

NUMBER ONE on the NHS Supply Chain Agreement

Best Value & Performance

Maintenance

Service

Repair



Caretech UK Ltd

Maintaining Independence



Contents

About Us	page 3
General Maintenance Information	page 4
Contract Maintenance	page 4
On Demand Maintenance	page 4
Reducing Your Costs	page 5
Efficiency is the Key	page 6
Stock & Spare Parts	page 6
Documentation	page 6
On Time, Every Time	page 7
Cover 24/7	page 7
Quality Control	page 8
Safety First	page 8
Synergy & Harmony	page 9
Working Together	page 9
Contact Details	back page

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About Us

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.

Reducing Your Costs

Our contracts department carefully monitors the costs of all aspects of work undertaken and regularly review average prices for each piece of equipment for every client.



Once we have been awarded a maintenance contract and ensured that all apparatus is up to our high standard of operation (and not just fit-for-purpose), we can demonstrate that costs are consistently reduced year-on-year— resulting in real and substantial savings.

But that's not all...

Caretech is an independent company, without the overheads of manufacturing, sales, marketing and research etc. Our overheads and costs are therefore far lower than our competitors, allowing us to pass these savings on to our customers.

Another advantage of our independence and having no ties to manufacturers or distributors is that we can purchase the most appropriate equipment for you from the most appropriate manufacturers.

Furthermore, we achieve growth by referrals from our satisfied customers and so eliminate the need for expensive advertising campaigns and our engineers do not have financial targets to achieve, so there is no pressure to fit unnecessary parts.

All-in-all it's no surprise that we are NHS Supply Chain Approved and rated as number one





Efficiency is the Key

Setting standards with the industry

Caretech is justly proud of its results when it comes to the percentage of jobs completed first time: consistently over 95%.

We have a winning and unrivalled combination of quality staff, continuing training, a sound & extensive knowledge base and a high level of investment in technology that enables us to really deliver when it comes to customer satisfaction and price.



Stock and Spare Parts

Ready and waiting

All our engineers carry an extensive range of spare parts in their vehicles, determined by years of on-site experience, enabling them to service and make even unexpected repairs on the spot.

Of course, with over 12,500 spare parts in our database and the best of contacts with all equipment manufacturers and stockists, we are in an ideal position to provide the fast and efficient service that you need and deserve.

Documentation

Everything to hand

Caretech engineers carry all necessary technical manuals and parts lists and have instant access to the most up-to-date information on MDAs, etc. through our bespoke website portal.



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.

You only need one telephone number:

01268 775585

Calls are charged at standard rates to our switchboard.
Transferred calls out of hours do not incur additional charges.





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 BHTA.

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 carry Identity cards, are CRB checked and wear our standard uniform.

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



Synergy & Harmony

Using teamwork and technology to deliver client satisfaction

These days the term teamwork doesn't seem to mean as much (to many people). But it does to us.

For any given job, forward planning (from the engineers making sure they have the right kit) and the engineering knowledge we possess to the excellent information supplied by the office . the most efficient in the business & proving, yet again, that we truly are first class.

How do we achieve this?

Every Caretech engineer carries a smartphone with an application which allows real time allocation, updating & completion of field service jobs linking the engineer to our office based system.

They are given full visibility of all jobs allocated to them, equipment details, and equipment job history. The engineer can then identify details of any additional work required, as well as parts needed and has access to parts availability information.



Working Together

Interaction, information and tracking

Our customer web interface facility allows our customers to access (via the internet) information about their equipment, contracts and jobs, as well as giving them the ability to log jobs and request quotes.



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