



SYMPHONY DOORSETS

A complete range of doorsets for Mental Health.

Engineered by experts, designed for recovery.

SAFEHINGE[®]
PRIMERA
LIFESAVING DETAILS

WELCOME TO SYMPHONY DOORSETS

As product designers, we've applied our engineering expertise to the challenges of Mental Health. After listening closely to you – architects, designers, clinicians and service users – we've combined the best practice from both hotel and Mental Health design to create our Symphony doorsets

Our research-led approach helps us create a unique balance of aesthetics, safety and robustness. Rigorously tested to withstand abuse, our non-institutional doorsets are specifically designed for inclusive Mental Health units that aid recovery. Plus our commitment to exceptional customer service makes us simply different – giving you the flexibility to specify the right doorset for the right recovery pathway.

We're a team of designers, engineers and product specialists. At first sight, our products might look the same as any other on the market, but explore the detail and you'll discover crucial safety features you won't find anywhere else. Each product is the result of meticulous design, rigorous testing and feedback from you at every stage. That's why the lifesaving differences are in the detail.

Thanks to our proven track record in Mental Health design, and experience in developing award-winning products, our unrivalled knowledge will also help you understand, choose and specify the right doorset. Every time.

It's why Symphony doorsets are only available directly from Safehinge Primera – and why they've been embraced by the Mental Health community and are now used extensively across the UK.

TARGET ZERO: WORKING WITH YOU TO ELIMINATE SUICIDES ON DOORS

- **67% of in-patient deaths by suicide occur in the service user's bedroom**
- **76% are caused by strangulation**
- **91% occur under intermittent observations**

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

Suicides are not inevitable and we believe that incremental safety improvements will take too long make a significant impact. By focusing on eliminating risks or alerting ligatures attempts and ensuring you can overcome the situation quickly every time, we'll achieve our mutual goal together.

ELIMINATE

Our mindset: Why manage risk when you can design it out?

That's why our award-winning en-suite door has no known ligature points.

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 top.

OVERCOME

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



FIND OUT MORE

www.shp.help/zero

Sources: "NCISH: In-patient suicide under observation", 2015. "The mental health workforce plan for England", 2017.

DESIGNED FOR RECOVERY

We spend a lot of time on Mental Health wards, listening to your needs and learning why your current doors are unsuitable or failing. Through this voice of the customer approach, we've developed a range of robust, thoroughly tested doorsets – designed to create an inclusive environment which aids recovery.

HOMELY FEEL



We collaborated with prominent architects from the Mental Health and hotel sectors to learn best practice when it comes to creating beautiful spaces. That's why our doorsets have concealed fixings, minimal visible metalwork, and the option of an anti-tamper threshold seal to minimise noise transfer.

RESTORING DIGNITY AND INDEPENDENCE



To provide the perfect balance of robustness, safety and homeliness, we worked closely with clinicians, facility managers and estate teams.

The result? The first access control lockset with integrated mechanical SOS (Staff Override System) – giving service users the independence to operate their own door, but ensuring staff can always gain emergency access.

And our award-winning en-suite door enables partial observations, while preserving dignity.

ENGINEERED BY EXPERTS

- ✓ Recovery-led aesthetics
- ✓ Acoustically rated up to 31dB
- ✓ Passed 12 abuse tests
- ✓ Quick to fit – just 2 hours
- ✓ Fire rated upto FD60
- ✓ 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 two seconds. Our locksets also have a complete staff override system, so staff can always gain entry, regardless of keyway tampering or blocking.

RIGOROUSLY ABUSE TESTED

All our products are rigorously 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.

HELPING STAFF AND KEEPING THEM SAFE

Clinical teams tell us they need a fast, intuitive way to access rooms – especially in stressful situations. That's why all locks on a Symphony doorset can be unified with a single mechanical Lifeline closed keyway or electronic Passport key. It makes access quicker and less complicated. Plus our collapsible anti-barricade stop works with a single unlocking point, with staff positioned safely to the side of the swing path.

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.

