

# Transforming hospital security and safeguarding at Royal Preston Hospital

**70% faster**

Emergency response times to incidents

**60% reduction**

In violence and aggression towards staff

**400+ cameras**

Integrated into a unified security platform

## Overview of the challenge

Royal Preston Hospital required a modern, integrated security solution to address rising levels of violence, safeguarding risks and unauthorised access across its busy acute healthcare environment.

Legacy systems were fragmented and reactive, offering limited protection for staff and patients. Investigations were slow and staff, particularly those working alone or in high-risk departments, felt increasingly vulnerable. The Trust needed a proactive, real-time solution capable of improving safety, preventing incidents and supporting rapid response across the entire estate.

In addition, the complexity of the hospital environment, including high footfall, sensitive departments and vulnerable individuals, required a solution that could operate seamlessly without disrupting clinical operations while maintaining the highest levels of safeguarding.



We are impressed with the service we have received so far in every respect, including the advice, work on site and technical support.

Any project being undertaken at a busy acute NHS Trust is always going to be challenging. Mitie Fire & Security have so far pulled out all the stops and have gone above and beyond in meeting our requirements and expectations."

Fayyaz Patel, Senior Project Manager  
Teaching Hospitals NHS Foundation Trust



## Our Approach

Mitie Fire & Security designed and delivered a fully integrated, technology-led safeguarding solution, combining CCTV, facial recognition, body-worn cameras and real-time communication systems into a single platform.

The system includes over 400 AI-enabled CCTV cameras, facial recognition technology to identify high-risk individuals and body-worn devices with GPS tracking, panic alerts and live recording.

All systems are fully integrated, enabling real-time alerts and coordinated responses across security teams, significantly improving situational awareness and operational control.

We worked closely with hospital stakeholders throughout the design and implementation process to ensure the solution aligned with operational needs, enabling seamless adoption and effective use across multiple departments.

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## Services

We deliver comprehensive fire and security services including:

- Planned and reactive maintenance
- Fire alarms and life safety systems
- CCTV, intruder alarms and access control
- Compliance reporting and digital integration

## The Results

The solution has delivered a step-change in safety and operational performance across the hospital.

Emergency response times have been reduced by 70%, with security teams able to respond to incidents in under 60 seconds.

Violence and aggression towards staff has reduced by 60%, while incidents such as theft and assault have dropped significantly across the estate.

Investigations that previously took hours or days can now be completed in minutes, improving efficiency and enabling faster resolution of incidents.

## Why Choose Mitie

Mitie Fire & Security combines national coverage with a structured, data-driven approach to compliance. We deliver consistent performance and full visibility across complex estates, supporting safe, efficient operations.

## Get In Touch

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