

ExtraCare Charitable Trust creates a blooming environment at The Rose Garden.

“Working with Amillan has opened our eyes to a new age of opportunity giving our residents even greater peace of mind and allowing us to respond very quickly to anyone needing help or assistance. We can also communicate with staff as they move around the village which makes life much easier for all of us.”

John Cullen,
Village Manager, The Rose Garden.

The ExtraCare Charitable Trust is the pioneer of village communities and their approach is founded on the charitable principle that age, health or financial means shouldn't be a barrier to achieving an enjoyable quality of life in later years. Formed in 1988, it currently operates 28 supported housing schemes and retirement villages throughout the greater Midlands area and the North. The Rose Garden in Hereford is the latest addition to the scheme, opening the doors to 91 apartments in 2008.

The Challenges

As a new development, The Rose Garden needed a full voice and data infrastructure to support 91 apartments, communal village areas and management offices. Being a specialist housing environment, additional services needed to be considered in the design to cater for fire alarms, call warden and secure door access systems.

For telephony, each apartment needed it's own handset and external phone number and call information needed to be captured to allow for accurate billing of calls to each apartment. Wireless telephony was also required to ensure that wardens and management were contactable all around the site, both for security and efficiency purposes.

The overriding challenge was to ensure that the infrastructure put in place would provide the highest levels of security for residents and enable the wardens and staff to provide the best possible level of service to each resident.

The Solution

Amillan provided the full infrastructure solution for The Rose Garden. Working with Barrie Beard Ltd the mechanical and electrical contractor, we firstly provided consultancy and advice on best practice communications. We then proposed an integrated solution to meet the communications requirements across the site.

The first step was to provide structured cabling throughout the village to support the



A standardised solution means everyone works in a familiar environment regardless of where they are.

voice and data infrastructure. With this in place, we installed an Alcatel-Lucent OmniPCX Enterprise to provide telephony throughout the village along with DECT and messaging solutions. This was a hotel type solution which gave each apartment it's own telephone and voicemail which could provide individual calling bills for each room.

We then installed the Tynetec call warden alarm system with analogue Sayphone disperse alarm units. Emergency alarm cords, radio pendant and door triggers were installed in each apartment. These, along with the big button analogue telephones were linked to the DECT handsets, providing both speech and text facilities to ensure a quick response from wardens.

The telephone system was integrated with the fire alarm, the call warden system and the door access system providing a single solution for all communications between residents, wardens and management.

Wrapped around the solution was the full range of professional services and training. To ensure that residents understood how to use the system, we trained super users on site to provide that training direct to the residents.

The Benefits

The Rose Garden has a secure solution for residents and a fully integrated communications infrastructure which is easy to manage and support. There are many cost and productivity benefits associated with it but the overriding benefit is the peace of mind it provides to residents and staff.

Alarms

When a fire alarm, call warden alarm, or selected door alarms are activated, wardens are notified by voice and text to their DECT handsets. Giving them the exact location and type of alarm call activated, wardens can respond quickly and address any issues.

Door access

Residents can control who they allow to enter the building by looking at the CCTV

channel on the TV before releasing the door from their handset. The doors in communal areas such as the restaurant or hair salon can be opened by wardens from their DECT handsets or from phones.

Proactive assistance

Residents requiring special care are prompted each morning to confirm that they are ok using ☺ programmable button on their telephone . Should they fail to confirm, an automatic report is generated showing wardens who has not responded and allowing them to go and check on the resident. This saves the wardens time and sends them directly to the people who may need assistance.

Free calls

All calls around the site are free giving residents the opportunity to call each other at no charge.

Return on investment

The integrated solution with DECT and messaging has provided significant time savings, allowing everyone to be more productive around the village.

Integrated communications

All communications systems are fully integrated into the telephone system making communications more streamlined and more efficient.

Simplified management

Managing, maintaining and supporting the integrated environment takes less time and resource. Moves, adds and changes to the system can be performed remotely.

The Future

At The Rose Garden there are many more opportunities to build on the solution already in place. As communications requirements change, adding applications and integrating with other systems will be a straightforward process.