



## Case History

### Heatherwood and Wexham Park Hospitals

The Heatherwood and Wexham Park Hospitals NHS Foundation Trust provides hospital services to a large and diverse population of more than 450,000 people in East Berkshire and South Buckinghamshire. The trust became a foundation trust in 2007 with approximately 3,200 staff and with patient safety paramount, the trust has one of the best survival rates in the NHS.

The hospital provides a range of services to ensure the maximum care is provided for all of their patients. The hospital failed its Care Quality Commission (CQC) audit in December 2013 in the busy weeks leading up to Christmas and had a review scheduled for January 2014, which had to be passed. To ensure this happened, various procedures were needed to be put in place immediately; one of these being a deep clean to its 25 wards.

The hospital had arranged for a cleaning regime to complete the works but, at the very last minute, they were let down. Rainbow International Swindon received an urgent call from ISS to assist them with the Wexham Park Hospital project because they could not provide enough skilled staff.

Rainbow Swindon organised for three emergency teams of skilled restorers to attend on the night shift from 8pm to 4am. This team of 15 was put together in just six hours with three senior technicians managing the project from the site with the usual support from the head office in Swindon.

The 24-hour helpline is manned by Rainbow Swindon so staff at ISS and Wexham Park Hospital could communicate with management at any time of the day.

Wanting to keep disturbance to the hospital, and more importantly the patients to a minimum the project was planned to take place over a 5 day period. This would require each cleaning team to complete the full clean of 1 ward per evening. Patients from the wards being cleaned were removed from the area to allow for the cleaning to take place, and were returned as soon as the clean was complete. Every care was taken throughout to ensure the continued comfort for the patients.

### Key Facts

#### Market

- Health industry

#### Location

- Ascot

#### Services Employed

- Industrial Cleaning
- Rapid response - time frame critical
- Repeat use of our services
- Immediate requirement to complete emergency deep cleaning



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You Recover™