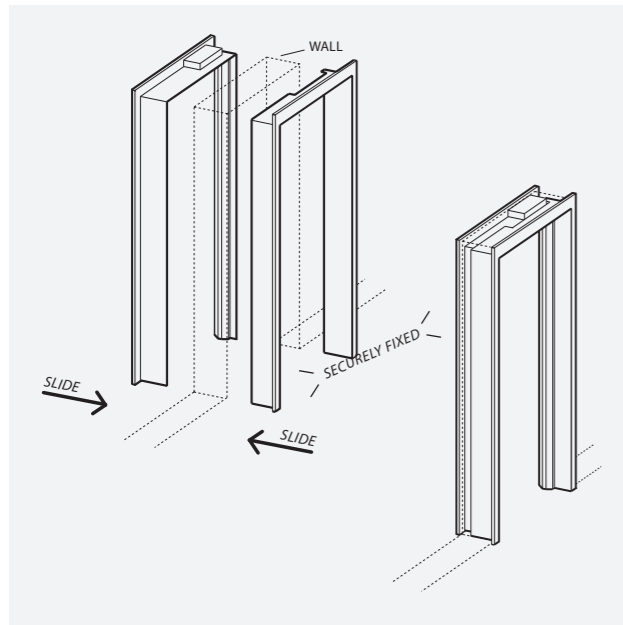


EASY INSTALLATION

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.

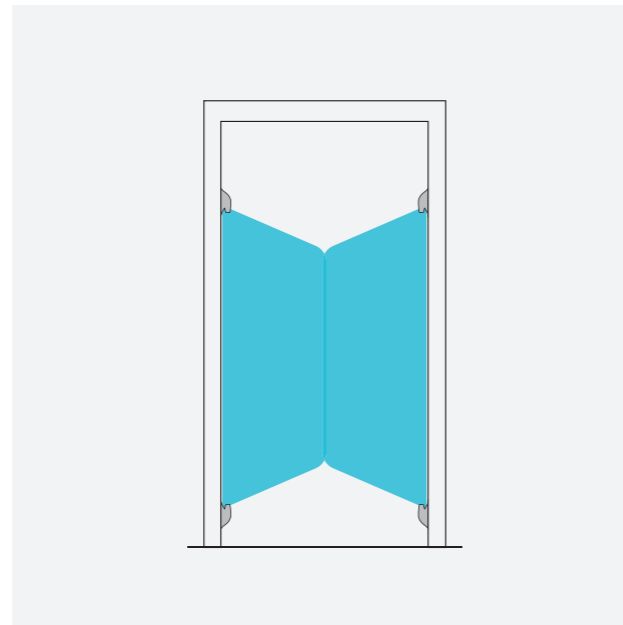
Components are pre-finished in any RAL colour offsite, so no painting is required – just install it and walk away. The architrave can also be oversized, covering damage from previous door frames, and saving time and money on redecorating. Plus the integral architrave is more robust than timber, which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

RAPID-INSTALL: 2-HOUR INSTALLATION



Ideal for live-ward installs, our rapid-install frame allows estate 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, with the en-suite door leaves then attached instantly – and all in 30 minutes.

DOORSETS BY SAFEHINGE PRIMERA

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 these region and are one of the UK's leading doorset manufacturers.

Working alongside with our manufacturing partner is our own team of doorset managers. Covering 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:



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 ensuite 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 unparalleled safety and robustness.

 **WATCH TEST VIDEOS**
www.shp.help/testing



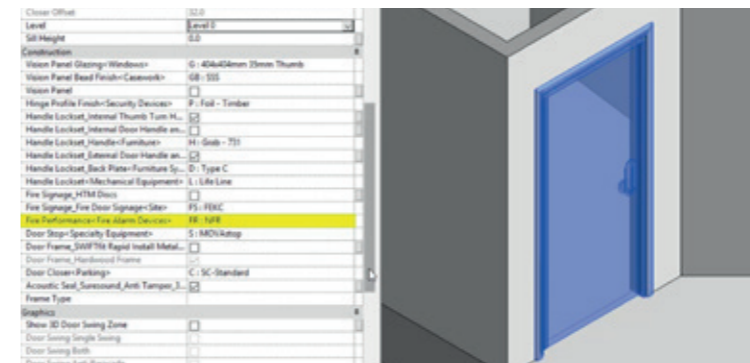
SCHEDULING, BIM AND NBS

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.

DOWNLOAD OUR NBS SPECIFICATIONS

www.shp.help/nbs



BIM DEMONSTRATION VIDEO

Watch our BIM Revit video www.shp.help/bim

GET IN TOUCH

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

Because they'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.

Our specification team covers the whole of the UK and are pleased to drop by and introduce you to Safehinge Primera, explain our products in detail, demonstrate mobile samples and listen to your requirements.

