

## Medirest and Southern Health NHS Foundation Trust continue partnership for further five years

3 years ago



Medirest, part of the healthcare sector of [Compass Group UK & Ireland](#), is to continue its partnership with Southern Health NHS Foundation Trust for a further five years. The contract extension has been agreed based on Medirest's consistent high level of service delivery, expertise and innovations across 52 sites, which span from the New Forest to Portsmouth, Petersfield and Alton.

Southern Health NHS Foundation Trust provides community health, mental health and learning disability services across Hampshire. It is one of the largest providers of such specialist services in England.

Medirest will continue to provide support services such as cleaning and portering – delivered by a 280 strong team. Investment has been committed as part of the new contract, with innovations including a cleaning robot, which enhances repetitive cleaning procedures in open spaces; an upgraded auditing system for cleaning that aligns with the 2021 National Cleaning Standards; frictionless facilities management technology linked to integrated workforce management solutions; implementation of a new laundry system for cleaning cloths and mop heads; and new iMops, which use fast brush rotations, that leave surfaces cleaner than other traditional methods.

Medirest will be introducing a digital time, attendance and scheduling system to support colleagues working on site. The team will also be improving the HSE oversight across the extensive geographical estate.

The Positive Impressions programme, which underpins Healthcare's purpose of "Performance with Heart", focusing on patient satisfaction will also be rolled out over the coming months, with colleagues receiving the relevant training and sessions. Positive Impressions is designed to measure the patient experience and enhance patient-centred training, to help deliver care based on communication, awareness, respect and

empathy.

Russell Blake, MD – Healthcare, Compass Group UK & Ireland, commented: “The best patient experience is fundamental to the continued success of the Trust and we never underestimate the role we play in achieving this goal. This new contract builds on our existing six-year partnership, which has seen patient satisfaction levels consistently high. We will now bring in new innovations, to further progress and enhance service delivery for the future. We’re excited by this opportunity to take the partnership to the next level and to continue our journey of continuous improvement.”

Heather Mitchell, Director of Strategy and Infrastructure Transformation, Southern Health NHS Foundation Trust, commented: “We are pleased to announce the extension of a further five years to our current contract with Medirest. During this period we are looking to trial and introduce a range of exciting new ways of working including robotic cleaners, new technology to manage the contract and improved cleaning materials.

“Medirest has been instrumental in assisting the Trust to achieve the new National Standards of Healthcare Cleanliness 2021. On the strength of this introduction we are looking to achieve Exemplar Status in cleanliness from NHS England in 2023. We look forward to continuing to work with all the staff from Medirest who work so well alongside our own staff and are an integral part of the Southern Health team.”

Medirest received 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 recent Patient Experience Network National Awards (PENNA), for its Positive Impressions programme.