD

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



**91% of inpatient suicides occur in the patient's bedroom or bathroom**



**49% of ligature-based suicides occur on doors or door hardware**

At 49%, doors now represent the single biggest cause of ligature-based suicides in mental health inpatient environments. With this figure rising year on year, we all have to demand more from doors.

Inpatient suicides are not inevitable - especially not on doors. That's why we're asking you to join us in challenging complacency.

Our doorsets are available with the world's first and only full-door ligature alarm, which alerts clinical staff to a ligature attempt via the live status monitoring system - allowing them to act immediately in a situation where seconds are crucial.

## ELIMINATE

Our mindset: Why manage risk in areas where you can design it out?

That's why our award-winning en-suite door has no-known ligature points - addresses the biggest unsupervised risk.

## ALERT

Smart technology can alert staff quicker with fewer false alarms - protecting clinical resources.

Our intelligent full-door alarm senses ligature attempts across the whole door - not just the outer edges.

## OVERCOME

Our collapsible anti-barricade stop and locksets with integrated override ensure staff can overcome even the most determined barricades reliably and quickly - helping to save lives.

Sources: "NCISH: In-patient suicide", 2022.



**FIND OUT MORE**

[www.shp.help/zero](http://www.shp.help/zero)

# ENGINEERED BY EXPERTS

- ✓ Recovery-led aesthetics
- ✓ Passed 12 abuse tests
- ✓ Fire rated upto FD60
- ✓ Acoustically rated up to 31dB
- ✓ Quick to fit – just 2 hours
- ✓ 2-second emergency access

## THE FASTEST ANTI-BARRICADE ACCESS

Our anti-barricade doorsets offer emergency access, with the collapsible anti-barricade stop providing access in just 2-seconds, even under pressure. Our locksets also have a complete staff override system, so staff can always gain entry, regardless of lockset tampering or blocking.

## RIGOROUSLY ABUSE TESTED

All our products are extensively tried and tested to withstand day-to-day use and the most extreme abuse. This includes statutory checks for fire, smoke and acoustic rating, plus 12 rigorous abuse tests.

## SUPPORTING CLINICAL OBSERVATIONS

Clinical staff aren't able to be everywhere at once. That's why our full-door ligature alarm immediately sends an alert to the nearest nursing station when a ligature is attempted - **helping to fill in blind spots between observations.**

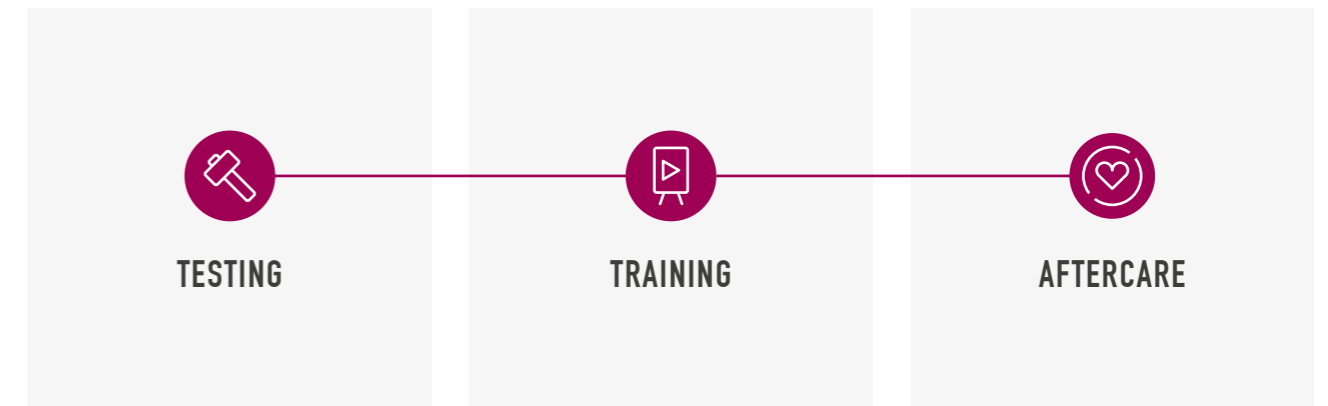
## THE HIGHEST STANDARDS

Our doorsets are manufactured by our partners in compliance with standards ISO 9001 and Q-mark. And our locksets and handles are **independently tested** and TS001 certified.


# WITH YOU EVERY STEP OF THE WAY

We recognise that our products exist to support good clinical practices and aid 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 covers you from the very first conversation you have with us up to on-going maintenance post-installation.



 **FIND OUT MORE** [www.shp.help/aftercare](http://www.shp.help/aftercare)

 **WATCH OUR TESTING VIDEOS**  
[www.shp.help/testing](http://www.shp.help/testing)



# ANTI-BARRICADE DOORSET

Reliable, fast access.  
Even under pressure.

- Anti-barricade stop releases reliably, even with internal pressure applied by the patient
- Emergency staff access in just 2 seconds - the fastest in Mental Health
- Activate from a position of safety with a clear line of sight into the room
- Full-door ligature alarm detects ligature attempts across the entire door (optional)

DISCOVER MORE  
[www.shp.help/bedroom](http://www.shp.help/bedroom)

