



Case Study

West Berkshire Community Hospital



The Leading Light in Technology Enabled
Facilities Management & Property Services



LOCATION

Thattham, Berks

FM CONTRACT DURATION

June 2010 - ongoing

West Berkshire Community Hospital is a small hospital in West Berkshire, England. It is managed by Berkshire Healthcare NHS Foundation Trust. The complex opened on 1 March 2004 to replace the services previously provided by Newbury and Sandford hospitals.

Overview

West Berkshire Community Hospital provides healthcare services to over 100,000 people in the Newbury and surrounding areas.

Opened in 2004, the hospital provides 60 beds and a range of services including:

- Two day-surgery theatres with the capacity for up to 18 patients
- Outpatients specialist consultation unit
 - Minor injuries unit
 - Physiotherapy, rehabilitation therapy and radiology
- Dedicated children's outpatient facility
- Base for community health teams and GP out-of-hours services

FM Services

Bellrock took over a range of facilities management services in June 2010 following the administration of Jarvis PLC. Bellrock sought to mitigate the inevitable uncertainty through constant dialogue with all stakeholders, reassuring them about FM services consistency and job stability.

The facilities management team of 42 transferred in to Bellrock, providing:

- Onsite facilities management
- Lifecycle works management
- Planned and reactive maintenance
- Cleaning and waste services management
- Commercial catering services (patient and public)
- Reception services
- Linen services
- Commercial grounds maintenance

Bellrock also provided construction project management services and refurbishment services for several schemes that had stalled due to the circumstances. These were completed and are enhancing the services that the hospital is able to provide.

The Relationship

"Bellrock took over the services in very difficult circumstances. Their willingness and can-do attitude ensured that service to patients was not affected and the outstanding score achieved on a recent CQC audit confirms the quality of service we receive."

Sue Bishop - Hospital Matron