



COURTNEY THORNE
nurse call systems



NURSE CALL SYSTEMS FOR PEOPLE WHO CARE

The Connect Health range
from Courtney Thorne



www.c-t.co.uk

CONNECT HEALTH

THE NURSE CALL RANGE DESIGNED SPECIFICALLY FOR THE HEALTH CARE SECTOR

Easy to use – Designed with simplicity in mind, the call buttons are clearly identifiable and easy to use for both patients and staff alike.

Information – Easy to view 'real time' reports are accessible at the click of a button, showing how many calls occur, how quickly they are responded to and which staff member responded – enabling managers to make informed decisions and providing clear accountability to patients and clinicians.

Value – This competitively priced system is ideally suited to replacing an ageing or failing nurse call system quickly and reliably, bringing advanced nurse call features with savings of up to 40% against a fully wired alternative.

Simplicity – Our installation process is simple and clean with little wiring required, allowing us to work in an operational hospital without disruption to staff and patients.

Compliant – Systems are designed and built to comply with HTM08-03 so you can be certain that system will perform to a minimum recognised standard.

Flexibility – The modular nature of the system means it can be added to and reconfigured with ease, providing your wards with a system that can grow and adapt as you change layout and use in the future.

Infection Control – The call buttons have a wipe clean front and anti-microbial additives in all surfaces, helping you in maintaining infection control standards throughout the hospital.

Customer Led Development – Research is at the forefront of our organisation and all new products are developed in conjunction with our customers – ensuring they meet the exact needs of patients, nurses and managers alike.

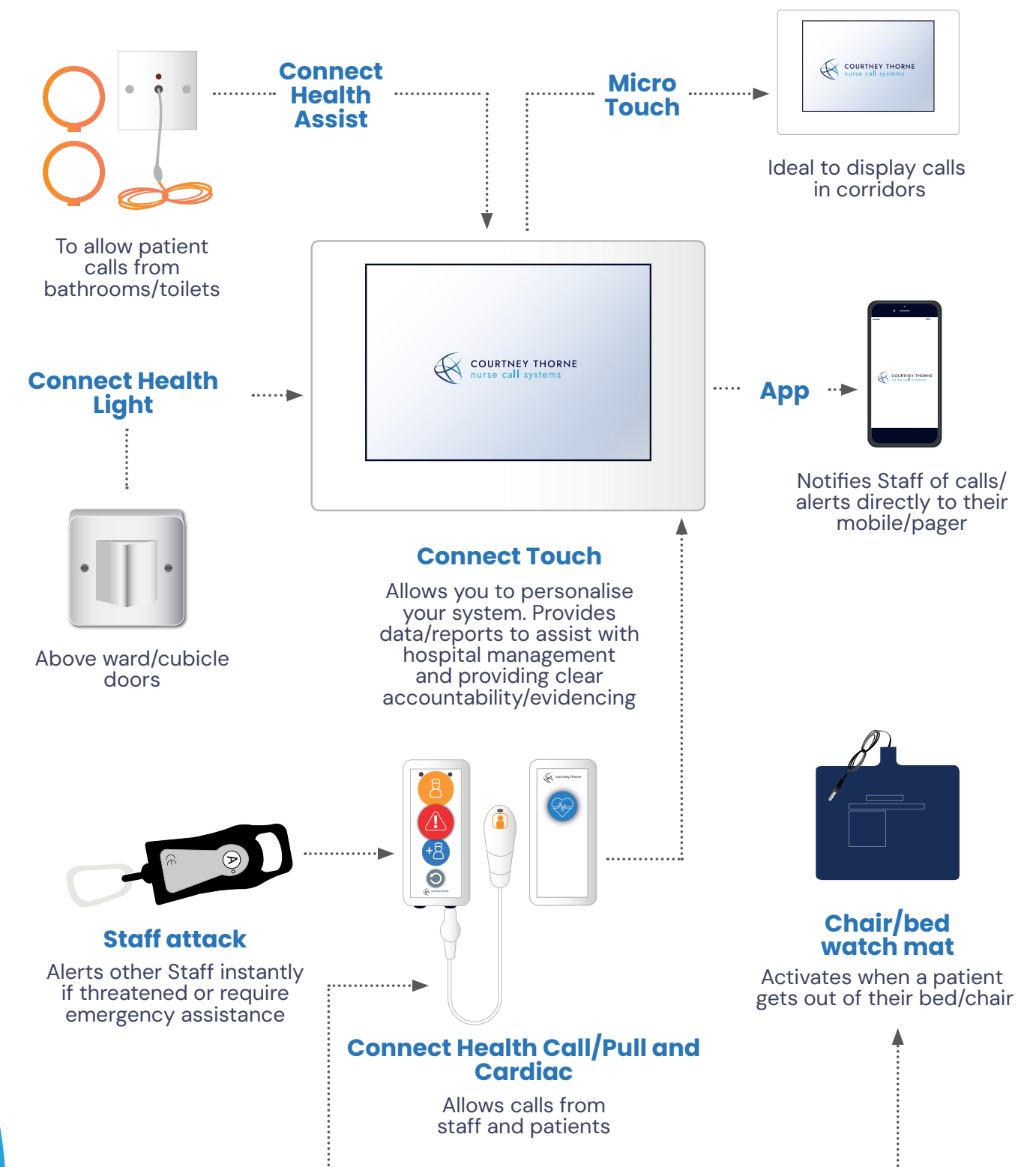
Professional Support – Our team of directly employed engineers in the Technical Assistance Centre at our Head Office are available 24/7, to give you all the support and assistance you require.