You're also welcome to pay us a visit – we're easily accessible from the motorway and train network. And, of course, your feedback is always welcome too.

We look forward to hearing from you.



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DESIGN & INSPIRATION STUDIO

At our office in Blackpool, we've created a permanent design studio to showcase our doorset range to help you specify your doorsets, including colour choices. Book a visit and we'll collect you from Preston train station – easily accessible on the West Coast mainline.

The image shows a hallway with two wooden doors. Each door has a decorative panel: the left one features yellow and green flowers, and the right one features pink cherry blossoms. Both doors are equipped with silver handles and a lock mechanism. A long fluorescent light fixture is mounted on the wall above the doors.

ANTI-BARRICADE DOORSET

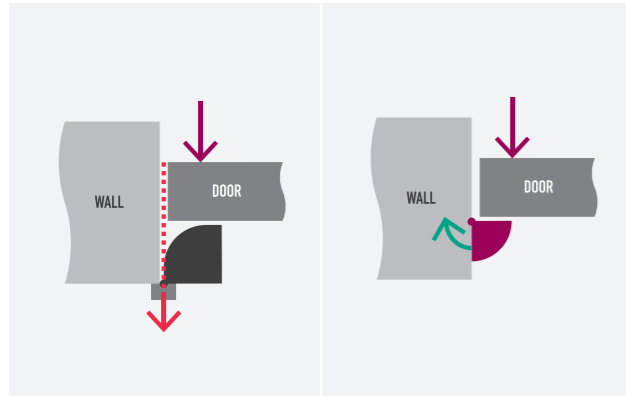
Reliable anti-barricade
access in 2-seconds

DISCOVER MORE

www.shp.help/bedroom

- Anti-barricade stop operates even under pressure, with staff stood safely to one side
- Robust build – passed 12 abuse tests
- Ideal for bedrooms
- Full-door alarm detects ligature attempts across the whole door (optional)

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.

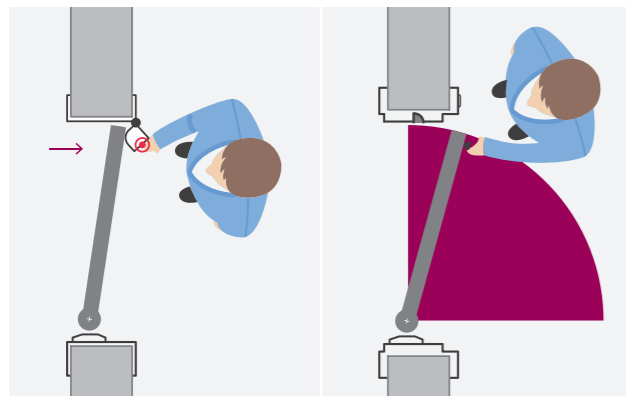
The position of the hinging point on our collapsible stop, means that internal pressure actually helps the door open.



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

Staff put their hands in front of the door and stand in the swing path when operating hinged stops – 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