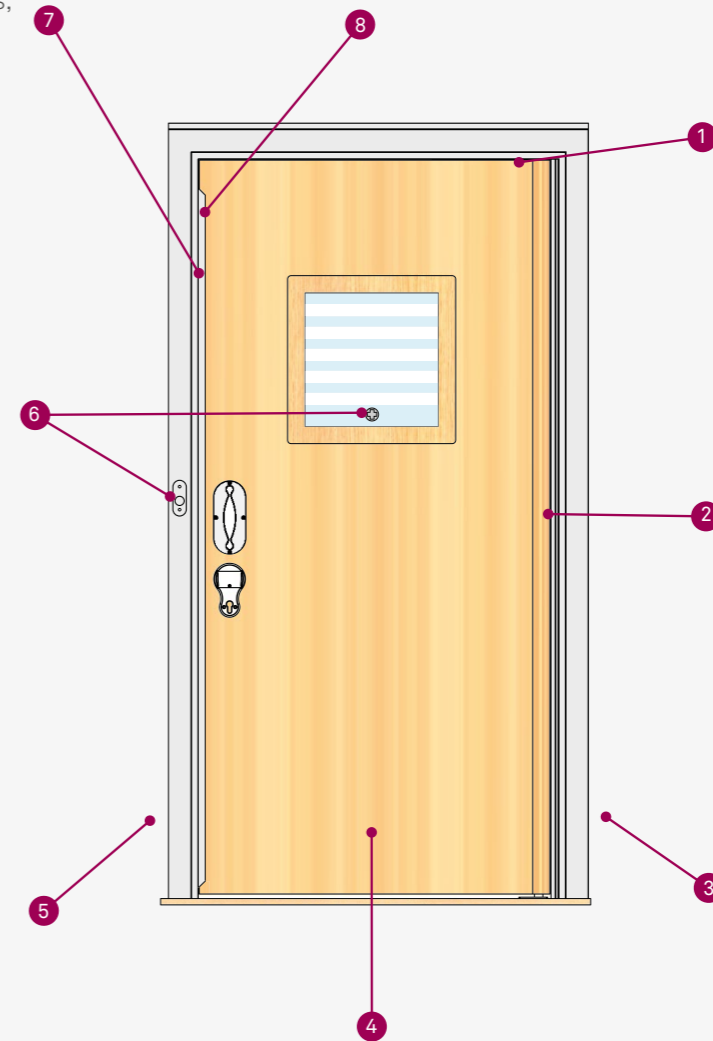


2-second anti-barricade access, even under internal pressure

One key – Lifeline or 8mm square drive – operates the vision panel and collapsible anti-barricade doorstop, so staff can observe and access quickly — keeping service users safer

Clinical staff are positioned safely to one side while the stop is released by one hand, so they have a clear line of sight and are able to assess the situation within the room.

Collapsible anti-barricade stop looks just like a regular doorstop, so is less noticeable than a traditional hinged stop, affording a residential feel



Concealed anti-ligature door closer with a range of options, allows you to choose the mode of operation best suited to your care pathway

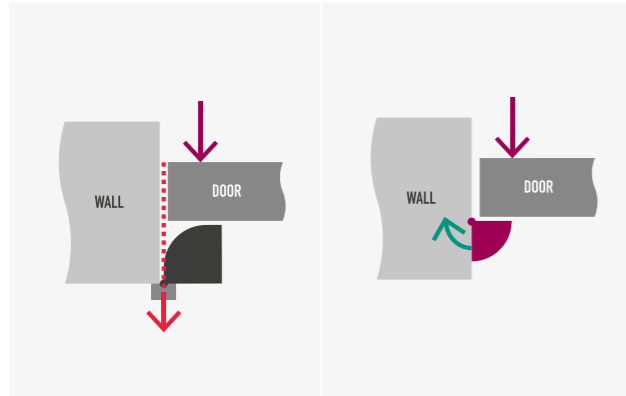
Discreet anti-ligature pivot system blends in better than a continuous hinge, emulating the home environment

The only visible metalwork on the bedroom side is the handle – just like at home

Full-door alarm detects ligature attempts across the entire door – including the top, latch and threshold



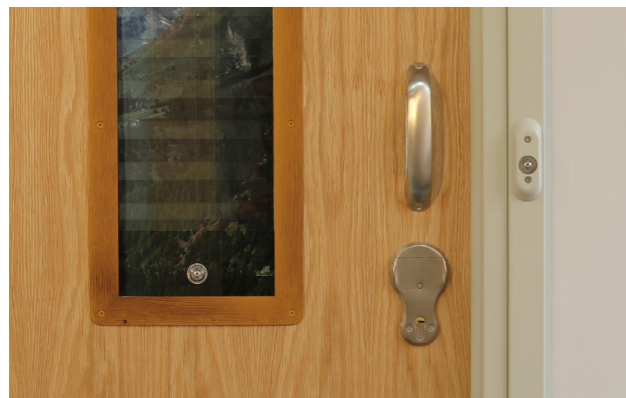
# HINGED STOPS VERSUS OUR COLLAPSIBLE STOP



## NOT VULNERABLE TO INTERNAL PRESSURE

Like push button stops, if pressure is applied on the inside of the door the hinged stop mechanism suffers increased friction. This can cause it to stick – delaying access and putting the service user at risk.

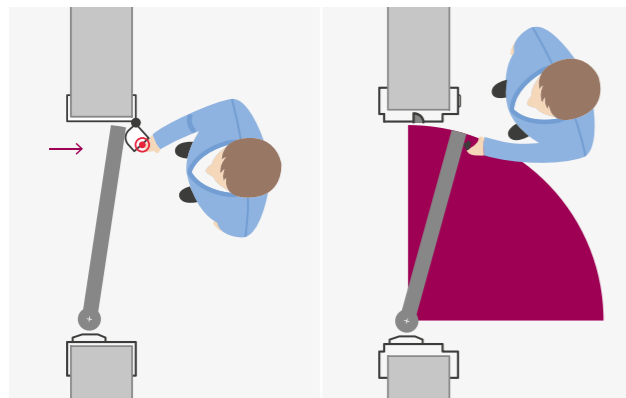
The position of the hinging point on our collapsible stop, means that internal pressure actually helps the door open.



## DELIVERS A HOMELY AESTHETIC

You told us that hinged stops are bulky and the exposed hinge knuckle looks institutional – that's why we designed our collapsible stop to be discreet.

Our collapsible anti-barricade stop can be supplied with a square drive key, to coordinate with existing Duralux vision panels.



## KEEPS STAFF SAFER

When using hinged stops, staff have to put their hands in front of the door and stand in the swing path - risking injury if a service user rams the door.