Radio Technology – Designed and tested to operate to ETSI EN 300 220-1 V3.1.1 (2017-02) Category 1.

(Category 1 is a high performance level of receiver. In particular to be used where the operation of a short range radio device may have inherent safety of human life implications).



HOW DOES THE CONNECT HEALTH RANGE WORK



CONNECT TOUCH

INTRODUCTION

Through a highly configurable design it enables personalisation, recording all system interactions, showing Live call information and Call History and optionally publishing its data securely to the CT Cloud*.

It enables monitoring staff performance, producing custom reports for strategic decisions and CQC requirements.

*For more information on CT Cloud, please email: sales@c-t.co.uk

KEY FEATURES

- 15" touchscreen TFT LCD Display
- Live Calls displayed depending on priority
- Multiple & Configurable alarm tones
- Locally view and export Nurse call history
- Access call data securely from CT Cloud*
- Connectivity to majority of paging systems
- Can work standalone or connected to sites IP network
- Desktop, wall or VESA bracket mount options
- No Visible aerial
- Bespoke screen saver availability
- Map Location



SPECIFICATION

SAFETY

- Encrypted two-way radio communication
- PIN protected access
- Firewall protection
- Battery Backup
- Remote Diagnostics (Internet connection required)

ALARM CALLS

- Call Types: Call, Assistance, Emergency, Reset, Nurse Presence, Cardiac, Visit, Staff Attack, Medicine Cupboard, Door Bell and Bathroom Call
- Alarms: Low battery, Lead Fault, Light switched, Fault, Key On/Off

INPUT/OUTPUT

- 15" touchscreen TFT LCD Display
- Sounder for audio alert
- RS232 port for Paging/DECT
- 2x RJ45 Ethernet Port
- Wifi
- 433 MHz Radio
- VGA port for multi screen display
- HDMI port for multi screen display
- USB port
- API for integration to 3rd party systems

POWER

- Input: Mains 240 VAC 50Hz

ZONING

- Multizone capability
- Common Calls between zones
- Night mode switching between zones
- Accept calls between zones

PHYSICAL

- Dimensions: 434mm(W) x 274mm(H) x 80mm(D)
- Weight: 6.9kg
- Enclosure: Metal

MOUNTING

- Desktop: Freestanding
- Wall Flush: back plate 4 screws
- Wall Swivel: VESA 100 x 100

STANDARDS

- Radio Equipment Directive 2014/53/EU (RED)
- EN300 220, EN300 328, EN301 489
- RoHS
- CE
- WEEE

COMMUNICATION

- IP Ethernet
- Wifi 2.4 GHz
- 433 MHz

BATTERY LIFE

- 4-6 hour backup battery

MICROTOUCH

PRODUCT OVERVIEW

The MicroTouch from Courtney Thorne is a 7-inch colour Touch Screen Display, same clarity as Connect Touch, reliability and value from the UK's leading Nurse Call system manufacturer – but now in a more compact smart design. For Care Homes and Hospital Wards where both aesthetics and conformity matter.

Fully compliant with HTM08-03 for NHS Hospital specifications.



