

## **Performance with heart**

Performance is at the heart of everything we do and our well trained, motivated teams are on hand 24 hours a day, year round, to manage essential services on behalf of more than 30 NHS trusts.

## **Performance with heart**

We're proud to provide the best cleaning, catering, retail and other key support services to our healthcare clients – allowing them to focus on caring for patients.



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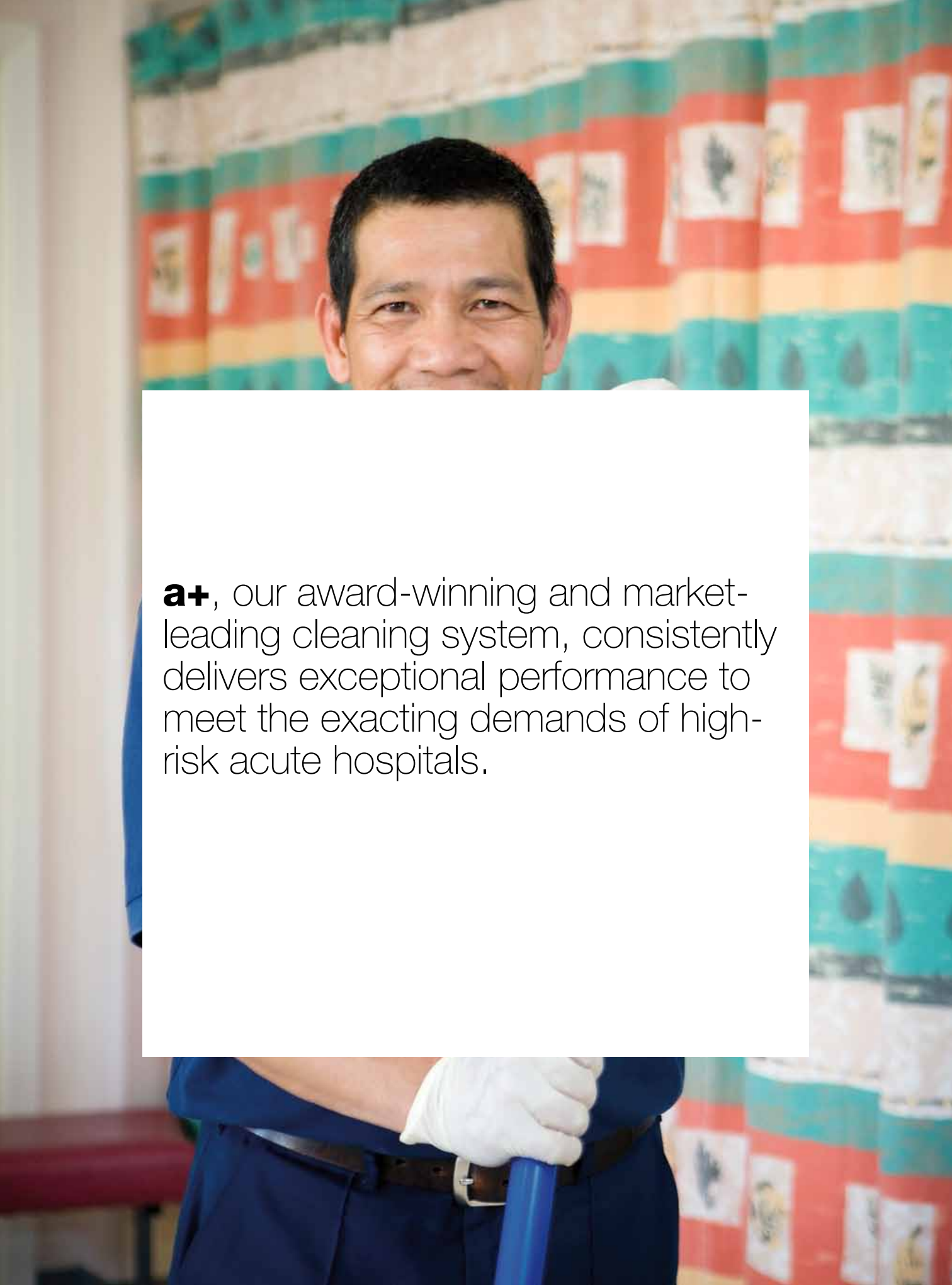




A man with short dark hair, wearing a blue uniform and white gloves, is smiling slightly. He is holding a blue handle, likely part of a cleaning tool. The background is a wall decorated with colorful panels in shades of red, orange, yellow, and teal, with several small posters or notices pinned to it.

