

NUMBER ONE on the NHS Supply Chain Agreement

Best Value & Performance

Company Profile



Caretech UK Ltd

Maintaining Independence



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Introduction

Caretech is the leading totally independent maintenance company in the UK and has the distinction of being awarded the Number One position in the NHS Supply Chain Agreement for the Maintenance of Moving and Handling Equipment (Hoists, Beds and Baths).

As a company we are totally dedicated to sales and maintenance within Hospitals, Residential Units and the Community.

Our Engineers are all home-based in the areas in which they work, and are supported from our Essex Headquarters. They are trained and work to the highest standards and receive regular training throughout their time with the company.

The Caretech management team continually monitor and work with the MHRA, manufacturers and other bodies for Device Alerts, Safety Information bulletins and general updates.

The company has a full set of policies in force and under regular review covering: ISO 14001 accreditation, Health and Safety, COSHH, WEEE Regulation, Environment, Quality Assurance, Data Protection, Security, Business Continuity, Disability Awareness, Equal Opportunities, Diversity, Customer Care and Training.

Insurance cover is maintained in order to comply with the NHS terms and conditions of supply and the local requirements of individual County and Local Authorities.

Our experience spans some 25 years during which time we have expanded from a small local service company to today where we cover the whole of England.

Our size gives us the ability to be flexible and accommodate the requirements of individual contracts and jobs, yet enables us to undertake contracts valued from a few hundred pounds through to a few million pounds.

Caretech is a Member of BHTA and as such fully abide by its principles and code of practice.



Mission Statement

To set high standards in aftercare for the medical equipment & home adaptations industry, at a price the customer can afford and one which allows Caretech UK Ltd to make a reasonable profit.

Objectives

- To provide a professional, friendly and stress free service to the customer at all times
- To offer a 24 hour emergency call out service to all customers
- To provide contract customers with an 8 working hour response to all faults
- To provide all non-contract customers with a 16 working hours response to all faults
- To effect repairs to equipment requiring parts from the manufacturer with 72 hours from initial visit
- To provide all contract customers with an operational piece of equipment 365 days per year
- To keep the customer informed at all times as to the progress of their job

Suppliers

To provide them with a service that reflects their mission statement by:

- Establishing their visions and incorporating them into our working practices
- Working with the suppliers so that our procedures complement each other to provide a seamless interface for the customer and the best possible service

Contracted Customers

- To provide a seamless interface for the end user between the supplier of the equipment and its on-going maintenance by CareTech UK Ltd
- Provide technical backup and information for the Customer
- To provide guidance to the team as to what can and cannot be done with the product to meet the customer's requirements
- To provide practical technical reports on product quality and durability. To advise on defects and product analysis

About Us

Caretech UK Ltd has built up a vast expertise in the supply, repair, maintenance and installation of a wide variety of equipment, and has come to be recognised by Manufacturers, Suppliers and Health Authorities for the standards to which we perform. Caretech is currently ranked number one by the NHS Supply Chain for the service and maintenance of hoists beds, baths and bath-lifters.

As an accredited service agent for most companies manufacturing the product ranges shown, we can undertake repair, maintenance and modification of all their product ranges.

We employ only fully trained engineers who are able to carry out repairs and maintenance to a wide range of equipment. Regular training is undertaken both in-house and with original equipment manufacturers.

Electrical Portable Appliance Testing can be carried out in order to conform to local and IEE regulations and batteries can be Discharge Tested to give accurate capacity information and fault finding.

At Caretech UK Ltd we use a computerised record system able to give accurate historical information including Product type, Serial numbers, Condition, Location, and Costs together with the usual detailed Service records, Site Log reports and Certification details.

As an approved NHS contractor, we are well used to the requirements of Estates, Maintenance & Supplies Departments and we are able to tailor our services to the individual requirements of each site.

We specialise in maintenance contracts including full emergency cover or 'one off' repair / maintenance orders can be undertaken. Where appropriate all necessary Safety Tests can be carried out and Certification provided.

With vast industry experience and excellent contacts with manufacturers, we have accumulated a detailed library of manufacturer specifications and service information. In addition, a wide knowledge of necessary spare parts has been gained and most are held on stock for immediate use.



Installations

Caretech employs teams of specialist installers for Stairlift, Specialist bath and Overhead Hoist installations.

A free survey will always be carried out by a suitably qualified member of staff prior to any work being carried out.

We also have our own construction division to install an extensive range of additional facilities.



Construction & Building Work

From the ground up

If you're looking for more than just a fresh installation or replacement service rest assured, we can accommodate you.

Our construction division carries impressive credentials and has the full backing and support of our established and respected company.

Through our integrated services we can offer a complete and combined design, construction, installation, commissioning, servicing and maintenance service.