FEATURES & BENEFITS

FEATURES

- Touchscreen display
- Aesthetic Design
- Low Profile Design
- Swivel Bracket
- Displays full room name/number
- Call Type colour coding
- Emergency crossover between zones
- Remote Updates & Diagnostics
- HTM08-03 Compliant for NHS
- Certified Category 1 Radio
- Response minute/second timer
- Quick and simple to install

BENEFITS

- Ease of use to control volume
- Blends in with modern Hospital and Care home designs
- Less chance of being knocked or damaged
- Fully adjustable screen angle, ideal for corner fixing
- Easier and quicker to determine location of call
- Compliant with HTM08-03 – identify call priority
- Displays Emergency Calls from all zones
- System software upgrades/changes done remotely
- Requires Internet connection
- Audio and visuals designed to HMT08-03 specification
- Designed for life critical systems
- Displays time elapsed
- Less disruption to staff, patients and residents

SPECIFICATION

GENERAL

- Processor: 64-bit quad-core 1.8GHz
- 2GB SDRAM
- 64GB Micro-SD storage
- 7" Touchscreen Display
- Dual speakers for audio alert
- Power Over Ethernet (PoE+) enabled
- 4-6 hour backup battery (Li-ion)
- LED Status Lights
- Operating temperature: 5 – 40 °C
- Operating humidity: 5% – 80%
- Power consumption (typical): ~8W

SCREEN

- 7" Touchscreen TFT LCD Display
- 24-bit colour
- Viewing angle:
 - Top – 50°
 - Bottom – 70°
 - Left – 70°
 - Right – 70°
- Average brightness: 250 cd/m2
- Contrast ratio: 500
- 10-point multi-touch touchscreen
- Antimicrobial screen protection

PORTS / COMMUNICATION

- 433MHz CAT 1 Radio
- Wi-Fi 2.4 GHz & 5 GHz IEEE 802.11ac
- Gigabit Ethernet / PoE+
- Bluetooth 5.0
- Infrared Receiver
- 2 x USB 3.0
- 2 x USB 2.0

PHYSICAL

- Dimensions:
 - Height: 170mm
 - Width: 231mm
 - Depth: 49mm
- Weight: 800g
- Enclosure: ABS with Antimicrobial protection screen
- Wall Mounting Options:
 - Flush: Integrated keyhole slot x 3
 - Swivel: VESA 75x75mm
- Input Power Options:
 - PSU: 12v – 24v DC 3A
 - Power Over Ethernet (PoE+)

SAFETY / STANDARDS

- Certified Category 1 radio receiver:
 - The very highest level for safety critical devices
- Radio Equipment Directive 2014/53/EU (RED)
- EN300 220, EN300 328, EN301 489
- RoHS
- UKCA
- CE
- WEEE
- Antimicrobial protection



CONNECT HEALTH CALL

PRODUCT OVERVIEW

There are two types of Connect Room units, the Call and the Pull.

There are four buttons on the Connect Call Room Unit; these can be altered to your needs but in a standard set-up they represent:

- Infra Red Receiver
- Call button
- Emergency (Red) Button
- Bathroom call
- Reset button

Reassurance Light



Jack plug sockets

PRODUCT FUNCTION

Designed for all areas where a care call point is needed, the Connect Call Room Unit allows calls from users and staff. Units can come complete with either a pull cord or an IP rated pear push lead. They also include two sockets for pear push lead or auxiliary triggering devices.

The Connect Call Room Unit can come in a variety of configurations, these can be tailor made to your requirements.

If you require something specialised to your requirements then please contact your sales advisor and they will be more than happy to incorporate these where possible.

CONNECT HEALTH CALL & CARDIAC

SPECIFICATION

CALL BUTTONS

- Wipe clean anti-bacterial front fascia
- Raised ring around call button
- Braille on call button

REASSURANCE

- Flashing reassurance light and HTMO8-03 sounder to indicate activation of the room unit
- Anti-Ligature

CALL TYPE

- Call, Emergency, Reset, Nurse Presence, Assistance, Low Battery, Lead Fault Diagnostics, Medicine, Cardiac, Door Bell and Bathroom

INPUTS

- Two auxiliary input sockets for accessories

SIZE

- 170mm (H) x 80mm (W) x 30mm (D)

WEIGHT

- 250g

CASE

- ABS moulded
- Lockable bracket

POWER SUPPLY

- 4 x AA standard alkaline batteries

STANDARDS

- CE Compliant

OPERATING FREQUENCY

- Radio Frequency – 433 MHz



CONNECT HEALTH ASSIST

PRODUCT OVERVIEW

The Connect Health Assist is easy to install and simple to use.