## **a+ for performance in cleanliness and hygiene**

Infection control is a priority in the healthcare environment and improving the cleanliness of hospitals, departments and wards offers a key opportunity for enhancing a Trust's reputation.

A man with short dark hair, wearing a blue uniform and white gloves, is smiling and holding a blue tool. He is standing in front of a wall decorated with colorful horizontal stripes (red, yellow, teal) and several small posters or notices. A white rectangular box is overlaid on the image, containing text.

**a+**, our award-winning and market-leading cleaning system, consistently delivers exceptional performance to meet the exacting demands of high-risk acute hospitals.





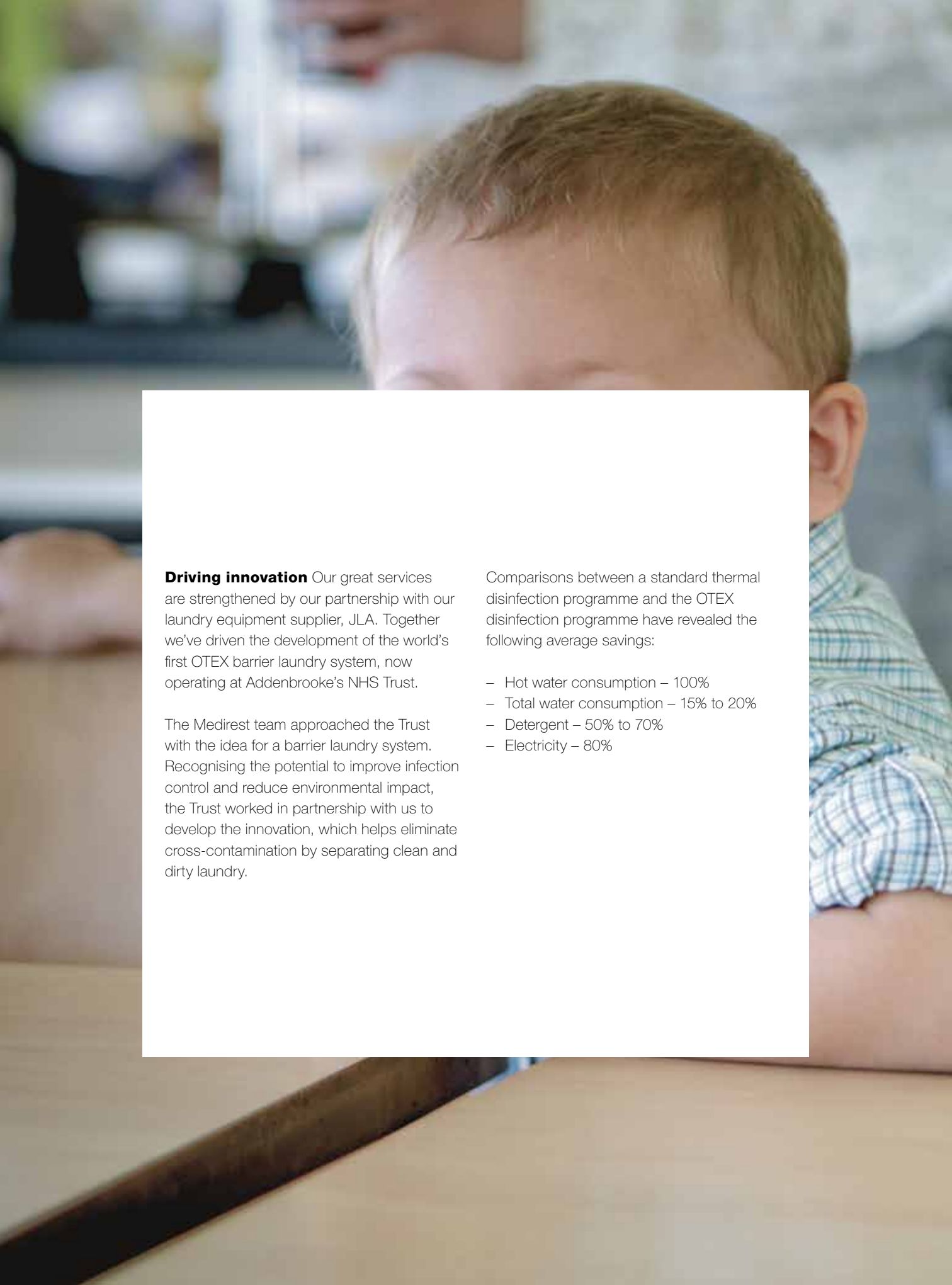
**Improving infection control standards**