Instead, staff operate our collapsible stop with one hand, safely positioned to the side.

# THE FASTEST, MOST RELIABLE ANTI-BARRICADE ACCESS



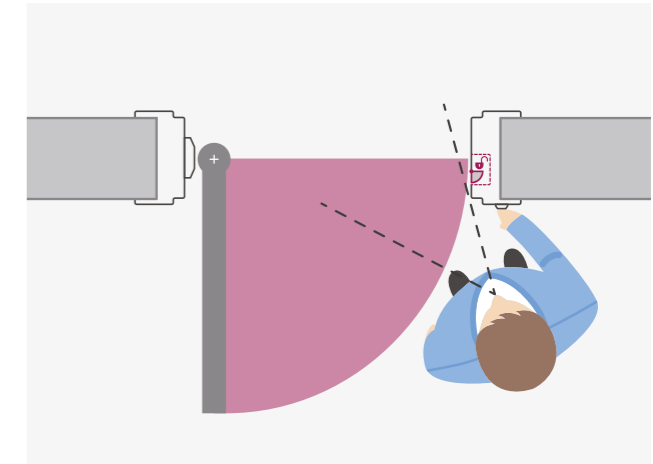
## 2 SECOND EMERGENCY ACCESS



A single release point controls the robust multipoint lock, giving staff entry in just two seconds.

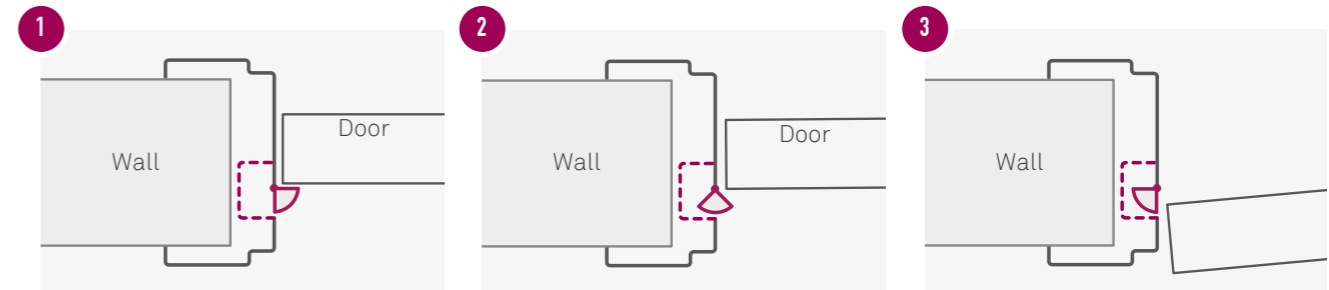
Because of the position of the hinging point on the stop, any internal pressure helps end a barricade.

## IDEALLY POSITIONED TO OFFER ASSISTANCE



Staff are positioned safely to the side, so they won't be injured if the door is rammed. With a clear line of sight into the room, they're in the best position to offer immediate assistance.

## OPERATION



# FULL-DOOR LIGATURE ALARM

With live status monitoring

Turning the entire door into a weighing scale, we've developed the world's first and only full-door ligature alarm.

EUROPEAN  
HEALTHCARE DESIGN  
AWARDS 2021

Innovation  
Award  
Winner 2018  
DESIGN BY MENTAL HEALTH NETWORK



## KEY FEATURES

- Addresses ligature risk at all heights - not just the top
- Discreetly built-in to the door, minimising ligature learning opportunities
- Filters out false alarms
- Integrates with most staff attack alarm systems
- Wireless system with minimal infrastructure - causing less disruption to live wards.
- Unique online monitoring system supports clinical observations by **sending staff real-time updates on the status of all alarms from any internet connected device.**



DISCOVER MORE

[www.shp.help/alarm](http://www.shp.help/alarm)



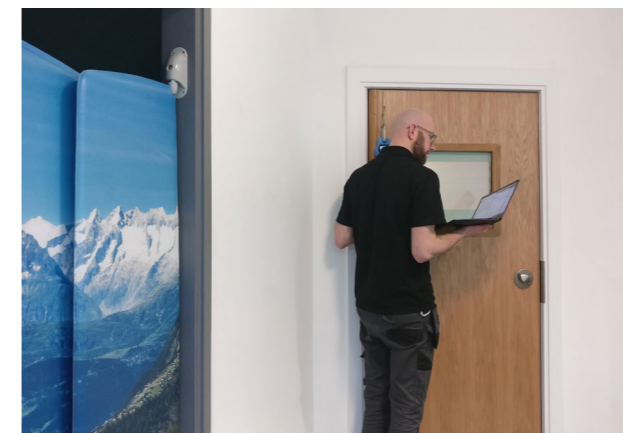
## SUPPORTS CLINICAL OBSERVATIONS

Clinical staff aren't able to be everywhere at once. The full-door ligature alarm immediately sends an alert to the nearest nursing station when a ligature is attempted - helping to fill in blind spots between observations and minimise ligature learning.



## UNIQUE ONLINE MONITORING SYSTEM

For increased peace of mind, we've developed a staff dashboard system which allows estates, maintenance and clinical teams to easily monitor all doors where the alarm is installed. This includes real-time updates on the status of all alarms, prompts for weekly testing and low battery notifications.



## SINGLE SOURCE SUPPLY & INSTALL

From specification right through to ongoing aftercare, the wireless system is managed by us - reducing the number of tradespeople involved and giving you confidence that it's installed and monitored by the very people who designed it!