It allows a distressed person to raise an alarm in the event of an emergency.

To operate, the user simply pulls the cord of a Connect Health Assist Unit to activate the Nurse Call System.

The Connect Health Assist must be installed with a Connect Call or Connect Pull unit for reset purposes.

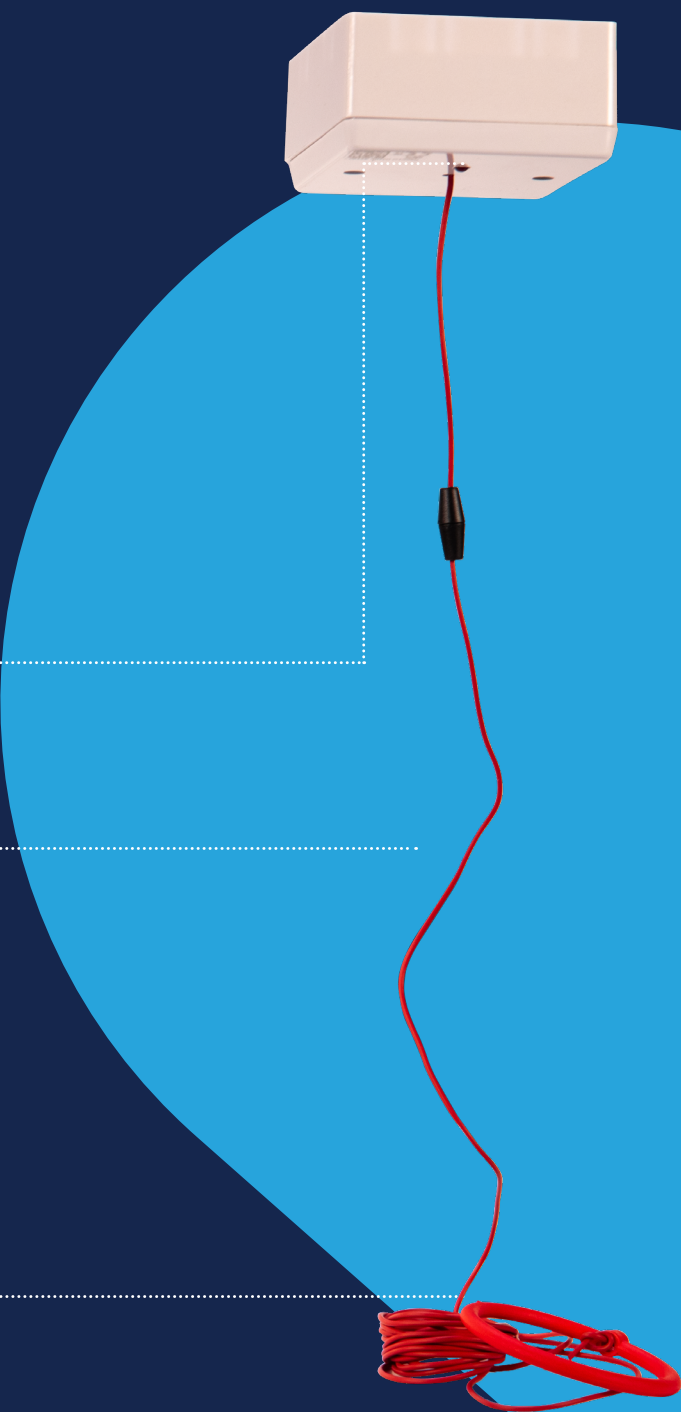
FEATURES

- Anti-microbial Pullcord
- Activation LED
- Large handles
- Anti-Ligature

Reassurance LED light

Pullcord

Pull cord ring



SPECIFICATION

CASE

- Front: UF Thermosett Resin
- Back Box: UF Thermosett Resin/PVC

SIZE

- 85 mm x 85 mm x 30 mm

WEIGHT

- 90g

MOUNTING (CEILING)

- Flush Box
- Surface Box

POWER

- 2 x AAA Batteries

OPERATING FREQUENCY

- Radio 433 MHz

USER INPUT

- Pull Cord (Anti-Bacterial)
- Easily Replaced (Breakaway Connection)

REASSURANCE

- Flashing LED when activated

SET-TO CALL TYPES

- Bathroom
- Call
- Assistance
- Emergency
- Battery Low



CONNECT HEALTH LIGHT

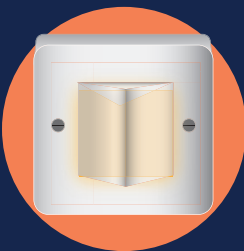
PRODUCT OVERVIEW

Connect Health Lights are normally positioned above doors in a corridor to indicate the status of the call point(s) within each room.