We're dedicated to supporting our clients with both CQC and PEAT audits to ensure the Trusts we work with achieve improved levels of patient satisfaction. It's our responsibility to help clients fully prepare for CQC audits by ensuring our people are well trained and motivated, that exacting standards are consistently achieved and that consistency is monitored. Our expertise allows us to carry out mock audits in preparation for CQC audits. We work with Trusts to improve their PEAT ratings to 'excellent' – most recently our endeavours helped both Barnet and St Helen's NHS Trusts achieve a CQC 'excellent' rating for patient environment.

**Delivering added value for your trust**

Our cleaning systems have been developed in conjunction with key partners such as Proctor & Gamble. By leveraging our scale, we're able to add value to the Trusts we work with and deliver industry leading services.





**Driving innovation** Our great services are strengthened by our partnership with our laundry equipment supplier, JLA. Together we've driven the development of the world's first OTEX barrier laundry system, now operating at Addenbrooke's NHS Trust.

The Medirest team approached the Trust with the idea for a barrier laundry system. Recognising the potential to improve infection control and reduce environmental impact, the Trust worked in partnership with us to develop the innovation, which helps eliminate cross-contamination by separating clean and dirty laundry.

Comparisons between a standard thermal disinfection programme and the OTEX disinfection programme have revealed the following average savings:

- Hot water consumption – 100%
- Total water consumption – 15% to 20%
- Detergent – 50% to 70%
- Electricity – 80%



### **Cutting edge training programmes**

Working in conjunction with our three cleaning partners we've developed a cutting edge, training programme which improves the cleaning and infection control expertise of our great people. Again our scale has allowed us to leverage our partnerships to bring you added value services - and by bringing in the experts, we have been able to introduce a progressive, interactive training programme that is both effective and engaging. More than 140 'Super Trainers' have been coached in the best cleaning and infection control practices – and they are delivering a nationwide training programme to every Trust we work with.



A healthcare professional with short blonde hair, wearing a light-colored uniform, is smiling and talking to a patient. The patient is a woman with dark hair, wearing a blue hospital gown, sitting up in a hospital bed. The background shows a window with vertical blinds. A white text box is overlaid on the center of the image.

## **Patient catering to guarantee an excellent PEAT rating**

Fresh, nutritious food is vital for faster recovery. Only Steamplicity offers patients a unique dining experience which steam-cooks food in minutes with all the taste, nutrition and vitality locked in. Steamplicity delivers the best patient dining experience in the world, every time.



