



## Case Study: Kidderminster Medical Centre

Cleanoffice.co.uk Healthcare was appointed as the new cleaning contractor at Kidderminster Medical Centre in September 2020. After the centre's Practice Manager became frustrated with the incumbent cleaning contractor due to bad cleaning quality, high staff turnover and poor communication, she reached out to cleanoffice.co.uk healthcare to provide an alternative and more effective option.

### What do we do for Kidderminster Medical Centre?

- Daily cleaning service to all clinical and non-clinical areas
- Service delivered to a **higher standard**, at a **lower cost** than **previous contractor**
- **Washroom services**, window cleaning, **daily cleaning** and consumables **all delivered by us** – no agency staff used!
- **One monthly invoice** for **all services**
- **Cover teams** ready to step so **services are always provided** even in periods of increased absence
- Regular (monthly) **quality audits** conducted in line with **BICSc guidelines**
- Account manager at business director level – quick decision making

### WHY CHOOSE US?

- ✓ £10m Public & Employer liability insurance
- ✓ We have high customer retention
- ✓ We have 100% customer satisfaction
- ✓ Services are provided in line with ISO 9001 for quality assurance.
- ✓ Personal 'small business' feel
- ✓ Staff time/performance monitoring technology used

### The Challenge

- General cleaning was below the required standard.
- Cleaning staff inherited through TUPE were unmotivated and were short-timing.
- No quality reporting and regular auditing programme in place
- Previous contractor did not deliver equipment often enough
- Customer was paying a high price for consumables and washroom services
- Customer was paying a high price for cleaning service, considering the poor standard of cleaning.

### The Solution

- **Cleaning schedule re-designed** and implemented on 'go-live' date
- Staff **clocking in/out mobile application** used and targets implemented
- **Tick sheets** added to all clinical areas
- Monthly **BICSc quality** audits scheduled
- Weekly site visits made by **Account Manager**
- Previous Washroom Services and consumables **spend analysed** by cleanoffice.co.uk
- We reduced the cleaning team from **5 to 3 employees** whilst delivering and maintaining high cleaning standards.

### The Benefits

- A **more effective cleaning** schedule encompassing all areas is delivered. Staff/Nurses/Doctors have all made **positive comments**
- Customer is receiving the cleaning hours that they pay for: **transparency!**
- **Regular audits** mean all cleaning staff are **accountable** and know what is expected from them.
- **Effective and correct** use of cleaning equipment
- Washroom services are delivered at a **20% saving**
- A better standard of cleanliness is delivered at a **lower monthly price.**