They can also be used to monitor several call points for end of corridor indication, or as a 'follow me' light system. The lights have an integral sounder that can be turned on or off.

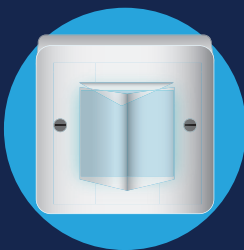


INSTALLATION GUIDE – LIGHTS & TONES



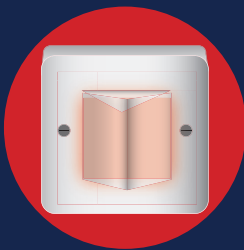
CALL/DOOR BELL/BATHROOM – AMBER

The Connect Health Light will illuminate amber.
Tones – Call: Audible Alarm On: 1 second Off: 9 Seconds,
Bathroom: Audible Alarm On: 1 second, Off: 3 Seconds



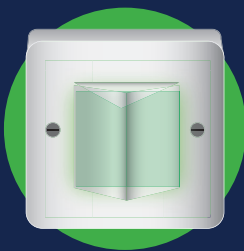
CARDIAC – BLUE

The Connect Health Light will illuminate blue.
Tones – Audible Alarm On: 0.25 Seconds (Dual Tone) Off: 0.25 Seconds



EMERGENCY/CONTROLLED DRUGS CUPBOARD/STAFF ATTACK – RED

The Connect Health Light will illuminate red.
Tones – Audible Alarm On: Variable Tone



PRESENCE – GREEN

When the call system is set to Presence Mode, the Connect Health Light will illuminate green when the presence button is pressed
Tones – None

SPECIFICATION

COMPATIBILITY

- Connect Health only (E++)

CALL & COLOUR TYPES

- (HTM only) Fixed
- Colours & Calls as follows:
Door Bell – Amber, Presence – Green, Controlled drugs cupboard – Red, Call – Amber,
Bathroom – Amber, Emergency – Red, Staff Attack – Red, Cardiac – Blue

FUNCTIONALITY

- Single call point activation
- Multiple Call point activation – Multi bed ward, room and ensuite

ALARM TONES

- (HTM only) Fixed

FLASH OPTIONS

- (HTM only) Fixed

DIMENSIONS

- 80H x 80W x 90D (mm)
- Each ODL requires a plastic, single Patress box, surface or flush mounted, 35mm deep

POWER REQUIREMENTS

- One 12 Volt 3 Amp DC Transformer that can power a max of ten Connect Health Lights
- 2 Core 0.75 mm Flex
- Radial or Ring cable installation
- Each transformer will require connecting to the Radial or Ring wiring

CONNECT BOOST

INTRODUCTION

Courtney-Thornes Connect Boost, is a radio retransmitting device for our Connect Range.

Used in conjunction with call points, the Connect Boost ensures full radio coverage throughout the building.

SPECIFICATION

SIZE

- 353mm (H) x 80mm (W) x 30mm (D)

WEIGHT

- 250g

POWER

- PSU is a 240v AC to 12V DC 3Amp plug in transformer (ID 30091)

OPERATING FREQUENCY

- 433 MHz

CASE

- ABS moulded – Lockable bracket

MOUNT

- Standard wall mount (ID 30019)

INPUTS

- RS 232 Connection for Programming and Barrel Connector for power
Back Up Battery – 9Volt PP3 Re-chargeable Battery



CONNECT WEAR

SPECIFICATION

CASE

- Light weight and comfortable so easily accepted by wearers
- Wipe clean design or full submersion in mild disinfectant for maximum hygiene
- Robust polycarbonate plastic with rubberised button

BATTERY

- Battery low indicator on both pendant and Nurse Call System ensures early warning of battery replacement
- Spare battery supplied as standard offering a possible 4+ year's battery life.
- Battery Life – over one years operation*
- 1 x CR2430 user replaceable coin cell battery