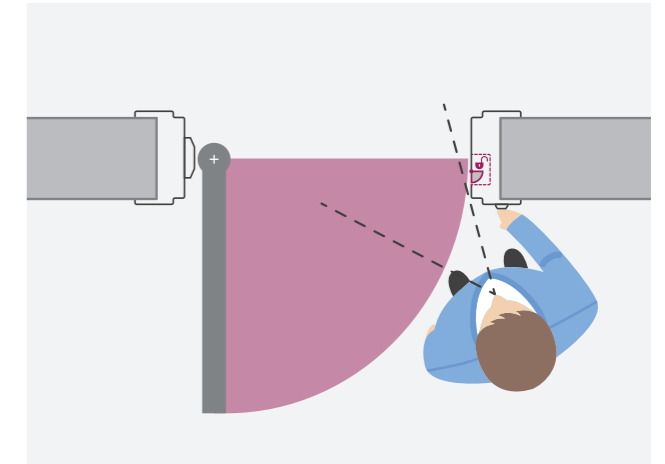
2 SECOND EMERGENCY ACCESS



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

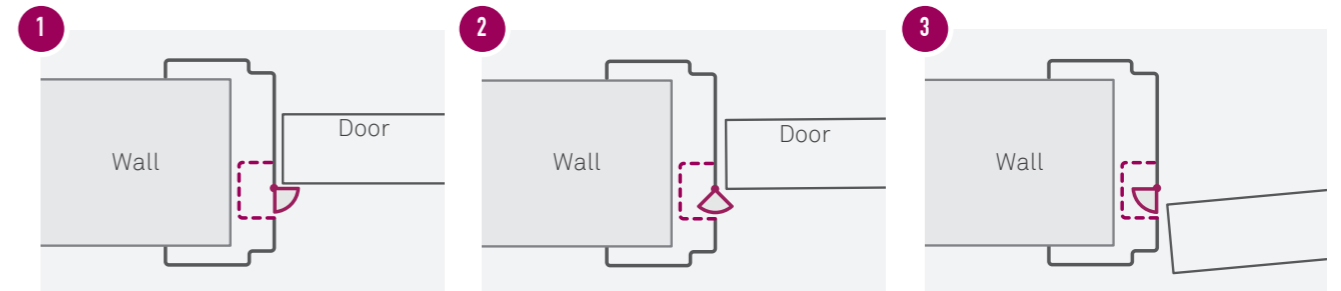
Because of the position of the hinging point on the stop, any internal pressure helps end a barricade.

IDEALLY POSITIONED TO OFFER ASSISTANCE



Staff are positioned safely to the side, so they won't be hit if the door is rammed – and they're in the best position to enter the room and offer immediate assistance. Plus as the door opens they have clear line of sight into the room.

OPERATION



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

2-second anti-barricade access – the fastest in Mental Health

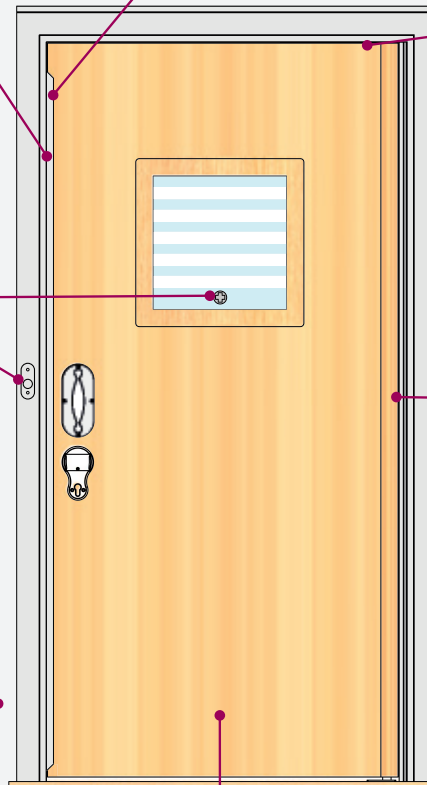
Concealed anti-ligature door closer with a range of options, allows you to choose the mode of operation best suited to your care pathway

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

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

Staff can release the anti-barricade stop one-handed and are positioned to the side of the door when it swings open, keeping staff safe and putting them in the best position to offer assistance

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 top, latch and threshold

SAFEHINGE PRIMERA[®]
LIFESAVING DETAILS

EN-SUITE DOOR

Award-winning door with no known ligature points

- Leaves detach if a ligature is attempted, at 8kg load
- 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

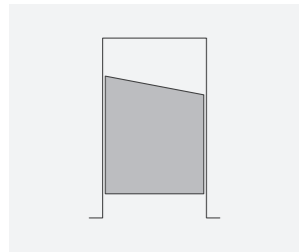
www.shp.help/ensuite

**Design in
Mental Health
AWARDS
2017**
Product Innovation
of the Year

LIMITATIONS OF EXISTING OPTIONS

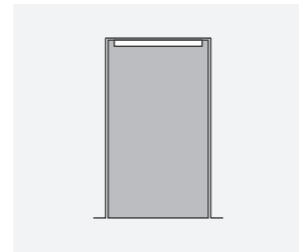
Our robust research process – including immersion in the live ward environment – saw us gather feedback from architects, clinicians and estate teams – and exposed the limitations of existing solutions:

