

ISS launches first healthcare restaurant under new food brand, The Place

8 hours ago



ISS, a global leader in workplace experience and facility management, has announced the launch of its maiden restaurant in a healthcare environment at West Middlesex University Hospital (WMUH), part of the Chelsea and Westminster Hospital NHS Foundation Trust.

The restaurant, which officially launched on 8 September, has been developed by ISS's concept-led retail food brand, *The Place*, and will fuel WMUH patients and visitors with hearty, nutritious 'comfort food' classics and popular high street options.

This will also be joined with a new Union House shop, ISS's premium coffee brand, serving up coffee from the company's partners at Spill the Beans, who provide mental health support in the community, with a barista training program to help veterans and the rehabilitation of ex-offenders.

Customers of WMUH can order food and drink from anywhere in the hospital via a restaurant app, or at the self-service kiosks in the restaurant space, and collect their order when it is ready to pick up.

The restaurant unveiling marks another huge milestone for ISS and WMUH, who have worked in proud partnership since 2013. Having recently extended its contract with the hospital until at least 2036, ISS continues to provide a full range of essential FM services to one of London's busiest hospitals, including food and catering, healthcare cleaning, linen and laundry, window cleaning and logistics (portering, security, waste and post room management).

With more than 1 million meals served worldwide every day, ISS is continuing to grow as a global leader in food services. With plans to open *The Place* restaurant at Warwick Hospital later in the year, and others in development, we're continuing to bring the future of workplace dining for our healthcare customers to the

'now'.

Sheena Basnayake, Managing Director at the Chelsea and Westminster Hospital NHS Foundation Trust, said: "I want to thank our ISS colleagues who have successfully refurbished the canteen by modernising the interior, digitising the ordering of food for ease and expediency, new coffee bar, provides a new and varied menu for all staff and visitors. Since opening, we have had overwhelming positive feedback from our staff, this is a real success."

Martin Burholt, Chief Operating Officer for Government, Healthcare, and Education at ISS UK & Ireland, said: "This launch shows what can be achieved when partnership objectives align – a tremendous launch with a new environment, the latest technology, and healthy, tasty menus."

Anthony Piercey, Head of Retail Operations & Food Deployment at ISS UK, said: "We are delighted to have delivered a major project that gives something back to the NHS. Staff now have a space to relax and enjoy great coffee and a wide variety of hot food during and after a hard shift."

"The launch of this new proposition is backed by an excellent onsite team who have already proven themselves in soft services, securing a 12-year partnership with the Trust."

"None of this would have been possible without strong collaboration. I would like to extend a huge thanks to the Trust and our onsite team and mobilisation colleagues."