

Medirest and Moorfields see partnership for the future

3 years ago



Medirest, part of the healthcare sector of Compass Group UK & Ireland, has signed a three-year contract with Moorfields Eye Hospital NHS Foundation Trust, to deliver catering and FM services. From July 2023, they have started working to deliver innovative solutions around services including cleaning and catering.

Based in London, Moorfields is one of the leading providers of eye health services in the UK and a world-class centre of excellence for ophthalmic research and education. With over 2,400 staff, their main focus is the treatment and care of NHS patients with a wide range of eye problems, from common complaints to rare conditions that require treatment not available elsewhere in the UK.

The new partnership will see over 100 staff transfer to Medirest, to deliver services including retail; patient catering; private patient catering; cleaning; vending; and security. The retail offer will include a Wellspring Restaurant with a fresh and contemporary menu and a new wellbeing area will be created for staff use when they need to take a break. A Change Please outlet will be introduced, which is a social enterprise aiming to help homeless people through the sales of their award-winning coffee.

For patient catering Steamplicity is being introduced. The unique cooking system steam cooks fresh and raw ingredients in under five minutes, meaning that nutritional value is maximised, alongside offering flexibility and consistency. Created by chefs and nutritionists, the menu provides over 30 dishes across lunch and dinner. It also improves food waste levels, as patients order what they want and at a suitable time. Compass' Esteem system will be used for private patients.

Cleaning enhancements will mean the introduction of the National Standards of Healthcare Cleanliness 2021 throughout the hospital estate and innovative technology, equipment and training will be

instrumental to delivering this. Medirest will also create an Academy at Moorfields to trial new innovations and technology throughout the contract.

The agreement will see the implementation of new security technology, which improves patient and staff safety. Medirest will also be establishing a support services portal, to assist staff and hospital colleagues in reporting both job related tasks and service requests that need completing.

Pivotal to the partnership is generating social value, creating a bespoke plan that includes commitments to the local community and a focus on employment opportunities for those with disabilities, including people who are visually impaired. This comes with a commitment to deliver training and progression, through Compass' Social Promise. In addition, each staff member will receive a free meal every day at work.

The Positive Impressions programme, which underpins Compass Healthcare's purpose of "Performance with Heart", focussing on patient satisfaction will also be rolled out, 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.

Peter Foster, Head of Facilities Management at Moorfields, said: "We are pleased to welcome Medirest as our new provider of cleaning, catering and security services. Our thorough procurement process required bidders to increase pay for all staff to the London Living Wage as a minimum, implement the National Standards of Cleanliness 2021 in full, provide a patient and retail catering service in line with the new national standards for healthcare food and drink and to make measurable social value commitments. We welcome their commitment to all of these initiatives and to innovate to ensure we achieve the best possible service for all our patients, visitors and staff, and I look very much forward to working with the Medirest team to deliver the new contract."

Russell Blake, MD - Healthcare, Compass Group UK & Ireland, commented: "I am so proud to be working with this iconic hospital, to help support those visiting and working there. Our teams will be working to deliver the very best standards across services such as catering, cleaning and security. We will be investing in our people and bringing innovations, to further progress and enhance services for the future. We are truly thrilled by this opportunity and look forward to working side by side with the Moorfields team."