**PRIMETOM®**

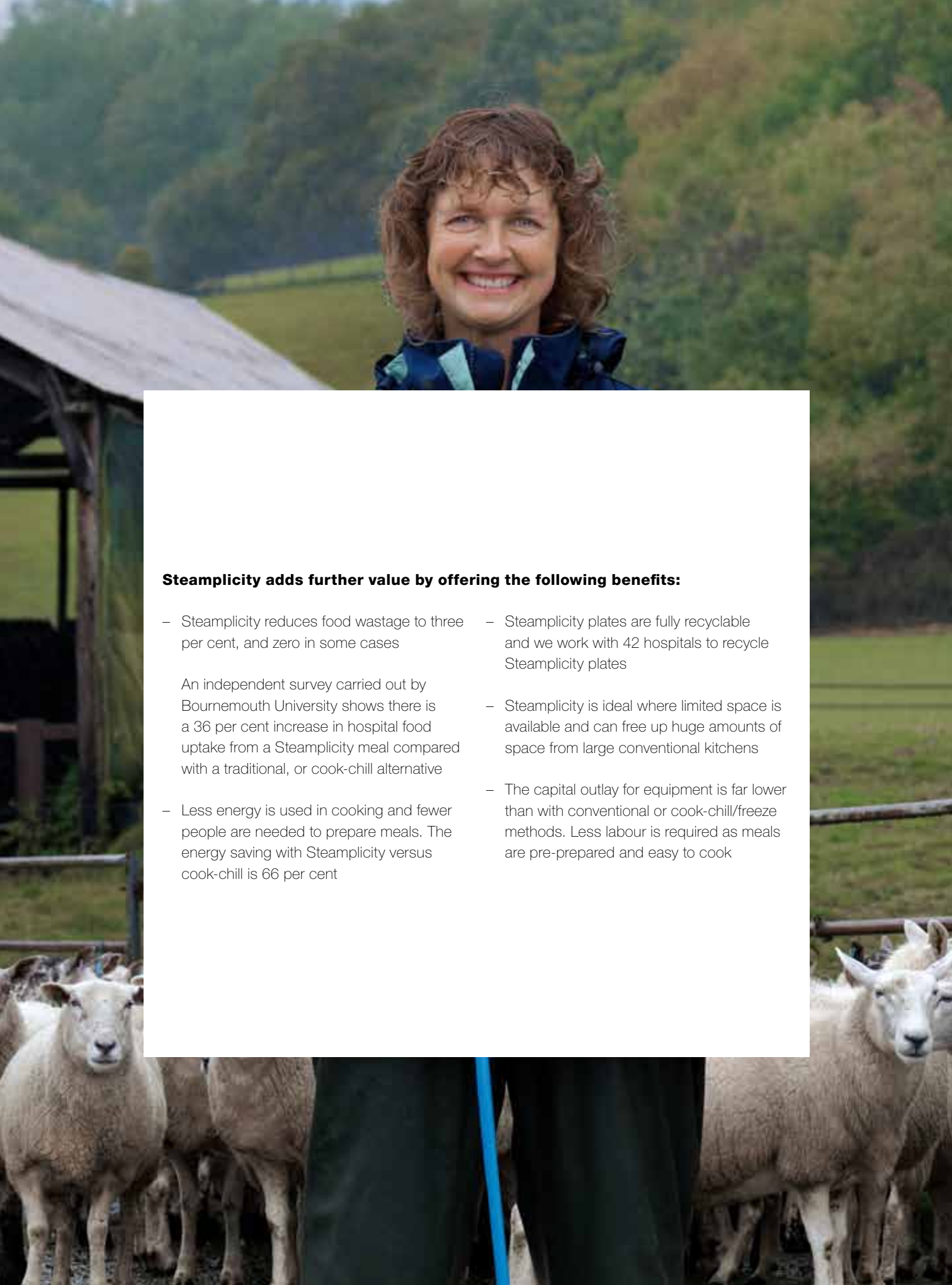




**Other companies may claim to offer a similar product but Steamplicity is unique in the following ways:**

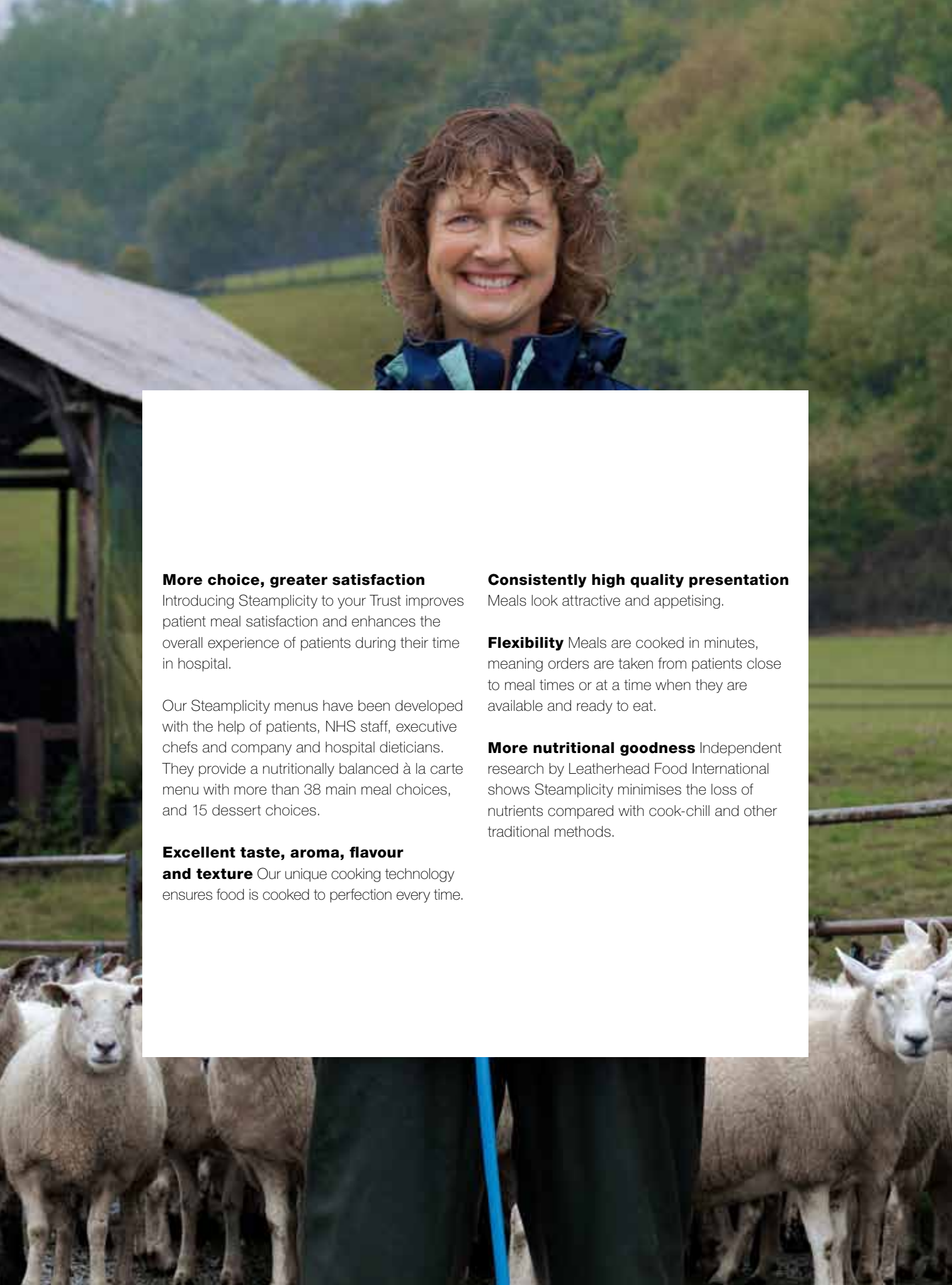
- The only plated meals to be cooked from fresh – not re-heated by microwaves
  - Steamplicity incorporates patented valve technology – the key to how Steamplicity remains the only plated meal solution that is fully steam-cooked
  - We own and manage two cuisine centres where Steamplicity plated meals are made exclusively for Medirest
  - We own the supply chain which is fully audited, controlled and reliable
  - We retain full control of menu development and ingredient sourcing
- Medirest provide more than 3.2 million Steamplicity meals each year. We're so confident about the benefits of Steamplicity that we're willing to guarantee a patient catering PEAT excellent rating for your Trust within a year of it introducing Steamplicity.





**Steamplicity adds further value by offering the following benefits:**

- Steamplicity reduces food wastage to three per cent, and zero in some cases
  - Steamplicity plates are fully recyclable and we work with 42 hospitals to recycle Steamplicity plates
  - Steamplicity is ideal where limited space is available and can free up huge amounts of space from large conventional kitchens
  - The capital outlay for equipment is far lower than with conventional or cook-chill/freeze methods. Less labour is required as meals are pre-prepared and easy to cook
- An independent survey carried out by Bournemouth University shows there is a 36 per cent increase in hospital food uptake from a Steamplicity meal compared with a traditional, or cook-chill alternative
- Less energy is used in cooking and fewer people are needed to prepare meals. The energy saving with Steamplicity versus cook-chill is 66 per cent



**More choice, greater satisfaction**

Introducing Steamplicity to your Trust improves patient meal satisfaction and enhances the overall experience of patients during their time in hospital.

Our Steamplicity menus have been developed with the help of patients, NHS staff, executive chefs and company and hospital dieticians. They provide a nutritionally balanced à la carte menu with more than 38 main meal choices, and 15 dessert choices.

**Excellent taste, aroma, flavour**

**and texture** Our unique cooking technology ensures food is cooked to perfection every time.

**Consistently high quality presentation**

Meals look attractive and appetising.

**Flexibility** Meals are cooked in minutes, meaning orders are taken from patients close to meal times or at a time when they are available and ready to eat.

**More nutritional goodness** Independent research by Leatherhead Food International shows Steamplicity minimises the loss of nutrients compared with cook-chill and other traditional methods.

