

## The Crystal Centre

Vistamatic secure vision panels have enhanced the 'Patient Experience' at the new state-of-the-art £13m specialist mental health centre for older adults, The Crystal Centre.

The Crystal Centre, which is managed by the North Essex Partnership NHS Foundation Trust, provides both day care and residential treatment for older patients over 65 who suffer from dementia and Alzheimer's disease. The new centre comprises two inpatient wards for up to 34 patients, as well as community and day services.

Privacy, security and discreet observation were key considerations for the design of this new building, as patients with dementia and Alzheimer's disease often become confused and disorientated, resulting in stress. Patients, therefore, need to be monitored carefully and respectfully, while sustaining and maintaining their dignity. This architectural challenge was met successfully by the installation of 50 Vistamatic secure vision panels manufactured from toughened glass which were specified by Kier Eastern.

As a result, all 34 individual bedrooms now have secure vision panels fitted to their doors. Patients can control their environment by simply turning a lever to open and close the panels. On the outside the panel can only be operated by a key which means only staff members have visual access to the room. A dimmer switch positioned outside the room means staff can effectively provide nursing and observation from outside of the room, without disturbing the patient.

The centre's Operational Services Manager, Naushad Nojeeb describes the secure vision panels as enabling the centre to carry out "respectful treatment." He continued to say: "The installation of Vistamatic's secure vision panels will enable 'patient control' and has aided the Crystal Centre to enhance 'patient experience' in offering care that is outstanding in its quality."

Aesthetically Vistamatic's secure vision panels blend in harmoniously with the overall architectural design of the Centre, with the light wooden surrounds of the vision panels echoed throughout the building. With the panels also installed in the exercise, multi-faith, visiting and interview rooms, manual access control by way of natural surveillance means privacy, security and discreet observation can be maintained at all times.

*"From initial contact, Vistamatic assisted with our queries, leading to delivery of a quality product at the right time".*

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