



### Hikvision and ITS provide Royal Hospital Chelsea Pensioners with touch free access system

*When the Royal Hospital Chelsea, home of the iconic army veteran Chelsea Pensioners, needed a new, unobtrusive access system for its resident accommodation and infirmary, it turned to CBRE, Hikvision and ITS Fire and Security, who provided a state-of-the-art-touch free-based solution.*

The Royal Hospital Chelsea is a renowned British institution. Founded by King Charles II in 1681 as a retreat for army veterans, the Royal Hospital was designed by Sir Christopher Wren, and opened its doors eleven years later. The Royal Hospital is a Grade 1 & 2 listed site, a beautiful, 300-year-old architectural legacy in the heart of South West London.

The Royal Hospital Chelsea is the home of the iconic veterans of the British Army, the Chelsea Pensioners. Any former soldier of the British Army over the age of 65, who is facing spending their advanced years alone, can apply for residence as an In-Pensioner.

Easily recognisable in their distinctive red coats, some 300 army veterans live at the Royal Hospital today, including those who have served in Korea, the Falkland Islands, Cyprus, Northern Ireland and World War II. Others may not have served in campaigns, but all understand what it means to be a soldier and the potential sacrifice that it entails. The Royal Hospital offers excellent accommodation, comradeship and the highest standards of care in recognition of their loyal service to the nation.



### Pensioner accommodation

The Long Wards are the areas of the Royal Hospital where Pensioners' berths are located. A requirement was identified for a new door access system for the East and West Wings, as well as



Wards 23 and 24 in the North East Wing, and the Royal Hospital's Infirmary. The Hospital was looking for an innovative approach, one which would provide both high security and ease of access for those Pensioners with permission to enter.

The Royal Hospital worked with fire and security system design and installation specialists ITS Fire & Security Ltd to devise a solution specific to the Royal Hospital's unique requirements. ITS Group's Andy Leeson explains.

"All buildings within the bounds of East Road and West Road are Grade 1 Listed, which means they're of exceptional historical interest. That includes the buildings housing the Long Ward Pensioner accommodation, which made this particular installation very challenging," Leeson says.

"We were also very conscious of respecting the occupants and their routines, as the Long Wards are their home. This meant that the initial product selection for the project was key. We were dealing with a wide variety of possible limitations and wanted to ensure the system we settled on would be unobtrusive and optimised for ease of use."

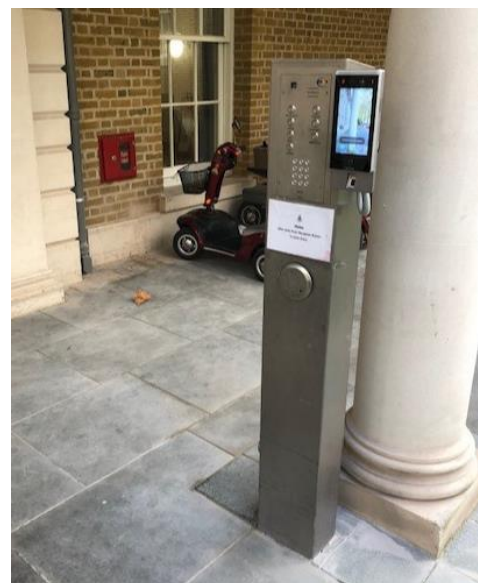
As a result, CBRE, ITS and Hikvision spent several weeks at the outset of the project discussing and demonstrating a range of different potential options for the new site access system to Royal Hospital Chelsea personnel.

"The planning and future operation of the system was critical," Leeson says. "That's always the case, of course, but in this instance we didn't want to have to make significant changes to the system once it was deployed, and we wanted to make sure it would do its job effectively for a long time."

### Easy access and increased security

The solution that CBRE, ITS and the Royal Hospital settled on was an innovative combination of Hikvision products, based around 23 MinMoe touch free terminals, integrated with door secure modules, to provide entry and exit from secured areas.

The MinMoe touch free recognition terminals utilise advanced deep learning algorithms to allow Pensioners and staff entry by simply presenting their faces in front of the 7-inch screen. If they are enrolled in the system, their face is recognised by the 2-megapixel wide angle lens and the door unlocks within seconds. The dual lens ensures that a simple image of a face cannot be presented to gain fraudulent access – the second lens





## CASE STUDY

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confirms the actual enrolled individual is present. If deemed necessary, this can also be authenticated using the in-built fingerprint scanner at the base of the face recognition terminal.

Hikvision's technology allows for facial recognition even in low light conditions and thousands of faces can be enrolled on the system. It detects and recognises faces in less than half a second, and can detect faces at a variety of distances. There is no need for keys, tokens or access swipe cards to be carried by residents, or for them to remember entry codes or PINs.

In addition to the access control system, the project included the provision and installation of green break glass units, request to exit buttons, fire alarm interfaces and bespoke locking devices.



"To control the system, four administration Dell workstations were configured at locations around the site on a separate VLAN," Leeson says. The system is managed using Hikvision's HikCentral software.

The system has been received well and is already proving to be effective, according to Mark Evans, Senior Estates & Facilities Manager at Royal Hospital Chelsea.

"The Hikvision Min Moe system has been in operation at the Royal Hospital Chelsea now for two months," Evans says. "The sensors and door locking system are very effective and have proved to be easy to operate for the Pensioners, the system is operating exactly as it is expected to do and has added significantly to the security of the Pensioners' accommodation and Infirmary here at the hospital. The project was delivered on time, which was largely down to the efficient manner in which the ITS installation team worked through the programme with no fuss, and at the same time being respectful of the requirements and routine of the pensioners at the hospital."