



Case Study: Delivering Efficiency Savings across a Group of Care Homes

Background

Healthcare Homes currently operate around 25 nursing and residential homes in Suffolk, Norfolk, Bedfordshire and Cambridgeshire, some with specialist units to care for the elderly, mentally frail or people with disabilities, together with a number of day centres. In 2008, they acquired Manorcourt Care in Norfolk.

Objectives

Following the acquisition of Manorcourt Care, one of the areas that Healthcare Homes identified could yield efficiency savings would be in a common approach to cleaning their extract systems. So their objective was to put in place a centrally negotiated contract across the entire estate, to improve both cost and quality control.

Solution

Healthcare Homes went out to tender to three prospective suppliers, including Pro-Duct Clean Ltd, to seek proposals and quotations to deliver extract system deep-cleaning services across the group.

Result

In response to the tendering exercise, one supplier clearly stood out. Not only was the quotation from Pro-Duct Clean the most cost competitive, but Healthcare Homes were also impressed with the professionalism that went into its preparation. Pro-Duct Clean was the only company that surveyed every site before submitting their quote within a 2 week timeframe.

Aftermath

Pro-Duct Clean was subsequently awarded the contract, and they are now liaising directly with our location managers to manage the extract system cleaning for each site. Once the work has been done, they send us a report and certificates so we can maintain central records as well.

Finally, and perhaps most importantly, Jennifer Smith, Group Administration and Personnel Manager, endorses the selection of Pro-Duct Clean confirming that "*They [Pro-Duct Clean Ltd.] are reliable, responsible and very easy to deal with.*"

If you would like to find out more about the service that Pro-Duct Clean have put in place to meet the needs of this group, or speak to them with regard to a reference, please contact us on **0870 6092080**