# EN-SUITE DOOR

Patient privacy and dignity  
with unrivalled safety

- Leaves detach if a ligature is attempted, at a minimum of 3kg load
- Self-locating design ensures easy leaf reattachment
- The strong magnets and pivot mechanism avoid leaves detaching during day-to-day use
- Magnets can't be removed or ingested
- Soft, lightweight leaves minimise weaponisation
- Retrofits in under 60 minutes
- Saves up to £1,000 compared to alternatives
- "A revolutionary, lifesaving solution"  
– DIMHN judges

DISCOVER MORE  
[www.shp.help/ensuite](http://www.shp.help/ensuite)



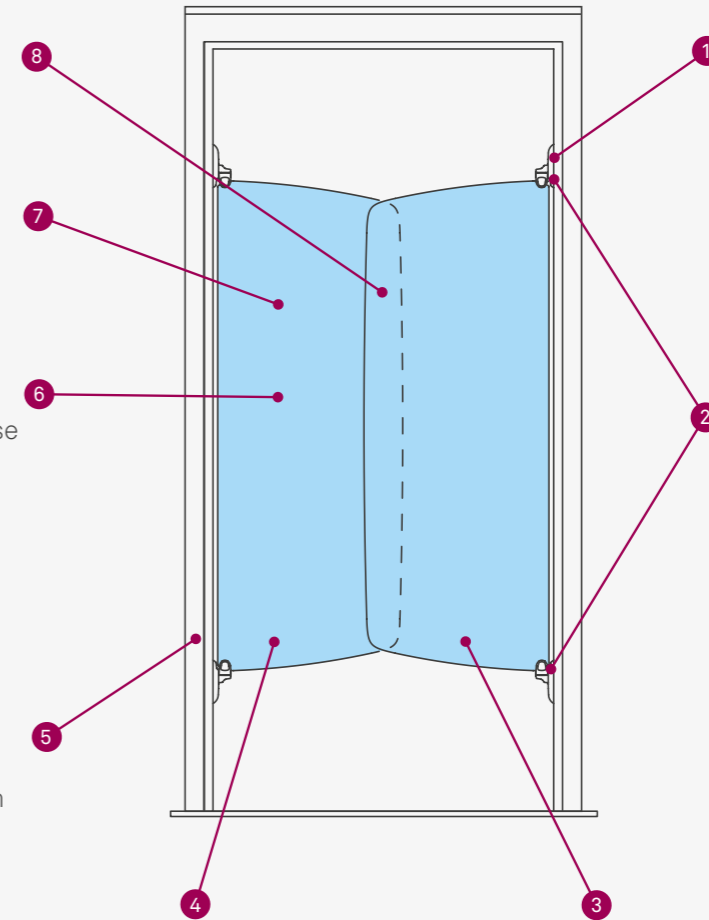
PROTECTED BY 5-YEAR  
ROBUSTNESS GUARANTEE

Leaves overlap for  
privacy

Standard sizes to  
ensure short lead  
times

Leaves available in a  
choice of colours and  
images, allowing  
patients to personalise  
bedrooms

Can be fitted to  
existing door frames  
in under 60 minutes,  
minimising disruption



Magnetic load release  
eliminates known  
ligature risks

Top and bottom  
magnets are  
self-locating and offer  
superior hold,  
minimizing unwanted  
detachments and  
removing the need to  
bend down if the  
leaves do need  
reattached

Individual leaves are  
narrow and flexible,  
making ineffective  
weapons or shields

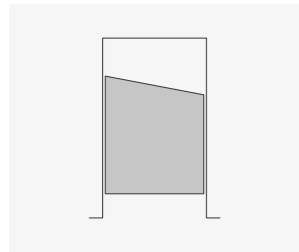
Leaves are fire retardant  
and water-resistant



# LIMITATIONS OF EXISTING OPTIONS

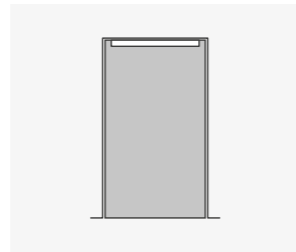
Our robust research process – including first-hand experience in the live ward environment – saw us gather feedback from architects, clinicians and estates teams, exposing the limitations of existing solutions.

- Any two hard surfaces meeting creates a ligature point
- Load release is the only safe option



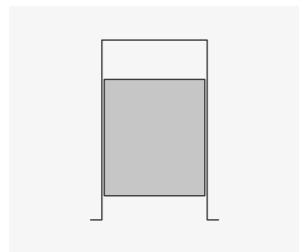
## CUT-DOWN DOOR

- Multiple ligature risks on door frame, hinge and gap
- Can be used as both a weapon and hiding place



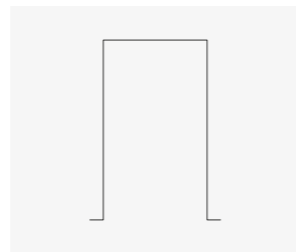
## FULL DOOR WITH DOOR-TOP ALARM

- Low-level anchor points pose risk of bed sheet ligature
- Limits observation when bathroom in use



## SIDE-HUNG MAGNETIC DOOR

- Side-hung magnets detach too easily, so impractical
- Strong magnets in fabric can be removed and swallowed, causing internal injury and even death



## NO DOOR/CURTAIN

- Lack of dignity and privacy
- Curtain blocks observation and requires regular replacement
- Doesn't emulate home environment



EXPLORE THE DESIGN PROCESS

[www.shp.help/ensuite-dev](http://www.shp.help/ensuite-dev)



WATCH OUR TESTING VIDEO

[www.shp.help/testing](http://www.shp.help/testing)



## OUR LIFESAVING SOLUTION

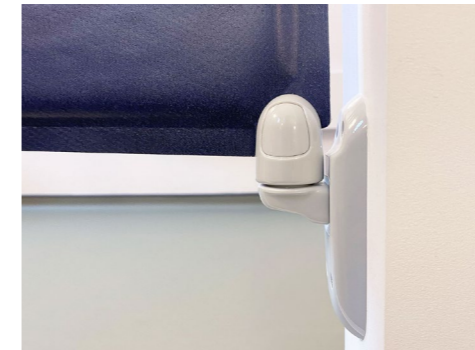
As well as setting new standards for safety and design, our en-suite door restores dignity and independence. It's cost effective too, saving up to £1,000\* compared to full doors with door-top alarms and was commended as “a revolutionary, lifesaving solution” by DIMHN 2017 judges.



