



Case Study: Phoenix Care Centre





Dependable staff protection system for Mental Health Workers



Intro

Phoenix Care Centre is a state-of-the-art mental health facility which opened in 2013. This purpose-built centre features 54 beds across four distinct clinical areas: two Psychiatric Intensive Care Units and two Rehabilitation Psychiatry Units. The Psychiatric Intensive Care Units provide specialized tertiary services for individuals requiring intensive psychiatric care within Dublin, Wicklow, and the North East Region.

The Challenge

Given the nature of their work, staff members could encounter unpredictable and sometimes aggressive behaviour from patients. This environment necessitated a robust and reliable safety system to protect staff while allowing them to focus on providing the highest standard of care. It was paramount that the chosen system had up-to-date safety protocols as safety concerns persisted without adequate resolution and met all major international standards for health and safety management.

The Solution

Phoenix Care Centre partnered with Critico to implement their advanced staff safety solution. The staff attack system was specifically designed to address the unique challenges faced by employees working in this mental health facility. The solution included over 150 wearable panic buttons for all staff members which provided real-time location tracking, and a centralized alert system that integrated seamlessly with the fire alarm system. The system featured precise location tracking, allowing response teams to know the exact location of an incident.





Benefits

The implementation of the Staff attack system installed by Critico generated numerous benefits

Streamlined Incident Response

Different levels of alerts offered users the option to make calls for different measures of situations, including minor incidents like calls for assistance, an emergency level which prompts immediate assistance. Snatch cords on personal alarms serve as a quick and easy way to activate, pulling or snatching the cord triggers the alarm.

Accountability

The staff attack solution can provide logs of when and where incidents occurred, which can be useful for incident reports and post-incident analysis.

Wireless

By eliminating the need for physical connections, the wireless solution simplified installation, reducing both time and labour costs. This wireless setup also provided flexibility and adaptability, allowing for easy relocation or expansion of coverage areas without the constraints of cables.

Real-Time Location Tracking

Precise location tracking minimised response times and ensured that help arrived promptly and most importantly to the location where it was needed most

Final thoughts

The introduction of Critico's staff safety solution at Phoenix Care Centre marked a significant development in the facility's ability to protect its employees. The advanced features of the system addressed the sector-specific needs of the mental health environment, leading to tangible benefits in enhancing staff safety and patient care.



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