STRAP AND LANYARD

- Anti-ligature lanyard ensures wearer safety
- Elasticated, adjustable wrist strap for ease of use
- Lanyard and strap available separately to maximise hygiene
- Elasticated adjustable wrist strap with ergonomic buckle

OPERATING FREQUENCY

- Radio Frequency – 433 MHz
- Infra-Red Frequency – 37.9 KHz

REASSURANCE

- Flashing LED activated on button press for user reassurance
- Reset LED indication giving carer reassurance that the unit is reset

RECESSED BUTTON

- Recessed button reduces potential for accidental calls, preventing carers attending residents unnecessarily

CALL TYPES

- Call, Assistance, Emergency, Staff Attack, Reset

SIZE & WEIGHT

- 52mm (L) x 44.77mm (W) x 16mm (D)
- 31g

STANDARDS

- Conforms to all relevant EC standards
- IP67 rated
- RoHS / WEEE complaint

*Dependant on usage levels

Compatible with: E+, O8 & Connect Systems



CONNECT GUARD

PRODUCT FUNCTION

The Connect Guard is designed for easy installation that provides door security for internal and external doors.

Once activated, the Connect Guard transmits a radio signal to any CT display panel indicating the door identity. The Connect Guard Unit can also be turned off, allowing for access without activating the Nurse Call System.

KEY FEATURES

- Slim size and shape for easy installation
- Simple key operation
- Timer delay for alarming on exit
- 2 x AAA batteries
- Alarm urgency setting of your choice



SPECIFICATION

CASE

- ABS Moulded

SIZE

- 177 mm (H) x 37 mm (W) x 30 mm (D)

WEIGHT

- 100g

MOUNTING

- Powerful Adhesive
- Two Screws

POWER

- 2 x AAA Batteries

OPERATING FREQUENCY

- Radio 433 MHz

TRIGGER INPUTS

- External Magnet

USER INPUT

- Reset Button
- On/Off Key Switch

REASSURANCE

- Flashing LED when activated



STAFF ATTACK

INTRODUCTION

In today's rapidly evolving healthcare environment, ensuring the safety and well-being of staff is paramount.

Incidents of workplace violence and aggression are unfortunately not uncommon, particularly in high-stress settings such as hospitals and surgeries. We have introduced an innovative solution to address this critical issue.



KEY FEATURES

- Allows staff to remotely trigger attack and standard calls via the nearest Courtney Thorne Room Unit or receiver
- 10m line-of-sight IR transmitting range
- Radio coverage will be dependent upon the quantity and location of the Courtney Thorne Room Units and receivers
- Includes a Karabiner clip for attaching to staff uniforms
- Calls are triggered by pulling the transmitter's retaining clip or activating one of its two buttons
- Can be recharged using a NCQT424/1 single-way or NCQT424/10 ten-way charging unit
- Can be programmed to generate different call levels using a NCQT423 configurator

SPECIFICATION

COLOUR

- Black

COMPLIANCE

- CE

DIMENSIONS

- Height: 115mm
- Width: 45mm
- Depth: 25mm

HUMIDITY RANGE

- 95% Relative Humidity

OPERATING TEMPERATURE RANGE

- -5 to 40°C

PRODUCT RANGES

- Connect
- Connect Health

TYPE

- Infrared

WEIGHT

- 0.26kg

WIDTH

- 45mm



APP & CLOUD REPORTING

ADVANCED AND POWERFUL REPORTING

One Dashboard for all the insight and reporting you could need to manage your care service.

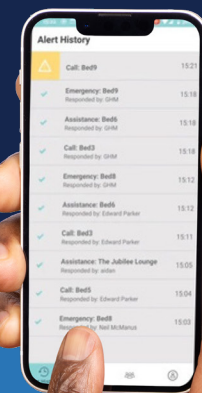
Courtney Thorne's powerful Cloud and App solutions provide essential management information both for single care home businesses, and across the entire portfolio of homes for care groups.

FULL SUITE OF DATA ANALYTICAL REPORTS, INCLUDING:

- Number of calls per home/shift/room – evidence care provided.
- Activity peaks and troughs – vary staff responsibilities accordingly.
- Identify staff requirements to cope with busy periods – motivate staff.
- Severity or Type of calls e.g. Call/Assistance/Emergency – identify health trends
- Average/best/worst response times per home – promote best practise.
- Resident activity & behaviour trends – become more proactive in the care offered.
- Fully integrated with leading Care Planning Software applications – e.g. PCS, Nourish Care

The App itself delivers critical alerts from a Courtney Thorne Nurse call system directly to carers devices, no need to carry pagers or to be close to a display screen.