### ENABLES PARTIAL OBSERVATION; PROVIDES DIGNITY

Like cubical doors in a leisure centre, the door acts as partial visual screen to preserve service user dignity.

Yet it also allows observation of head and feet to give clinicians peace of mind.



### SELF-LOCATING DESIGN; EASY REATTACHMENT

The improved design ensures that leaves stay firmly in place during day-to-day use and now include self-locating magnets in frame, removing the need to bend down to reattach the leaves if an incident occurs.



### ENHANCES SAFETY

We've tested the door to TS001 standards, and there are no-known ligature points on the pivots or leaves.

The leaves detach if a ligature is attempted, but stay in place during day-to-day use – ensuring they are practical.

When detached, the leaves are an ineffective weapon because they are soft and lightweight.



# SECLUSION DOORSET

Designed for patients in a heightened Mental Health crisis

- Timber effect finish to aid de-escalation
- No harmful protruding hardware on service user side
- Robust multipoint electronic or mechanical locking options
- Laminated hardwood door
- Durable PVC facings reduce damage under attack

## DISCOVER MORE

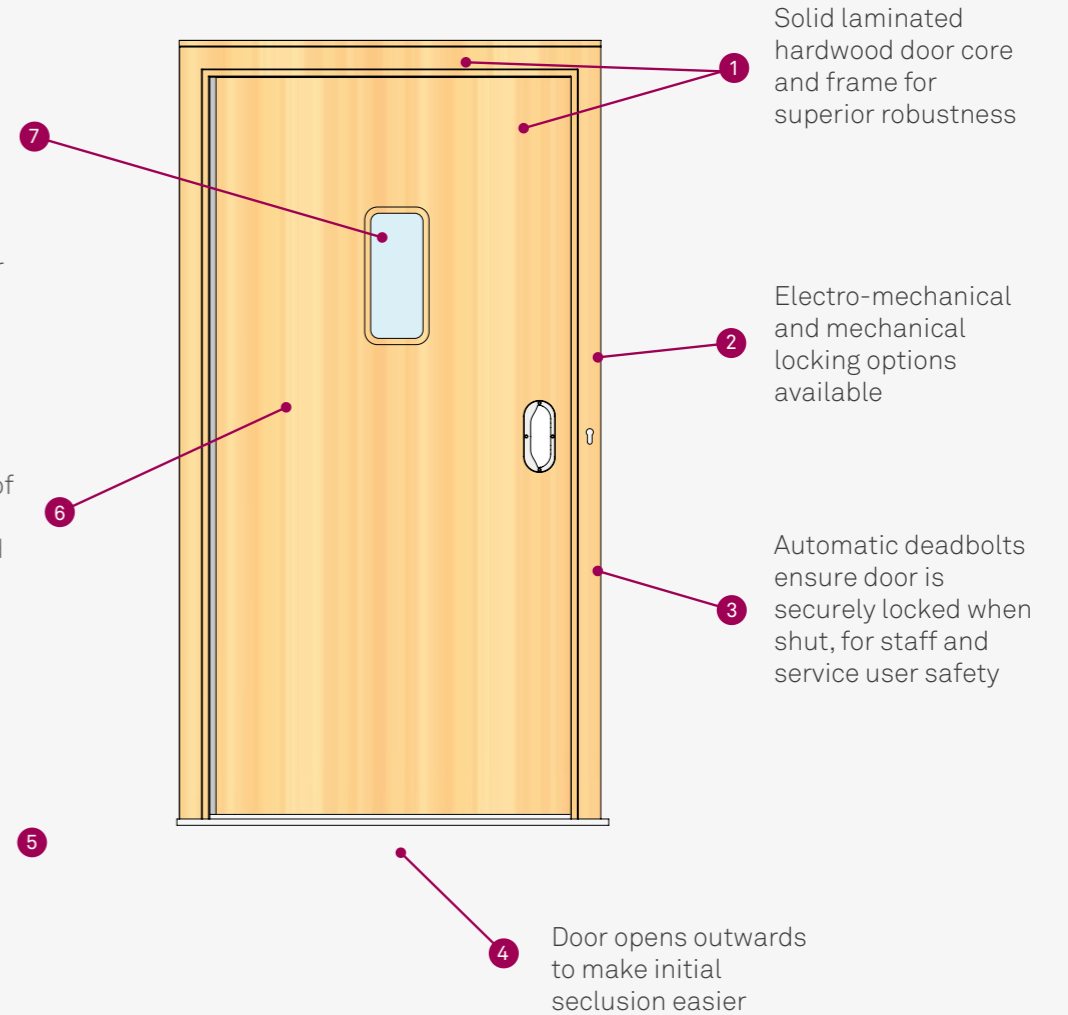
[www.shp.help/seclusion](http://www.shp.help/seclusion)



Slimline privacy panel allows observation while maintaining maximum robustness. Privacy panel can be used if seclusion room or Section 136 suite door is accessible from a main corridor

Robust PVC door facing reduces risk of vandalism or self-harm compared to veneer

Absence of protruding door furniture on inside keeps service users safe



# SECLUSION DOORSET PRIORITIES

## ROBUST FOR EXTREME ABUSE



### Robust locking options

The locks are fitted to the frame with unique metal anchoring system to secure these into the structure, significantly reducing the risk of breakout.

The door core is high density laminated hardwood, as is the frame.

### Durable PVC facing

The PVC facing is available in both timber effect and colour finishes, to complement any surrounding. Timber effect, in particular, can help create a more calming space to aid de-escalation.

## SAFE FOR STAFF AND SERVICE USERS



### No protrusions on the inside

Protruding items such as a handle, hinge or vision panel beading have all been removed from the inside of the door. So there are no protrusions which could be used to self-harm – protecting service users when they're most vulnerable.

