

A technician wearing an orange hard hat, safety glasses, and a high-visibility vest is working on a medical device. The device has a digital display and various buttons. The background is a blurred clinical setting.

FOR TRUST IN HEALTHCARE

# Innovative Solutions for Healthcare Estates



## For Trust in Healthcare

The healthcare sector faces significant challenges, with the need to balance security, safety, and operational efficiency across diverse facilities. In busy hospital environments, including staff areas, morgues, patient accommodations, and critical infrastructure, healthcare estates require tailored security solutions to manage access and ensure smooth, uninterrupted operations in facilities that run 24/7.

### Navigating Healthcare Estates

Discover a new level of security and accessibility solutions tailored specifically for the needs of healthcare estates with ABLOY UK. Our expertise in addressing the unique challenges of managing hospital and estate facilities is unrivaled. Effectively oversee access to critical infrastructure, staff areas, and operational workflows with our advanced locking and access control systems. Whether it's intelligent key management or robust electronic locks, ABLOY's

innovative technology is designed to integrate seamlessly into your estate's operations. With a proven track record of delivering high-quality security, we understand the vital role of advanced, integrated systems in ensuring the safety and efficiency of your facilities. Trust ABLOY to provide the tools you need to safeguard your estate while maintaining smooth, uninterrupted operations.



# Your pathway to advanced compliant solutions with ABLOY



## Healthcare Compliance with New HTM Frameworks

Healthcare facilities across the UK are now required to comply with the recently introduced Health Technical Memorandums (HTMs), which set out stringent guidelines for securing critical infrastructure, including water and electricity supplies. These frameworks, such as HTM 04-01 for water safety and HTM 06-01 to 06-03 for electrical systems, aim to ensure the highest standards of safety, operational efficiency, and resilience in healthcare environments.

By addressing risks like contamination, unauthorised access, and system failures, these guidelines play a pivotal role in protecting both patients and staff while maintaining uninterrupted operations across diverse healthcare estates.

## Meeting New Standards with ABLOY UK

However, adapting to these new guidelines presents a significant challenge for healthcare estates, particularly in safeguarding critical infrastructure such as water and electricity supplies. Compliance with these standards is not optional but essential to protect both patients and operational integrity. At ABLOY UK, we are ready to support healthcare facilities in meeting these requirements seamlessly.

Our cutting-edge solutions are designed to not only meet the latest regulations but also enhance overall security, operational efficiency, and peace of mind. With our expertise, you can trust us to help you navigate this evolving landscape while maintaining the highest standards of safety and efficiency.



## Supporting the New Hospital Programme with ABLOY UK

The transformative New Hospital Programme offers a unique opportunity to take hospital security to the next level. By incorporating cutting-edge security solutions during the construction of modern healthcare facilities, hospitals can address current and future challenges with confidence. With a focus on digital innovation, ABLOY UK provides advanced access control systems that align with the programme's goals of creating future-ready hospitals.

By digitising security, we enable healthcare estates to safeguard critical infrastructure, streamline operations, and enhance compliance with new guidelines. Our solutions ensure that the hospitals of tomorrow are not only secure but also optimised for efficiency and resilience, empowering staff to focus on delivering exceptional care in state-of-the-art environments.

# eCLIQ

The award-winning eCLIQ by ABLOY is an advanced electronic key system designed for healthcare estates, offering flexible and secure access control across a variety of facilities. eCLIQ enables seamless traceability of staff movements while providing the ability to continuously update and manage access rights. Whether securing plant rooms, IT cabinets, or storage areas, eCLIQ enhances security by allowing keys to be automatically disabled if lost or stolen, significantly reducing risk. Additionally, each member of the estates team can carry their own key, ensuring tailored access based on their responsibilities.



## Introducing new technology

Implementing new systems can often face challenges due to a lack of change management or cultural resistance. With eCLIQ, the transition is seamless. As global providers of locking solutions, ABLOY UK offers a wide range of cylinders, cabinet locks, and padlocks designed to secure every plant room door, storage cabinet, and utility access point within a healthcare estate. The locks are easily installed into existing infrastructure, and key holders can enjoy a streamlined approach to access management without the hassle of outdated key systems.

ABLOY UK's Healthcare Estates team is always on hand to assist with installations, training, and stakeholder engagement to ensure the eCLIQ system is installed, maintained, and managed conveniently and efficiently.