Alarms can be silent so ensuring a quieter, calmer Care Home – providing a better quality of homelife for residents and less stress for staff.



ONCE A NURSE CALL ALERT HAS BEEN ACCEPTED

Alarm calls from the Courtney Thorne nurse call system, are delivered directly to relevant staff member's smart phones in the care home.

Below explains the basic options and process for receiving and accepting the nurse call alarms.



AFTERCARE PLANS

Peace of mind with a personalised After Care plan for your Nurse Call System.

Courtney Thorne Nurse Call systems are designed, manufactured and installed to give many years' trouble free service. Who better to maintain your system than those who manufactured it.

We have four choices for aftercare service from our market leading 5* contract to our entry level 2* option, the full set of benefits are outlined below.

	5 STAR	4 STAR	3 STAR	2 STAR
FREE ENGINEER CALL OUT If your issues cannot be dealt with over the phone by our technical support staff then we will send an engineer to site to fix the problem first hand. No charge on call outs during the duration of the contract! The very highest level of support, synonymous with Courtney Thorne.	✓			
FREE LOAN EQUIPMENT DURING REPAIRS So you are not without, if your equipment comes back for repair, we will send you a replacement to use until the repair is completed.	✓	✓		
FREE REPLACEMENT BATTERIES On a service we will change all the batteries free of charge, minimising the disruption of staff having to change them at a later date.	✓	✓		
10% ENGINEER SITE VISIT DISCOUNT Any additional call outs for training or to alter the system configuration will be at a special discount rate.	✓	✓		
ANNUAL PREVENTATIVE SERVICE In addition to the CQC requirement to maintain your system, an annual service significantly reduces the likelihood of faults occurring on your system.	✓	✓		
SYSTEM CERTIFICATION A certificate will be provided showing your system has been maintained to the required level by the manufacturers of the equipment, giving total peace of mind.	✓	✓		
SYSTEM TRAINING SESSION Refresh your staff's knowledge, improve efficiency and reduce problems.	✓	✓		
FULL SYSTEM AUDIT As we operate a continual process of research and development we will carry out a full audit of your system and if necessary discuss where improvements or new technology will be of benefit.	✓	✓		

If you have any further questions or would like a quote then please call our customer service team on 01202 573 300 or email sales@c-t.co.uk

Our service contact details and response times can be seen on the Courtney Thorne Customer Contact Details sheet, ref QMF87, which is freely available for you upon request or by visiting www.c-t.co.uk.

	5 STAR	4 STAR	3 STAR	2 STAR
FREE CALL MANAGER SOFTWARE UPDATE Gain new features with the latest upgrade of the market leading nurse call system software.	✓	✓		
ONLINE MAINTENANCE CERTIFICATION SCHEME Showing your customers you only use the approved manufacturer for your nurse call system to service and maintain a most important nurse call system.	✓	✓		
REMOTE LOGIN TOUCHSCREEN SUPPORT Allows our trained engineers to access your Touchscreen display panels to help guide you through any issues you may be experiencing. Wi-Fi or mobile Network required.	✓	✓	✓	
5% ANCILLARIES DISCOUNT Need assistive technology to help care for a service user with special requirements? You benefit from a 5% discount on our comprehensive range of ancillary devices.	✓	✓	✓	
PRIORITY REPAIR Jump the queue during busy periods and receive priority attention.	✓	✓	✓	
FREE POST RETURN FROM FACTORY We will not charge for the return of your equipment following repairs.	✓	✓	✓	
FREE REPLACEMENT EQUIPMENT If your Courtney-Thorne equipment is unable to be repaired it will be replaced free of charge.	✓	✓	✓	
£90 NEXT DAY PAGER EXCHANGE If your pager has been dropped or damaged, rather than buy a new one we can offer an exchange for fully functional replacement for only £90.	✓	✓	✓	
24/7/365 TECHNICAL HELPLINE Courtney Thorne's 24/7 technical support line is operated by trained & qualified engineers, available to help and guide you when you need it most.	✓	✓	✓	✓

Courtney Thorne
C-T Centre, Elliott Road
Bournemouth BH11 8JS UK

www.c-t.co.uk
info@c-t.co.uk
+44(0)1202 573300



COURTNEY THORNE
nurse call systems