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



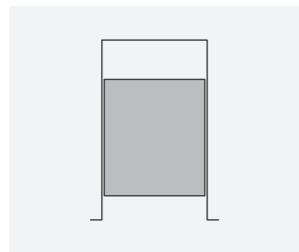
CUT-DOWN DOOR

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



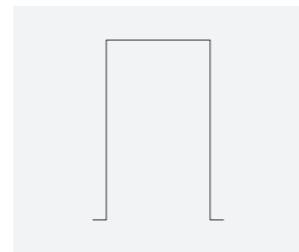
FULL DOOR WITH DOOR-TOP ALARM

- 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

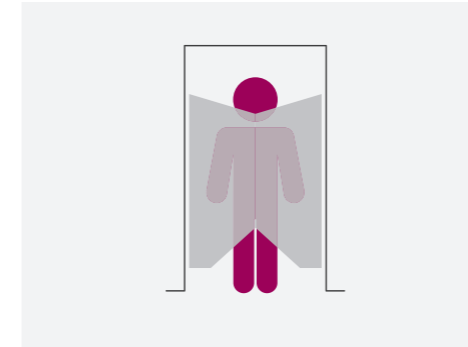


NO DOOR/CURTAIN

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

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.



MINIMISES LIGATURE LEARNING

There's an option to allow staff-only reattachment – with a quarter turn of the staff key engaging the magnet – so a detached door leaf can inform clinical risk assessment.

This discourages service users from even attempting to tamper with the door, as well as minimising the opportunities to try.



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.



EXPLORE THE DESIGN PROCESS

www.shp.help/ensuite-dev



WATCH OUR TESTING VIDEO

www.shp.help/testing

*Details correct, May 2018

SAFEHINGE PRIMERA^o

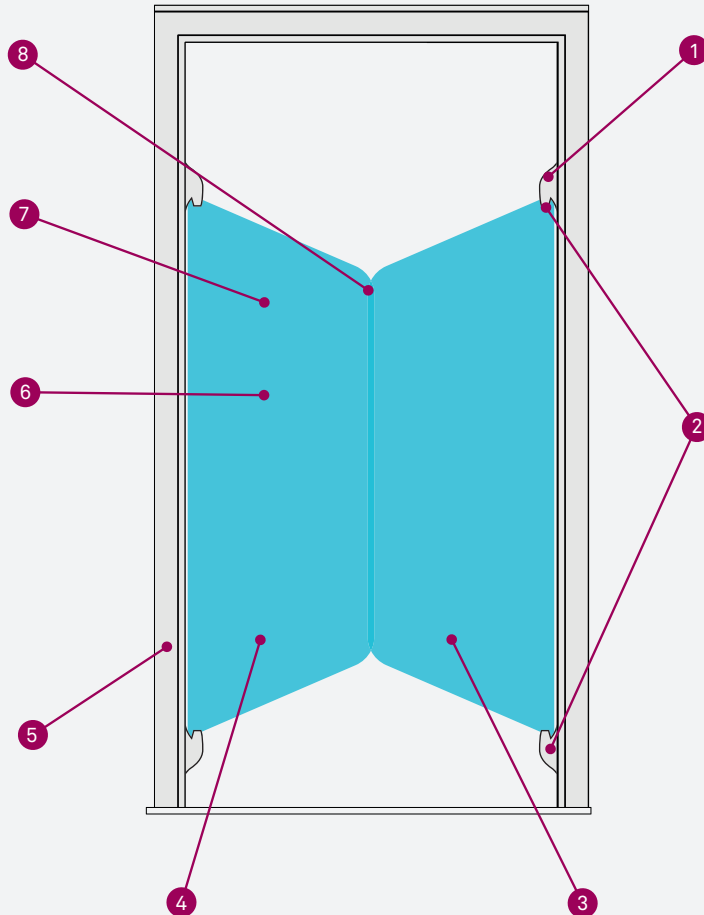
LIFESAVING DETAILS

Leaves overlap for privacy

Standard sizes to ensure short lead times

Leaves available in a choice of colours and images, allowing service users 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 offer superior hold, minimising unwanted detachments

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

Leaves are fire retardant and water-resistant

SECLUSION DOORSET

**Designed to resist extreme
and extended aggression**

- 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



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 allowing 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.