# ROBUST LOCKING OPTIONS

Our choice of mechanical and electronic locks have been specially selected for use in high aggression environments.

- ✓ Robust construction makes them resistant to vandalism
- ✓ Resistance of 40,000N lateral force, ensuring they unlock even if internal pressure is applied to the door
- ✓ 'Slam-shut' system – with the bolts locking in place as soon as the door is closed
- ✓ Locks are frame-mounted, reducing the risk of breakout as typically seen from multipoint locking systems fitted to the door leaf
- ✓ The lock comes with reinforcement plates, anchored to the structure to withstand the most extreme abuse



## ELECTRONIC (1- OR 3-POINT)

Our electronic locks can be incorporated in our smart access control platform or third party platform, so the same swipe card can be used on other doors in the ward.

And for complete peace of mind, there's a mechanical override, so the lock will fail secure and still allow you to unlock the door if there's no power.

Available in a 1- or 3-point lock arrangement.

## MECHANICAL (2-POINT)

Designed for scenarios requiring a high level of security and robustness, but without electronic locking.

The 2-point mechanical lock has two self-locking bolts which are operated from a single keyway, making it practical.



# CORRIDOR DOORSET

FD60 rated, and FD30 for extra-wide doors

- The only extra-wide corridor doorset that's FD30 rated
- Choice of mechanical or electronic locking options
- Concealed, anti-ligature transom door closer with internal back check to prevent the door being slammed or weaponised – keeping staff safer
- For secure ward entrance and cross-corridor doors

DISCOVER MORE

[www.shp.help/corridor](http://www.shp.help/corridor)



Robust metal frame provides safe and durable entrance

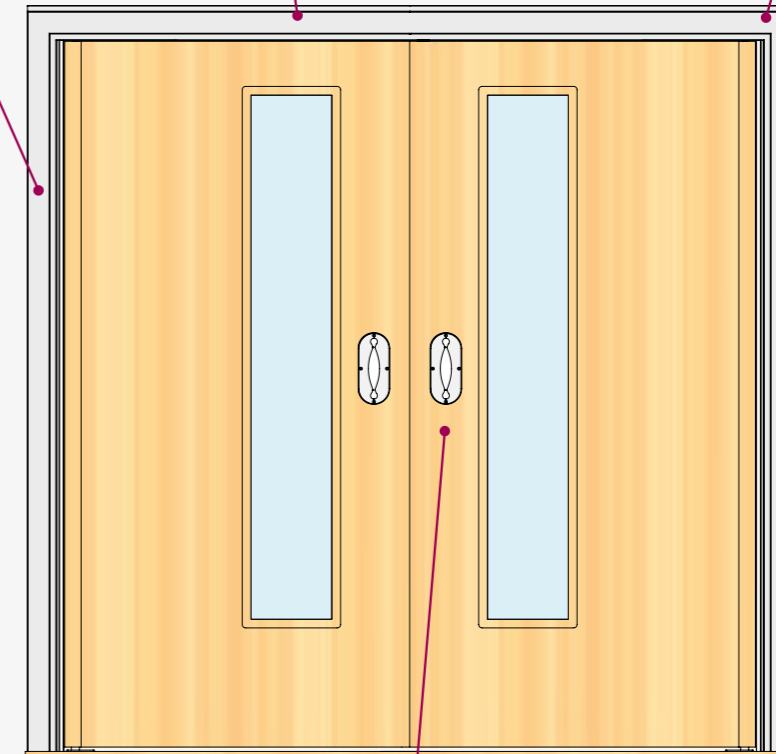
Fully concealed, robust locking system has a tolerance, ensuring engagement if slightly misaligned

Choice of concealed door closers. Standard – the door's default position is closed – or Hold-open (EMAG) – allows doors to be left open, but self-closes with fire alarms

1

2

3



Choose from electronic access control locksets – concealed in the frame head – or surface mounted maglocks

4

7

For the ultimate robust entrance, we recommend a large single, inward-opening door with electronic locks

6

The only extra-wide corridor doorset that's FD30, plus FD60 for standard width doors

5

Frame provides solid fixing to prevent breakout of ironmongery if door is rammed



## CASE STUDY

# SOWENNA CAMHS, CORNWALL PARTNERSHIP NHS FOUNDATION TRUST



Sowenna - the first of its kind for Cornwall Partnership NHS FT - is a purpose-built child and adolescent mental health (CAMHS) unit, providing inpatient treatment for young people aged between 13 and 18 years. Thoughtfully designed by Ryder Architecture, the unit focuses on non-institutional safety, wellbeing and recovery.

### NORMALISED LIVING: WELCOMING, FAMILIAR AND THERAPEUTIC

Cornwall Partnership NHS FT were keen to normalise the environment for young people and their families. This 14-bed facility includes education and activity spaces, a snug, sports barn, and cafe and is centred around a courtyard providing access to outdoor space and natural light. It has been described by one of the young people as “a beacon of hope”.

- Young people are empowered to lock and unlock their own bedroom space using our anti-ligature wristbands, increasing feelings of trust and independence
- Our saloon-style en-suite doors were selected for private bathrooms, providing patient privacy and dignity while staff have partial observation
- Our doorsets are designed to help create therapeutic settings. Bedroom and corridor doors come with minimal metal fixings and our en-suite door is available in a choice of colours and prints. emergency to these higher risk rooms



“This is not somewhere a young person comes in and knows it’s a ward. It’s more than that...the feeling that you have in this building is that this is somewhere that is safe, that is comfortable, that pays attention to my wellbeing as well as my mental health.”