FIRE  
EXIT





## **Porter+ for flexible and responsive performance**

Hospital porters hold key touch points with patients, their families and Trust staff.

Our well-trained, courteous and efficient porters play a key role in improving the patient experience and enhancing a Trust's reputation.



With **Porter+** all of our porters are accountable for their output and are dedicated to providing an improved service and experience for patients.

Level 2



EVACUATION  
INTERCOM



PRESS TO CALL



#### **Medirest porters are well trained**

– each porter undertakes a programme of training that includes customer service training. **Value for money** – optimised working methods are implemented through zonal management. **Responsive** – each porter is linked to our porter-track system of communication. **Available** – porters are based out on wards and departments for 24 hours a day, every day of the year.

#### **Innovative approach for faster response**

Porter+ innovations provide greater comfort for patients, while improving the performance of our portering service.

We've worked with many of our clients to implement our Porter+ 'Push to Talk' communication system, linked to the hospital helpdesk.

By allocating porters close to the request, this added value service reduces travelling distances and saves time for porters. Porters can automatically notify the helpdesk of service attendance, service completion and patient movement time. As well as improving efficiency, this enables high levels of performance monitoring with reduced manual inputting.

This system adds further value to Trusts when linked with our innovative Porter+ tracking technology which uses wi-fi, allowing helpdesks to immediately locate and quickly reassign porters to where they are needed.






## **Performance in support services means more time for patient care**

Medirest – we're committed to supporting you.

We offer a range of additional services that assist you throughout the day and help you focus on providing expert care for patients.



**Fully integrated helpdesk** Through our partners we can implement a helpdesk solution to cover all soft services. Within our South Bucks contract we have worked closely with the Trust to successfully implement a helpdesk covering portering, cleaning, linen, catering, as well as estates for the Trust. Information, from cleaning audits to maintenance reports, is all fed through the central helpdesk enabling the Trust to have access to a number of reports at the touch of a button.

**Support services** Our support services include reception duties and switchboard, mailroom and office supplies, waste disposal, security, visitor management and gatehouse services, key holding services, CCTV operations maintenance and window cleaning.

**Maintaining excellence, inside and out** Our services don't stop on the inside. We provide full exterior grounds maintenance, usually on a seasonal basis, to include grass cutting and hedge trimming, bedding planting and environmental composting, outdoor seating areas, road and path sweeping, litter collection, pest and vermin control and snow clearance and gritting.

HE  
système!

DELIMARCHÉ  
*delicious food, delicious coffee, everywhere!*





## **Earn attractive rental incomes while improving consumer satisfaction**

We offer a wide range of retail formats and food solutions for your patients, staff and visitors. These provide added value and can return healthy rental income for your Trust.



# DELIMARCHÉ

*delicious food, delicious coffee, everything*

**spice of life** Our contemporary food service brand for hospital staff and visitor restaurants. It's designed to give customers the choice and quality they expect to find on the high street.

spice of life restaurants cater for staff and visitors by providing a wide range of quality hot meals as well as hot and cold snacks, sandwiches, soups, salads and desserts. A 'grab and go' range is also available for added convenience. A variety of different tastes are catered for, with seasonal dishes and new ranges added throughout the year. To support spice of life we run a monthly promotional calendar, offering customers loyalty incentives, retail promotions and meal deals.

**amigo** Convenience stores are the perfect solution for everyday needs. As lifestyles change and people become busier, they look for good, simple, convenient food. amigo offer exactly that, in a professional, planned and focused retail outlet.

amigo offer a range of retail items suitable for 'grab and go', as well as hot and cold drinks, confectionery, sandwiches, newspapers and toiletries.

Flexibility is the key and the size of store and range of products can be tailored to fit your hospital environment.

Stock management systems can be altered to suit local buying patterns.