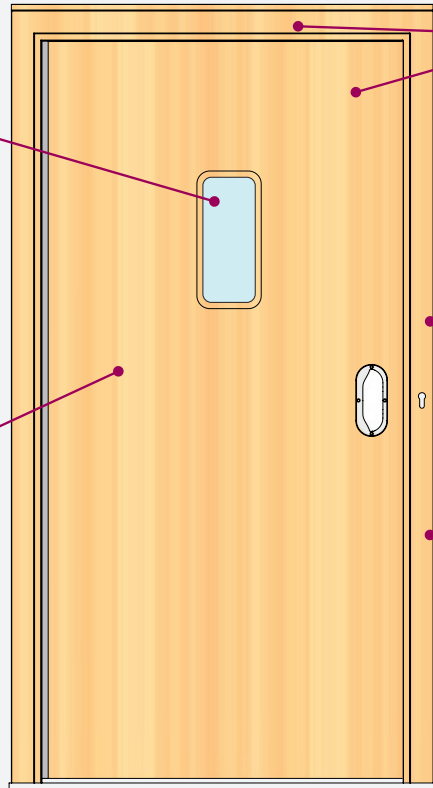
SAFEHINGE PRIMERA^o

LIFESAVING DETAILS

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



Solid laminated hardwood door core and frame for superior robustness

Electro-mechanical and mechanical locking options available

Automatic deadbolts ensure door is securely locked when shut, for staff and service user safety

Door opens outwards to make initial seclusion easier



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

Robust metal frame provides safe and durable entrance

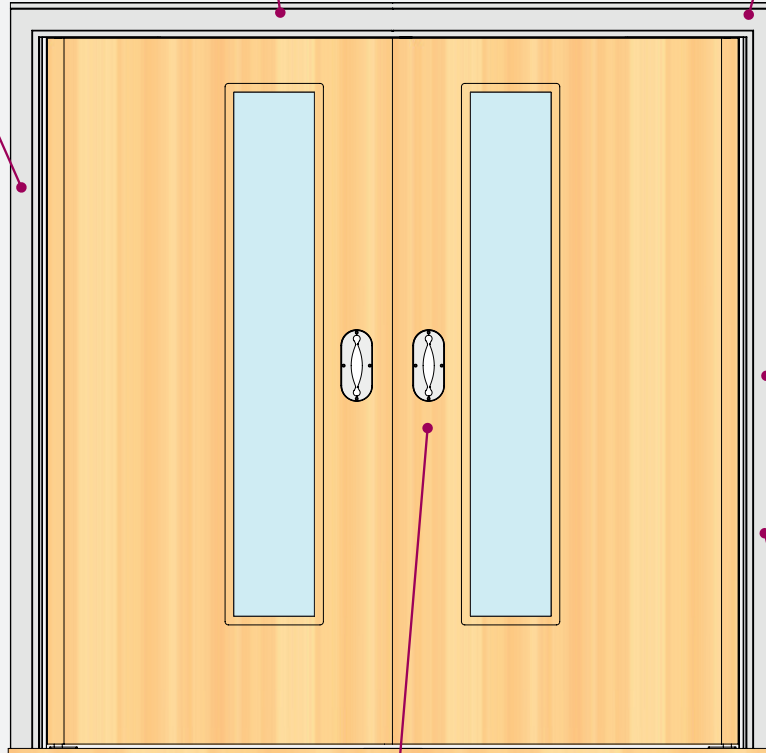
Fully concealed, robust locking system has a tolerance, ensuring engagement if slightly misaligned

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

5

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

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



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

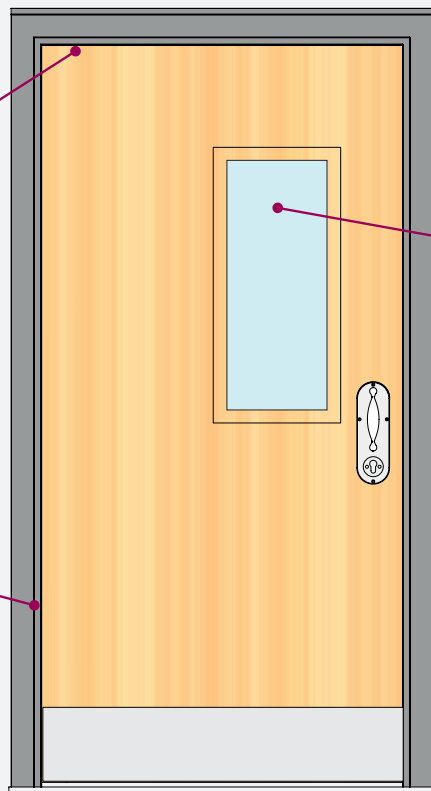
www.shp.help/staff-door

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

4

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

3



Provided with vision panels, with or without privacy option

1

Door can open inward or outward

2