**Dr Barbara Vann, Chair,  
Cornwall Partnership NHS Foundation Trust**





## NON-SERVICE USER DOORSET

Practical and cost-effective

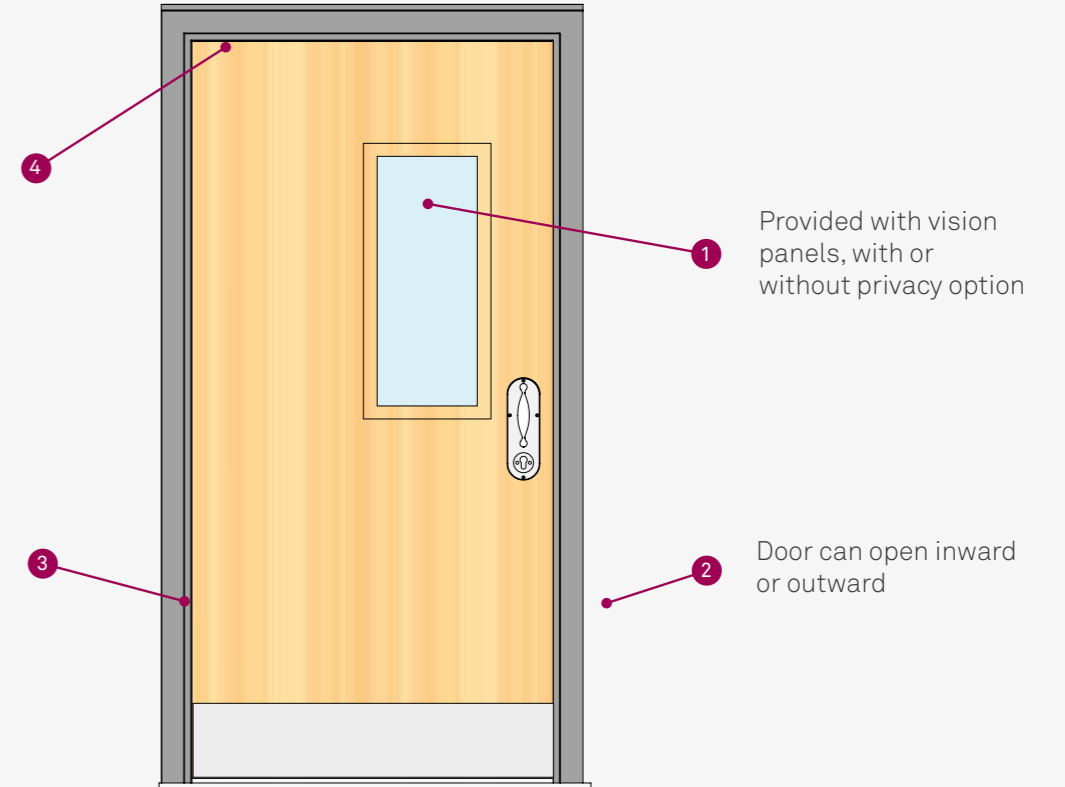
- Designed specifically for non-service user areas
- Perfect for a staff area or nurses' room

**DISCOVER MORE**

[www.shp.help/staff-door](http://www.shp.help/staff-door)

Optional overhead door closer on staff side offers fire safety and security

Can be fitted with anti-ligature butt hinges or full-length continuous hinge

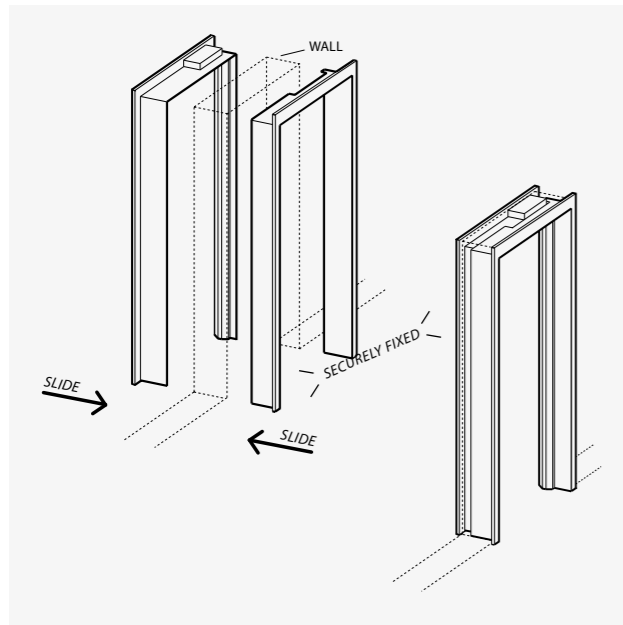


# EASY INSTALLATION

You told us that replacing doorsets in Mental Health was disruptive and made planning upgrades difficult. So we use a rapid-install frame with integral architrave to ensure easy installation in live ward environments. It minimises interruptions and cost – and also reduces service user disruption and distress.

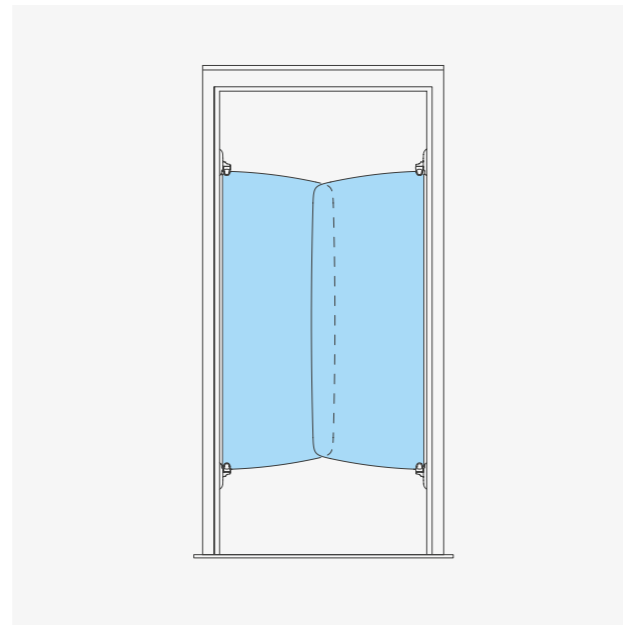
Components are pre-finished in any RAL colour offsite, so no painting is required – just install it and walk away. The architrave can also be oversized, covering damage from previous door frames, and saving time and money on redecorating. Plus, the integral architrave is more robust than timber, which can be worked loose and used as a weapon.

