



# STANLEY HOUSE

HOTEL & SPA



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### INTRODUCTION

Stanley House is an award-winning hotel and spa, nestled in the Ribble Valley countryside. The hotel opened for business in September 2004 and has since become one of Lancashire's finest hotels, winning a raft of awards.

In September 2012, the hotel completed work on the construction of 18 new bedrooms and a luxury spa providing the ideal opportunity to improve the CCTV system, introducing IP into the new buildings.

A gallery of the Stanley House security installation is available via the website: [www.guidesecurity.co.uk/casestudies](http://www.guidesecurity.co.uk/casestudies)

**“ The team at Guide Security know what they’re talking about and we’ve never had to micro-manage them. ”**

*P. Warton - General Manager*

#### SERVICES PROVIDED

CCTV Maintenance





## Security Requirements

'Our security system has evolved with us over the years,' says Wendy Hope, Business Development Manager at Stanley House. 'With a site covering 54 acres, it's imperative that our security system enables us to monitor activity effortlessly and Guide Security have enabled us to accomplish this.'

Phillip Wharton, General Manager, continues: 'The motivating factor was to achieve 360° coverage across the site allowing us to respond quickly to any issues. Guide Security installed a system that provides us with real-time recording and playback that our in-house team can operate with ease.'

## Safe-Guarding

In the hospitality industry staff can experience abusive or inappropriate behaviour from guests and CCTV can be a huge comfort to staff in these situations. Guide Security introduced audio within the reception area as a further measure.

'The addition of audio has been hugely beneficial,' shares Phillip. 'Guests can get frustrated when they have lost their room key and have to wait for a new key card to be cut and the team on reception can sometimes bear the brunt of this. Having the audio facility provides our staff with peace of mind and the evidence to share with others if required.'

'Safe-guarding guests is also a top priority for the team,' continues Wendy. 'Obviously guests can see the cameras, which we believe offers a level of reassurance that we take their safety and that of their property seriously. The CCTV system also safe-guards the business against theft and any unwanted intruders. It really is integral to the smooth running of Stanley House.'

## Integrating The Old With The New

The original CCTV and Intruder installation comprised several independent systems. The new system led to the consolidation of existing systems onto a single management tool, allowing staff easy access at all times from one central point. The new equipment was installed using as much of the hotel's existing fibre and IP network, thus reducing the need for inconvenient building or redecorating work.

The team at Guide Security also integrated the emergency alarm system onto the management platform, which enables the hotel team to respond immediately to an emergency; for example, from disabled toilets or the pool alarm within the spa.

**“ They take great care in the detail and are prepared to adapt designs to suit our needs.”**

*P. Warton - General Manager*

## Strategic Thinking

At the design phase Guide Security took care in tailoring the system to the specific requirements of a busy hotel and spa. A camera was installed at the entrance to the hotel near the road junction which allows staff to see incoming wedding parties and prepare surprise welcomes or a VIP greeting service with precision.

Cameras were introduced to the car park areas allowing the hotel team to advise guests on the most suitable parking area and to provide peace of mind to guests that the car park is being monitored. An alarm was also fitted to the wine and spirit cellar to advise and record all use of the cellar for the security of stock and staff.

## Working with Guide Security

'Guide Security worked to our brief to create a set of plans which we then discussed and came to a final design,' shares Phillip. 'It's a very quick and easy process from design through to installation. With regards to maintenance, they visit regularly to check the system and if any unforeseen issues do arise then they respond within 24 hours, if not sooner. They are always happy to work with us on the financial side of things to enable us to phase upgrades and installations and have done this throughout the relationship.'

Wendy continues, 'They're an extension to the family. Our relationship with Guide Security has developed over the years with their team showing a genuine interest in our business and the team. Technology changes so quickly and they regularly provide us with recommendations and guidance on future-proofing our security systems.'