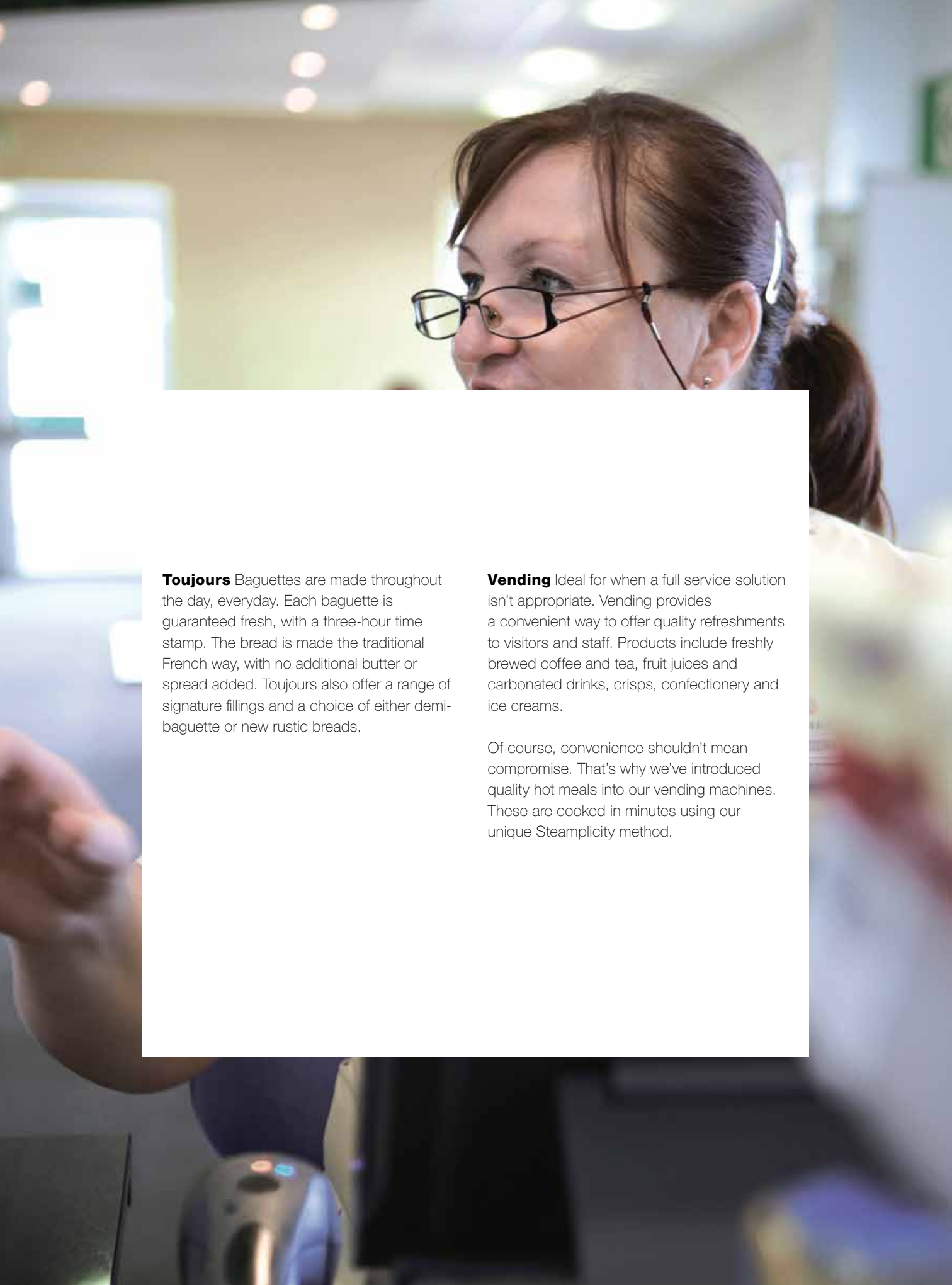


**Costa Coffee** For those looking to provide a taste of the high street, our partnership with Costa lets us combine the look, feel and flavours of Costa with our service and business catering expertise. We offer Costa as an 'add on' to our other food concepts, from small, standalone carts to fully branded, licensed 'high street' Costa cafés.

**Origin Café** Blends the experience of a high street style café bar with a responsible approach to product sourcing. Our 100 per cent Fairtrade teas, coffees and hot chocolates are made to order by our trained baristas while our delicious range of cakes, pastries and made in house sandwiches use only the highest quality ingredients including organic, seasonal, sustainable and free range produce.

**Mondo Subs** This distinctive retail brand provides high quality, made to order sub sandwiches, salads and signature sides. It offers top quality meats, fresh garden salads, toasted subs, a range of dressings, beverages and cookies.

**DeliMarché** Pastries can be baked before customers' eyes and coffee is served barista style. From lattes to hot chocolates and paninis to Danish pastries, DeliMarché offer something for everyone, at any time of the day. Designed in a modular format, DeliMarché is versatile enough to fit most locations, whether new build or an existing site, even when capital and space are challenges.



