

Delivering consistent, high quality maintenance to ensure fully-functioning facilities so vital to the safety, health and well-being of vulnerable patients at NLH

Background

North London Hospice is a registered charity that cares for over 3,500 patients with a life-limiting illness every year and provides support for their families, friends and carers. It has two care centres, based in Finchley and Winchmore Hill.

Our Involvement

AEFM has been working with North London Hospice since March 2019. Our fully-qualified and experienced mobile maintenance team (supported by specialist sub-contractors) delivers a comprehensive range of planned preventative and reactive maintenance services in accordance with SFG-20 at two North London Hospice locations based in Finchley and Winchmore Hill.

24 Hour Service Desk for Round-the-Clock Support

Our service is supported by a 24/7/365 reactive and emergency call out service to ensure that the North London Hospice is fully supported at all times with continuity of building services and fully-functioning facilities, vital for the well-being of its patients.

Extensive Safeguarding Training

Given the vulnerable nature of the patients at North London Hospice, all our engineers undergo extensive vetting procedures and safeguarding training delivered by a fully-qualified trainer. In addition, all our engineers have enhanced DBS clearance.

Intelligent, Innovative Systems for Complete Transparency of all activities we deliver on NLH's Behalf

All maintenance activities are managed through our Joblogic CAFM system for the effective management and control of all maintenance processes, including task issue, resource allocation, procurement, cost management and reporting. Joblogic also provides a data repository for all operating manuals, risk assessments, COSHH data, training records and statutory compliance certifications for audit purposes. All maintenance tasks are carried out in accordance with SFG 20, the industry benchmark standard for high quality maintenance services. We provide North London Hospice with a bespoke dashboard of the status of all the maintenance activities we are undertaking on their behalf via our Joblogic Client Portal.

With safety a key priority, all our engineers are fully qualified within their respective trade and undergo continued professional development as part of our Learning Academy.



Contract Statistics

Award Date: March 2019

Term: 3 years initially, recently renewed

No of Locations: 2

Scope of Services:

Planned preventative and reactive maintenance of all Heating, Ventilation and Air Conditioning Systems at both care centre locations including:

- Electrical installations
- Emergency lighting
- Fixed wire testing
- Drainage systems
- Caretaking and general handyman type services
- 24/7/365 reactive and emergency call out service



Their formal training programme includes comprehensive HSE/HR induction, eg. manual handling, COSHH, working at height with regular refresher training and CPD training in accordance with the requirements of their respective trade, eg. GasSafe, FGAS, NICEIC to ensure continued compliance with industry and H&S best practice and changing legislation.