## RAPID-INSTALL: 2-HOUR INSTALLATION



Ideal for live-ward installs, our rapid-install frame allows estates teams to replace a doorset during a morning or afternoon activity. This helps reduce costs and minimises disruption to service user recovery.

## EN-SUITE DOOR: 60-MINUTE RETROFIT



Magnetic frame-mounted pivots fix to the existing door frame with concealed fixings. The en-suite door leaves are then attached instantly - and all in 60 minutes.

# MANUFACTURING PROCESS

Following a thorough selection process, we partnered with an established door manufacturer to supply and finish our doorsets. Based in Devon, they tap into the historic doorset expertise in this region and are one of the UK's leading doorset manufacturers.

Working alongside our manufacturing partner is our own team of Doorset Managers. Covering the whole of the UK, they work closely with your design and construction team – ensuring your doors are manufactured and fitted correctly and accurately.



Our door manufacturing partner is fully accredited, including:



012



# OUR TEST METHODOLOGY

As engineers, we approach testing in a methodical, measurable and repeatable way. Unlike current industry guidance, which focuses on just two or three tests, our products undergo 12 rigorous mechanical and abuse assessments, as well as strict fire and acoustic checks.



Pendulum swing (EN949) to simulate a heavy body impact – up to 400J



Designed to withstand extreme abuse, the en-suite pivots are tested beyond the levels set by current industry guidance



Department of Health test to simulate kicking and punching



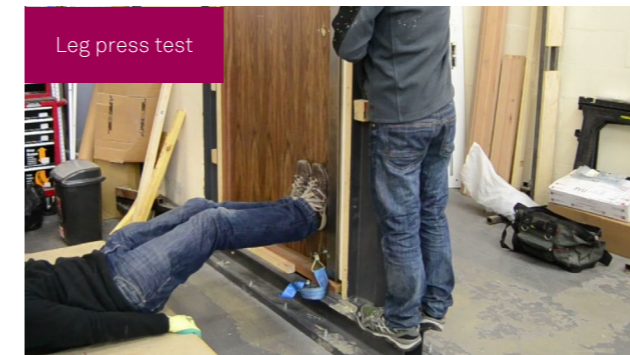
Built to withstand extreme and persistent abuse, our seclusion room door was hit more than 100 times with a paving maul in the same location

Because of this thorough process, our doorsets meet:

- ✓ European Standards for resistance to static torsion, vertical loading and impact/abuse (EN947, EN948, EN949)
- ✓ Department of Health Environmental Design Guide: Adult medium secure services
- ✓ Fire and smoke compliance (BS476:22, BS476:31.1)
- ✓ DHF:TS001 (anti-ligature)
- ✓ Acoustic ratings (BS EN ISO 140-3)
- ✓ Anti-barricade reliability




Vision panel and beading attack – to ensure robustness of the glass in the face of extreme abuse



The Leg Press test is an internal test to ensure the doorstop always releases, regardless of pressure on the stop from the inside

In the absence of formal test standards for Mental Health components, we've developed our own rigorous checks. And because we believe in complete transparency, our tests are recorded so you can discover the lengths we go to in our quest for unrivalled safety and robustness.

 **WATCH TEST VIDEOS**  
[www.shp.help/testing](http://www.shp.help/testing)





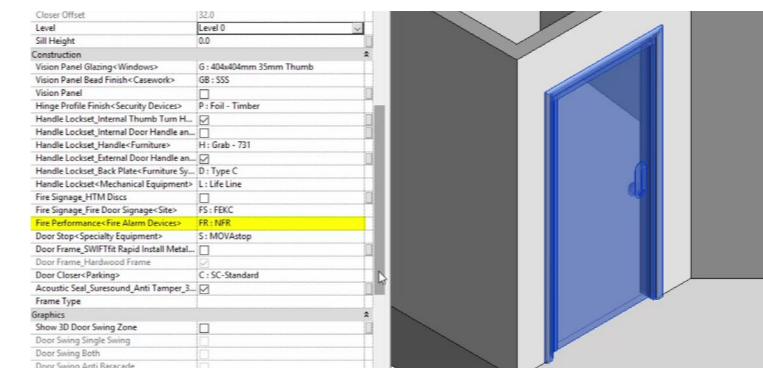
# SCHEDULING, BIM AND NBS

Our doorset team works with you to specify the most suitable doorsets for performance and budget and then manages the project on-site – ensuring the project is delivered on time, and at our high-quality standard.

This means meetings with the architect and estates department – surveying the entire site, taking measurements and making recommendations for alterations due to budget and current legislation. We also work with the contractor to provide reassurance and technical support throughout the construction stages.

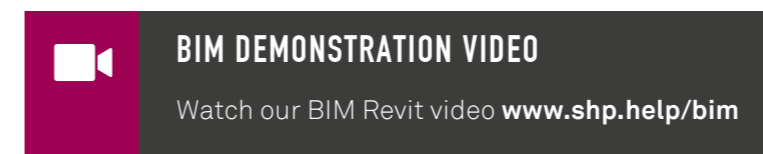
## BIM

Our fully editable BIM models do all the hard work, saving you time and increasing accuracy during the specification and quoting phase. Our built-in specification checker will also let you know when you've tried to combine components that don't work together, so you get the right result every time.



## NBS

Our doorset specifications are available through NBS Create, NBS Building, RIBA Product Selector, or directly from our website – making it easier to specify the right lockset and saving you time.





# 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.

**t** 0330 058 0988

**e** [info@safehingeprimera.com](mailto:info@safehingeprimera.com)

**w** [www.safehingeprimera.com](http://www.safehingeprimera.com)

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## **DESIGN & INSPIRATION STUDIO**

To help you specify your doorsets and door components, we have created two design and innovation studios near Preston and Glasgow. We'd love to welcome you to explore our latest product innovations and discuss your project requirements.