**Toujours** Baguettes are made throughout the day, everyday. Each baguette is guaranteed fresh, with a three-hour time stamp. The bread is made the traditional French way, with no additional butter or spread added. Toujours also offer a range of signature fillings and a choice of either demi-baguette or new rustic breads.

**Vending** Ideal for when a full service solution isn't appropriate. Vending provides a convenient way to offer quality refreshments to visitors and staff. Products include freshly brewed coffee and tea, fruit juices and carbonated drinks, crisps, confectionery and ice creams.

Of course, convenience shouldn't mean compromise. That's why we've introduced quality hot meals into our vending machines. These are cooked in minutes using our unique Steamplicity method.





## Medirest facts

- Medirest has won the RoSPA Silver Award for our commitment to health and safety
- Medirest surveyed over 35,000 patients and clients last year to improve and develop our services
- We clean 1.25 million square feet of hospital every day – that's equivalent to 142 rugby pitches
- Every year Medirest carry out more than 350,000 audits against national cleaning standards
- We handle and respond to over 11,000 helpdesk calls every day
- We can trace every cut of meat back to its farm of origin
- A Steamplicity meal is provided to a patient in the UK every ten seconds
- In a year we recycle 96 tonnes of Steamplicity packaging – saving 144 tonnes of carbon
- Each of our porters walk an average of four miles everyday helping to keep our hospitals moving
- We serve over six million customers every year in our restaurants. That's eleven customers every minute
- In one Trust, Medirest returned 460m<sup>2</sup> of kitchen space – enough to hold 208 hospital beds
- Since 2008 we have carried out over 3,600 CRB checks




Upton & Co. Farm Hospital Branch  
UPTON  
Upton & Co. Farm Hospital Branch

MIDWEST  
PATRICK

A photograph of an older man with white hair and glasses, wearing a blue short-sleeved shirt. He is smiling slightly and looking towards the camera. He is holding a large stack of papers or a folder. The background shows a white grid-patterned shelving unit, likely for mail or documents, in an office environment.

## **Compass and Medirest people**

We invest in developing our people and offer opportunities to gain NVQ qualifications in conjunction with the Open University.



**Training and Development** Prior to starting work with Medirest, all our people complete our award-winning 'One Compass Welcome', giving each individual a good understanding of HSE, customer service and food hygiene.

**Right to Work** We take our responsibility in respect of recruitment and employment screening. We have specialist expertise within the business to ensure all our people are fully CRB checked and have the right to work in the UK.

**Agenda For Change (AFC)** We are experts in implementing AFC for contracts and we have successfully done so within the majority of our business by working in partnership with Trusts and Unions.

**Union Engagement** We maintain a good working relationship with Unions operating in the NHS and meet with their representatives on a quarterly basis.

**Compass Direct** Our internal personnel agency provides immediate backup of trained staff, familiar with the demands of an acute hospital environment.



**HR Support Centre** Provides all of our people with a dedicated resource to deal with any HR queries quickly and effectively.

**We Listen to Our People** Our people feel valued and motivated. Every other year Compass survey 71,000 people in the UK, giving them the opportunity to comment on all aspects of the company and their roles. Last time over 71 per cent of Medirest people took part. We use this feedback to form the foundation of our learning and development, reward and motivation programmes.





# Health, Safety and Environment

**Did you know?** Health, Safety and Environment (HSE) is our number one operational priority. We place it first in everything we do. We ensure best practice corporate responsibility principles, statements and metrics are incorporated in all our business policies. We pay particular attention to ethical and sustainable sourcing, environmental impact and performance and our relationships with our suppliers and customers.

Our commitment to supporting these principles includes:

- Animal welfare – we fully support the 'Five Freedoms' concept
- Reporting on the implementation of and compliance with our environmental standards
- Compass Group is committed to supporting the national production of fresh produce, meat, and manufactured food products within its UK supply chain
- Reducing waste packaging in our supply chain
- Reducing the water and energy used in our principal offices
- Seeking to reduce food miles by increasing the use of seasonally available products
- Reducing the CO2 emissions of our vehicle fleets
- Ensuring all our employees are provided with the information, training and tools necessary to implement responsible environmental practice

## Talk to us

If you'd like to know more about how Medirest can provide professional, high quality cleaning, catering, portering, retail and support services to your hospital or medical centre, please get in touch.



# Contact

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