

CUSTOMER

Morris Care

INDUSTRY SECTOR

Healthcare

SERVICE

Kitchen Extract Cleaning

NUMBER OF SITES

Six

“Since using Surevent our extract systems are more efficient and there are significantly less breakdowns.”

Morris Care cuts costs and reduces the risk of contamination and fire

BUSINESS BENEFITS

- ✓ Compliance with Health and Safety legislation
- ✓ Cut costs and reduce time spent on cleaning
- ✓ Protection against contamination and fires
- ✓ Increased staff morale and efficiency

BACKGROUND

Morris Care has been providing specialist care to the elderly, mentally frail and physically disabled since 1989. They have six nursing Homes in Shropshire and Cheshire offering the very best in quality nursing care.

The home noticed a gradual build-up of grease and oil in their kitchen extract systems, which was becoming increasingly hard to remove. Although good daily maintenance helped to a large extent, it was recommended that the systems should be thoroughly inspected and deep cleaned on a regular basis to ensure compliance with health and safety legislation and insurance requirements.

CHALLENGES

Daily maintenance helped but it was becoming more and more difficult to remove built up grease and oil. Cleaning the equipment was taking longer each time and the desired results were not being achieved which was affecting staff morale and efficiency.

“Staff uniforms were getting stained and damaged in the process and had to be replaced regularly which annoyed staff. The risk of contamination and fire were also majors concerns for all the nursing homes.” says Paul Ratcliffe, Group Hotel Services Manager for Morris Care.

They also had concerns for the health and safety of their staff and services users. There was a potential risk of personal injury with slips, trips and falls being the main hazards. Also, there was the risk of staff being injured when having to stretch deep inside the extractor vent. They were also aware that legal obligations had to be met in order to comply with health and safety legislation, gas legislation and insurance requirements.



THE SOLUTION

The escalating problem of built up grease inside the extraction vent led Morris Care to search for a more efficient cleaning solution. The organisation found it in Surevent's kitchen extract cleaning service. Ratcliffe was pleased with the service from the outset, "From the first visit, Surevent understood the workings of the care homes and cleaned the extract systems to an exceptional standard," he says.

The flexible and professional service provided by Surevent has been the foundation of an excellent working relationship which is why Morris Care still uses Surevent for all extract cleaning today. "Since using Surevent our extract systems are more efficient and there are significantly less breakdowns" says Ratcliffe.

The organisation has also been able to significantly reduce the amount of money and time spent on cleaning and health and safety issues. But the value of Surevent to Morris Care isn't just in cutting costs and saving time. Equally important to Ratcliffe is the peace of mind he gets from knowing everything is under control and that staff are fully protected. "I now have total confidence in the overall situation. I can always be sure we are compliant with legislation and protected against contamination and fire, which is an enormous weight off my mind" says Ratcliffe.



THE BOTTOM LINE

Working with Surevent has enabled Morris Care to:

- ✓ Achieve compliance with health and safety and gas legislation
- ✓ Reduce the risk of contamination and fire, protecting staff and residents.
- ✓ Increase efficiency of the extract system and significantly reduce the number of breakdowns
- ✓ Reduce time spent on cleaning, freeing time to complete other business tasks
- ✓ Substantially increase staff morale, leading to an increase in productivity and efficiency



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For more information or a free no obligation initial consultation:

Phone: 0800 345 7529

Email: enquiries@sureventuk.com

Head office

76 Rushton Road, Rothwell,
Northamptonshire, NN14 6HQ