On Time, Every Time

National Coverage, Local Service

Caretech's growing network of fully qualified, highly trained and well-equipped engineers are home-based and so never far from you, whether for that all-important emergency call-out or your regularly scheduled service.



Making full use of the technology that we employ, you will be kept fully informed of exactly where your engineer is at all times.

Cover 24/7

Cover: whenever, wherever

Coverage is provided between 09.00 and 17.00 Monday to Friday through our Customer Services Department.

At all other times including weekends and bank holidays, our switchboard will direct callers to the geographical area required, which in turn puts them in direct contact with the local duty engineer.

Caretech engineers are on call 24/7 and offer a full call out cover to all contracted clients. This includes 4-hour and same-day response for emergencies and same day standard call outs.





Staff Training

The best investment

Caretech continues to invest heavily in staff training in all activities - for engineers in product installation, maintenance and servicing of ALL products that may be encountered along with the very latest equipment, not just a single range that a manufacturer produces; administrative staff in accounting and customer relationship management; and all staff with our operations system that enables a smooth and seamless interaction with clients.

With our commitment to constant improvement and attention to detail, you won't be surprised to learn that Caretech is an ISO 14001 registered company and that our engineering staff are also part of that accreditation.



Customer Care

It's not just about finding new business

Many companies in the business world focus all too much on finding new customers that they tend to overlook their existing ones. That's simply not the case at Caretech.

Customer care is paramount at Caretech

We aim to make every single contact that you have with Caretech both productive and a pleasure. Whether it's a warm, welcoming and helpful telephone conversation regarding scheduling a service, a new sales enquiry or an emergency call out, we don't lose sight that we are here to assist you in the most efficient manner possible.



Quality Control

No compromises

At Caretech we don't compromise on quality or service. We only use the highest quality approved parts, either from the original manufacturer or other recommended producer.

Work is regularly checked by senior managers to ensure that our high standard of quality is maintained and we are members of the British Healthcare Trades Association.

Exactly as you'd expect from a company classed as a number one on the NHS Supply Chain Agreement.



Safety First

When obsession is an advantage

At Caretech we're dedicated to safety.

From the moment that we install your equipment or carry out our pre-contract standard inspection, we really do put safety first.

Only after passing our rigorous testing process do we award each piece of equipment our Certificate of Compliance which can be proudly displayed next to the apparatus, giving peace of mind to all concerned. On the subject of peace of mind, all engineers are CRB checked at the enhanced level, wear our standard uniform and carry identity cards.

Caretech engineers are covered by £10,000,000 of Public and Product Liability.





Confidence Assured

More than trust

We understand that the services that we provide are business critical to our clients and that trust is paramount.

Caretech UK Ltd, with a multi-million pound annual turnover, numerous County Council contracts, many Foundation Trusts, Hospital Trusts and PCT's certainly ticks all the boxes.

We have also been awarded under the NHS Supply Chain Framework Agreement for the maintenance of Moving and Handling Equipment, together with the Eastern Shires Purchasing Organisation, Dorset County Council, Dudley Metropolitan Borough Council and the Central Buyers Consortium Framework Agreements, so no tender is required.

However, we believe that we provide much more than all of that, with over a quarter of a century of experience in this field, serious investment in our staff, technology and customer relations.

Possibly the best endorsement though, is from our customers: they don't just stay with us year after year, giving us glowing testimonials and customer survey responses—we gain most of our new business through references and referrals.



Testimonials

We issue Customer Satisfaction surveys on an annual basis for customer feedback as part of our commitment to the quality of our service to clients.

This feedback provides information on the quality of our work in the field and at our Head Office with a view to looking for what further improvements can be made to our service.

In Your Words...

"Can never fault response and help of engineer"

"Thanks always for your prompt attention"

"Excellent - your engineer provides a first class service"

"Helpful and professional"

"Very polite and kept us fully up to date with what needed doing"

"Very prompt service to rectify a serious fault"

"Very polite and understanding"

"Would be happy to have in my home anytime"

"Service has always been very prompt and the engineer always very helpful"

"Friendly, helpful, approachable"

"I have always found Caretech staff to be helpful, courteous & responsive to our needs"



Customer Satisfaction Survey

We recently undertook a customer satisfaction survey and received 75 responses.

Answer options: Poor; Below Average; Average; Above Average; Excellent.

"How would you rate the quality of service by the engineer who attended"

Responses: Excellent = 89.5% Above Average = 9.75%

"How would you rate the quality and courtesy of the engineer who attended"

Responses: Excellent = 92.5% Above Average = 7.5%

"How would you rate your overall experience of service and support within Caretech"

Responses: Excellent = 70% Above Average = 18% Average = 8%

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