Building on the success of the PROTEC<sup>2</sup> CLIQ solution, ABLOY UK collaborated with other members of the ASSA ABLOY Group to further enhance the eCLIQ system, addressing specific challenges in healthcare estates. These include securing plant rooms, IT cabinets, and storage facilities, as well as integrating with existing systems such as E-Rostering and Human Resource databases to create a comprehensive, future-ready access control solution.



## eCLIQ CLIQ Main Features

### Efficient Operations Management

Facilities teams save valuable time by using one eCLIQ key to access multiple locks across the estate, streamlining workflows and reducing inefficiencies.

### Enhanced Team Productivity

A facilities manager reported that the eCLIQ system significantly improved team coordination, offering a more efficient and effective way of working.

### Seamless Adoption by Staff

Trials consistently show that facilities teams quickly embrace the eCLIQ system after experiencing its operational benefits and ease of use.

### Advanced Security Technology

eCLIQ combines robust mechanical security with digital management, ensuring precise control and monitoring of access across the healthcare estate.

### Integrated and Encrypted System

eCLIQ integrates with existing estate management systems, enhancing oversight of restricted areas such as plant rooms, storage facilities, and more.

### Accountability and Traceability

Each eCLIQ key provides permission-based, traceable access, allowing estate managers to monitor who accessed which lock and when.

### Future-Ready Solution

The eCLIQ system is scalable, allowing for easy expansion and software upgrades to meet the evolving needs of healthcare estates.

### Flexible Deployment

eCLIQ can secure various areas, including plant rooms, storage areas, IT cabinets, and utility access points.

### Reduced Risk of Lost Keys

Lost keys are no longer a concern, as their access rights can be instantly revoked and reissued, maintaining security.

### Improved Asset Management

Only authorised personnel can access sensitive areas, ensuring improved control over critical equipment and estate assets.

### Simplified Incident Investigation

Audit trails provide detailed insights into access activity, helping to swiftly identify anomalies during investigations.

### Reduced Risk of Theft and Misuse

Enhanced access controls and audit capabilities reduce the likelihood of theft or unauthorised use of estate assets and equipment.



## eCLIQ The future of electronic locking

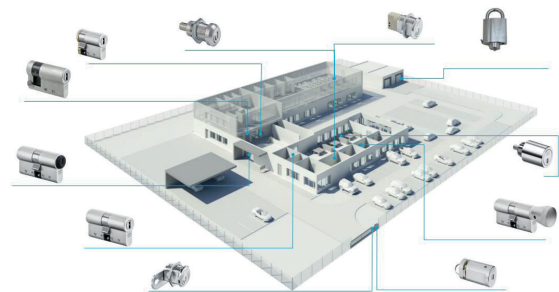
eCLIQ combines mechanical precision with microelectronic CLIQ technology

Secure, reliable and uncomplicated, the powerful microelectronics in the programmable waterproof key and the compact electronic locking cylinder provide the strongest possible security.

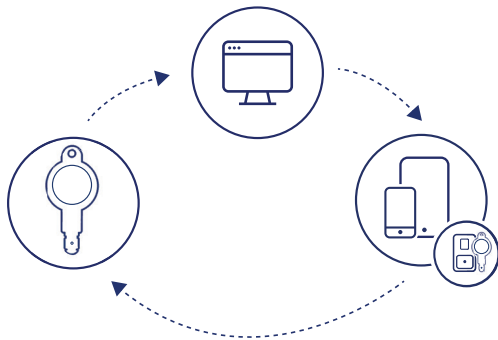
eCLIQ eliminates the problem of lost or stolen keys. Each key is individually programmable, so access rights can easily be deleted for higher security and complete control.

## eCLIQ fits everywhere

The compact eCLIQ locking cylinder has the highest level of security. With an extensive range of different cylinder types, the system is designed for every kind of use, from the Estate entrance gate, to securing the alarm systems, lift doors and cabinets.



## How eCLIQ works



1. The user updates the changes the administrator has made using the eCLIQ app on their smartphones or with a wall programming device.
2. After updating the access rights, the user can only access areas they are authorised for during the specified time.
3. At the same time the updates are made, the access information is transferred to the system, creating an on-going audit trail.

