

### Supporting HCSN to deliver high quality healthcare facilities for residents within the local community

#### Background

Pontoon Dock Health Centre is a purpose built health care facility, run by AT Medics and owned by Health and Care Space Newham (HCSN), a Property Joint Venture between the London Borough of Newham and East London NHS Foundation Trust. It is situated in the recently constructed and impressive, Royal Wharf development.

Covering 1,164m<sup>2</sup> and split over 3 floors, the Centre offers GP services alongside a range of community health, social care and a variety of clinical services for residents of the local communities of Royal Docks and Silvertown.

#### Our Involvement

Our long-standing partnership with AT Medics began in 2015. Following our successful cleaning services' delivery at Carpenters Practice in Stratford, AEFM was awarded a comprehensive Soft FM services' contract with AT Medics for Pontoon Dock Health Centre in 2021.

Split over three floors, the scope of our contract covers all entrance, reception and waiting areas, 15 clinical rooms, administration offices, kitchens, well-being and rest areas, utility rooms, patient and staff WCs, private meeting rooms, locker rooms, staircases, lift areas and plant rooms.

#### Enhanced Cleaning Service in accordance with BICSc Standards

To ensure the safety and protection of vulnerable patients within the health centre at Pontoon Dock, our cleaning teams are trained to deliver an enhanced level of cleaning in accordance with the Centre's output specification and BICSc standards.

This sees our cleaning teams delivering an intensified level of cleaning, paying particular attention to high footfall areas to ensure all surfaces, and high frequency touch-points (such as doors, door handles, WCs, waiting room chairs, etc.) are disinfected regularly so as to maintain consistent hygiene standards throughout the day.

#### Contract Statistics

**Award Date:** Sept 2021??  
**Contract Value:** ?? (local PD)  
**Client:** ?  
**Job Title:** Andy?  
**Contact Details:** ?  
**Term:** 3 years?

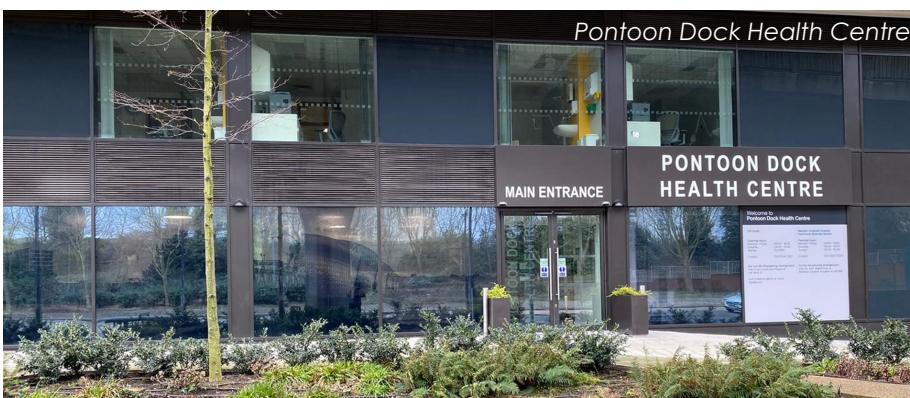
#### Scope of Services:

##### Soft FM:

- Routine cleaning
- Periodical deep cleaning
- Reactive cleaning services
- Waste services (including sanitary, general and recycling waste but excluding clinical, confidential & WEE waste)
- Provision of all cleaning chemicals, consumables & equipment
- Provision of hygiene products & paper consumables
- Pest control

##### Hard FM:

- Planned maintenance services to all mechanical & electrical installations & equipment (SFG 20)
- Reactive maintenance, small project works & repairs
- Statutory testing/compliance inspections
- 24/7 Reactive and Emergency Call-Out Service



AEFM understands that it has a key role to play in ensuring the protection of the local environment, and we have incorporated innovative, sustainable and environmentally friendly, NHS Grade, cleaning consumables into our cleaning routines.

This includes the use of safe, yet incredibly powerful all-purpose cleaning solutions and odour-eliminators such as Odorbac, which is:

- Non-hazardous, non-irritant, non-carcinogenic, environmentally friendly, and fully biodegradable.
- Tested to BS EN 1276 and BS EN 14476 protocol, this product is proven to kill 99.9% of bacteria and is effective against coronaviruses in just 60 seconds.
- Manufactured with renewable energy
- Delivered in a CO<sup>2</sup> neutral manner with carbon offset
- Packaged using 100% recycled plastic

### Visible, Close Supervision of our Cleaning Teams

Our cleaning team are closely supervised and mentored by our dedicated Account Manager and site-based Supervisory team, to ensure that they have all the appropriate HR/HSE training and equipment to perform their duties safely and competently and are able to successfully complete all of the tasks within the specification.

### Regular Audits of Service Standards

Regular audits of cleaning and HSE standards within the Health Centre ensure compliance with agreed contract KPIs, which are shared with the Practice Manager on a monthly basis.

### On-going Development and Evolution of the Contract

Following Operose Health's acquisition of AT Medics, Pontoon Dock Health Centre is now part of a wider contractual agreement to deliver a comprehensive range of cleaning services, maintenance services and project management to 70 locations within Operose and AT Medics' national portfolio.

### Mechanical & Electrical Maintenance

As part of this, AEFM is currently mobilising the M&E Maintenance element of this contract, which will see us delivering weekly planned preventative services (SFG 20), reactive maintenance and small works projects at Pontoon Dock Health Centre. Our designated engineer will be fully supported by our mobile engineering team and specialist supply chain partners.

This enables us to ensure safe, fully functioning facilities and an ambient, welcoming environment for patients, staff and visitors within the Centre.

### Flexible, Adaptable Service Model

Our flexible, adaptable service model combines expertise, experience and a drive to maximise value for the Centre by ensuring optimal energy efficiency, statutory compliance and sustainability.



### Intelligent CAFM System for Efficient Task Scheduling

All works are scheduled through our Joblogic CAFM system, which provides the Practice Manager with a clear view of the works that are being carried out within Pontoon Dock Health Centre at any point in time through our client portal.

### Fully Connected Teams

Our teams are fully connected to Joblogic and all our AEFM systems, via their PDAs, which allow us to support our engineers with help and access to information such as asset registers, asset condition and maintenance reports & history, OEM manuals, warranties and risk assessments that allows them to deliver effectively for our clients.

It also allows us to capture performance management information relating to different assets in real time on our JobLogic CAFM system, and amend the system to reflect changes in the property's condition. Joblogic includes a document repository that safely stores all work history and compliance records for audit and reporting purposes.

