

Medirest awarded Exemplar site status at The Royal Surrey Hospital for outstanding cleaning services

December 4, 2022



Medirest, the healthcare division of [Compass Group UK & Ireland](#) and its partner, Royal Surrey Hospital have been awarded 'Exemplar' site status, for the early and proficient implementation of the 2021 National Standards for Cleaning.

The recognition acknowledges the delivery of the best-in-class service and that they will share learnings and experiences to enable other trusts to follow suit.

Medirest has worked in partnership with Royal Surrey since 1994 and in 2014 took on the delivery of extra services including cleaning and portering, with waste and pest control added in 2021.

Royal Surrey is the first hospital to receive the accreditation from NHS England for cleaning, acknowledging the smooth and professional implementation of the 2021 Standards. The approach has been collaborative in developing the new standards with the NHS and early engagement has meant teams have been trained to deliver operationally for some time. This has been done through a partnership approach, which truly sets an example to other NHS hospitals. Cleaning innovations include utilising its first class a+ cleaning system and the introduction of a cleaning robot.

Earlier this week, Medirest hosted a webinar on 'Achieving 'Exemplar' Site Status for National Standards for Cleaning - a case study', for over 300 attendees, to discuss the implementation of the standards alongside the launch of Medirest Focus, its expert practitioner division for cleaning.

The kudos for cleaning means that Royal Surrey is the first hospital to receive double Exemplar site accreditation, having been rewarded for catering earlier this year. This was for the response to the Hospital Food Review, including assessors taking a comprehensive look at Medirest's Patient Dining offer, Steamplicity. Introduced to the hospital in 2018, the concept has made a positive impact on the patient experience - delivering patient satisfaction scores of 98%, achieved by focussing on three areas: choice, temperature and quality. Other positive outcomes include a reduction in food waste, energy savings, freeing up 141 meters square of space for beds and releasing over 30,000 hours of clinical team time annually. The system provides a service where food is cooked at ward level, offering flexibility and consistency in ordering the nutritious and delicious meals.

Medirest's £400,000 investment in staff and visitor catering services has established the hospital's Wellspring Restaurant and the creation of a wellness garden, to support wellbeing. The food concepts focus on a fresh, consumer-led offer that shows value-for-money and encourages healthy eating. The introduction of high street retail offers that operate 24/7, maximising technology to support flexibility and speed of service, were also identified as best practice.

Gary Mountjoy, Associate Director of Estates and Facilities at Royal Surrey Hospital, said: "A true, integrated partnership approach has allowed Medirest and our team to work side by side and achieve some forward-thinking examples of innovation over the years. From the cleaning robot to the introduction of the wellness garden, rolling out the Steamplicity catering system and the general support during the testing times of the pandemic - we have created and evolved a dynamic partnership that enables us to care for patients in the best way possible. I am very proud to be part of this work."

Russell Blake, Managing Director, Compass Group UK & Ireland - Healthcare: "Our ambition is to create integrated partnerships that work for the specific needs of our clients and their patients, visitors and staff. This is done through our 'Performance with Heart' purpose - so we're absolutely delighted to have our hard work at Royal Surrey acknowledged in this way. I am so pleased with our team's achievements in creating brilliant cleaning and catering services, alongside an innovative offer."

Medirest took home the "Innovation" and "Sustainability" Awards at this year's Association of Healthcare Cleaning Professional Awards. The team also won the "Staff Engagement & Improving Staff Experience & Medical Education for Healthcare Professionals" title at the Patient Experience Network National Awards (PENNA), for its recently launched Positive Impressions programme.