## Integration with TRAKA M Touch

Effective key management is a critical aspect of maintaining a secure healthcare facility, and ABLOY UK offers an exceptional solution through Traka.

Traka Touch is a sophisticated key management system that has intelligence built in. It can operate as a standalone solution that requires no IT network or server to manage the database. A full audit trail of all key transactions is retained within the system by the internal solid state memory. Management of the system has never been so easy. This innovative key management system integrates into the healthcare sector, providing the latest in intelligent key management products for facilities.





A photograph of the exterior of Raigmore Hospital. The building is a modern, multi-story structure with a flat roof and large windows. In the foreground, there is a green lawn and a paved area. A white van is parked on the left. A series of circular security signs are visible, labeled 'ZONE 5' through 'ZONE 10'. A sign above the entrance reads 'Main Entrance & Wards'.

## Raigmore Hospital

eCLIQ solution secures hospital estate



### Raigmore Hospital

Raigmore Hospital is a health center in Inverness, Scotland. It serves patients from the surrounding area and provides specialist services to patients from all over the Highland area.

[www.nhshighland.scot.nhs.uk](http://www.nhshighland.scot.nhs.uk)

## Background

Security expert Abloy UK supplied NHS Raigmore Hospital, Inverness, with the eCLIQ® electromechanical solution to improve their on-site facilities management and security.

NHS Raigmore provides an extensive range of healthcare services – surgical, medical, clinical support – and with eight floors, over 2,800 staff and over 450 beds, the hospital is very busy every day. It is the only District General Hospital in the NHS Highlands Partnership, which owns over 200 sites throughout their Health Board area.

The sheer size of the hospital estate requires a large facilities management team to oversee building maintenance and environmental services. Plant rooms, high and low voltage rooms and roof hatches are accessed daily to maintain the building – along with a helipad that needs securing and opening when air ambulance need to land.

Previously secured with a system of traditional mechanical keys and cylinders, Raigmore Hospital was susceptible to security risks in cases of lost and stolen keys. An additional consideration in finding the best solution is legislation that now require hospital buildings to have connected assets .

## Solution

NHS Raigmore approached Abloy UK to discuss a key management solution that would meet the latest regulations, has the capability to monitor the use of keys and can easily revoke access from lost or stolen keys.

Abloy UK recommended eCLIQ®, a web-based locking and key management solution. The system was installed throughout the estate, with 82 locks fitted by Raigmore's facilities management team and 42 keys issued to staff and contractors. Installation was easy as the cylinders do not require a power output.

eCLIQ® uses web management software providing valuable insights into when, where and by who the keys are used. Facilities management have a detailed overview and control of access across the hospital as the system logs the time and user of the key every time it's used. If problems occur, it is easy to determine who last entered the room to find out more information in a substantially reduced time.

The risk of unauthorised access is reduced with web management software controlling the validation and revoking of keys. Likewise, former employees who do not return their key will no longer have access because their key can simply be removed from the system.

eCLIQ® provides life-saving operational benefits during air emergencies, as staff no longer need to locate the helipad key to access the pad. All authorised personnel can use their specific key to unlock the pad, which can prove vital when time is a factor in giving a patient life-saving care.



"New legislation requiring connectivity of assets made our old security out-dated. Rory at Abloy suggested eCLIQ® as a solution, and the mechanical locks combined with the benefits that connectivity offers have proved a great asset to the hospital. Previously, when a key gets lost or stolen, the only way to ensure security was maintained was to change our cylinders. eCLIQ® has negated this, saving us money and time. We have set access to coincide with staff shift-patterns and any attempted access out of these times is revoked. The system has made it far easier to see who is accessing rooms, proving essential to the hospital's security. We found the cylinders easy to install, and the support provided by Abloy has helped us transition smoothly to this electromechanical system."

**Colin McEwan**

Design Lead - Estate Management, NHS Raigmore

"eCLIQ® offers Raigmore Hospital a high level of security and is ideal for maintenance rooms and roof hatches. The system has performed very well since installation and we are optimistic about extending the system throughout the NHS Highlands."

**Rory Grant**

Regional Specification Manager - Abloy UK





Abloy is a security and locking innovation company with trust at the core of all our activities. By combining mechanical and digital expertise Abloy develops modern, industry leading security solutions to protect people, property and business. Abloy is part of the ASSA ABLOY Group.

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