



# Shrewsbury and Telford NHS Trust

## Case Study

### About

The Shrewsbury and Telford Hospital NHS Trust is the main provider of acute hospital services for Shropshire, Telford & Wrekin and mid Wales. They provide clinical care to over 50,000 people.

Standby power is crucial in order to provide backup power to the many operating theatres across the trust's two main locations: The Princess Royal Hospital in Telford and The Royal Shrewsbury Hospital. The Royal Shrewsbury Hospital has a number of UPS units that provide backup to the operating theatres in the event of a power failure.

### The Challenge

Losing power during an operation could have potentially drastic consequences; with this in mind, the hospital contacted UPS Systems plc to ensure that the UPS units would not fail.

After discussing the requirements, UPS Systems provided The Royal Shrewsbury Hospital with a maintenance contract to look after four UPS units on site.



The contract incorporated 24-7 cover, six hour response to site and one pre planned maintenance visit per year.

Once the contract was agreed, UPS Systems' engineers were sent to site to carry out a maintenance visit. After performing several vital checks on the UPS units, it was discovered that the batteries had reached the end of their design life.

Battery failure is the single biggest reason for a UPS to fail so replacing old batteries at the end of their life is crucial. UPS Systems therefore concluded that a full battery replacement needed to be carried out on all four UPS units.



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## The Solution

Finding a suitable time to change the batteries when the theatres were not in use proved difficult. Originally a time was agreed with The Royal Shrewsbury Hospital, but when UPS Systems' engineers arrived, the theatres were in use and the replacements could not take place.

This was however no issue for UPS Systems who were accommodating and able to rearrange a time outside of working hours for the engineers to return. On the second attempt, the battery replacements were carried out without any issues.



**“UPS Systems identified the deterioration of the UPS batteries through their scheduled maintenance visit and carried out the planned battery replacement in a timely fashion, avoiding a potentially serious failure. I would definitely use UPS Systems again for future projects.”**

Nas Ali, Estates Manager, Royal Shrewsbury & Telford Hospital.

## The Outcome

UPS Systems prevented a potentially catastrophic battery and UPS failure by successfully replacing the batteries in four UPS units which had reached the end of their design life and were close to failing.

Each UPS will now provide back-up power to 4 of the Shrewsbury and Telford Hospital's operating theatres. UPS Systems will respond to any future faults within 6 hours all year round, allowing the hospital to relax in the knowledge that the operating theatres will not be disrupted in the event of a power failure.



[www.upssystems.co.uk](http://www.upssystems.co.uk)

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