

Delivering healthcare excellence throughout the NHS

Discover how our Science of Service® methodology helps more than 40 NHS Trusts provide premium quality care in highly efficient environments.



Discover integrated facilities management

Take a more innovative approach to the way you manage your NHS estate, from daily cleaning to long-term sustainability strategies.



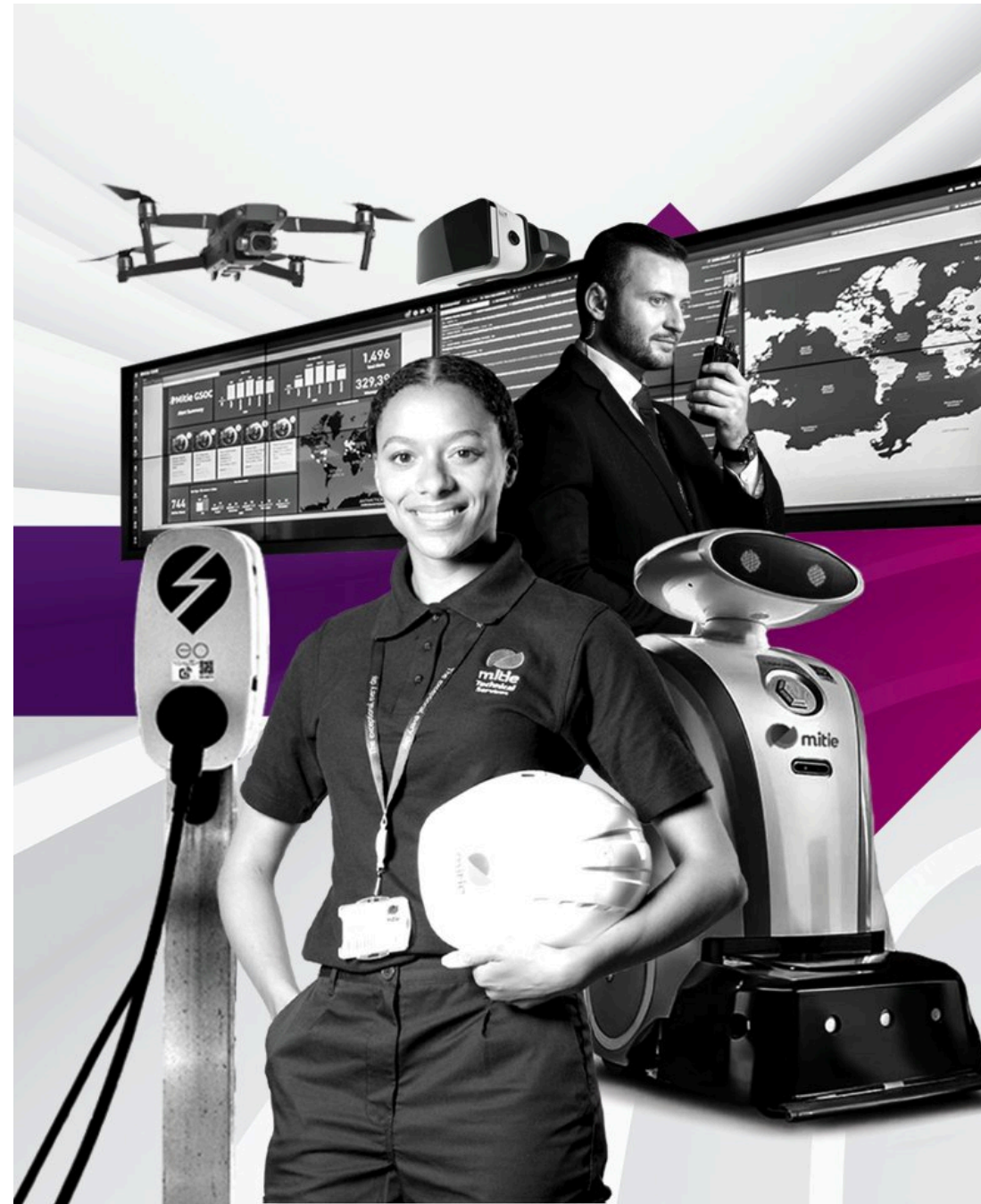
Introducing the Science of Service® for Healthcare

Whether it's guaranteeing a spotless clinical environment or planning for a more sustainable future, we believe the answers to some of your biggest strategic challenges lie in smarter facilities management.

And right now, there's a perfect opportunity to revolutionise the way you design, maintain and operate across your whole estate.

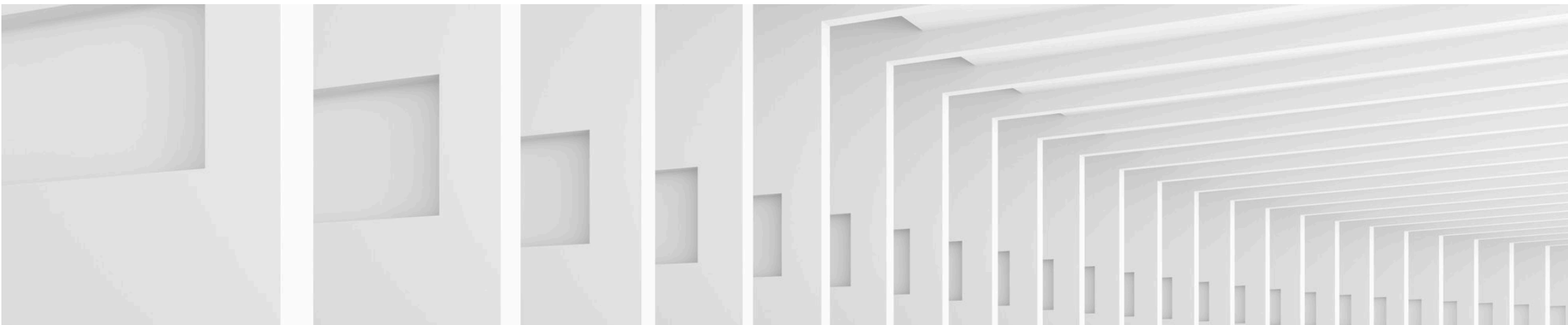
Today's innovations in demand-led cleaning, hygiene robotics, proactive maintenance, renewable energy and more are perfectly placed to support the exceptional people at the heart of the NHS.

Here's how...



Our Science of Service[®] methodology is a unique approach to technology and data that's designed to empower expert colleagues.

Working across the full spectrum of healthcare support services, we can help you create an integrated facilities management strategy that combines skill and insight for a more efficient, effective NHS estate.



Contents



Six essential areas of healthcare service delivery

Every day, we work with leaders across more than 40 NHS Trusts to help clinical and support teams do their best work in environments that are hygienic, secure and practically designed.

We can help you:

1. Drive efficiency with digital technology
2. Create welcoming spaces to support recovery and wellbeing
3. Prioritise safety with technology-backed security measures
4. Support exceptional colleagues with robotic hospital cleaning
5. Protect service continuity with digital maintenance
6. Accelerate the path to achieving NHS sustainability goals



WE CAN HELP YOU:

I. Drive efficiency with digital technology



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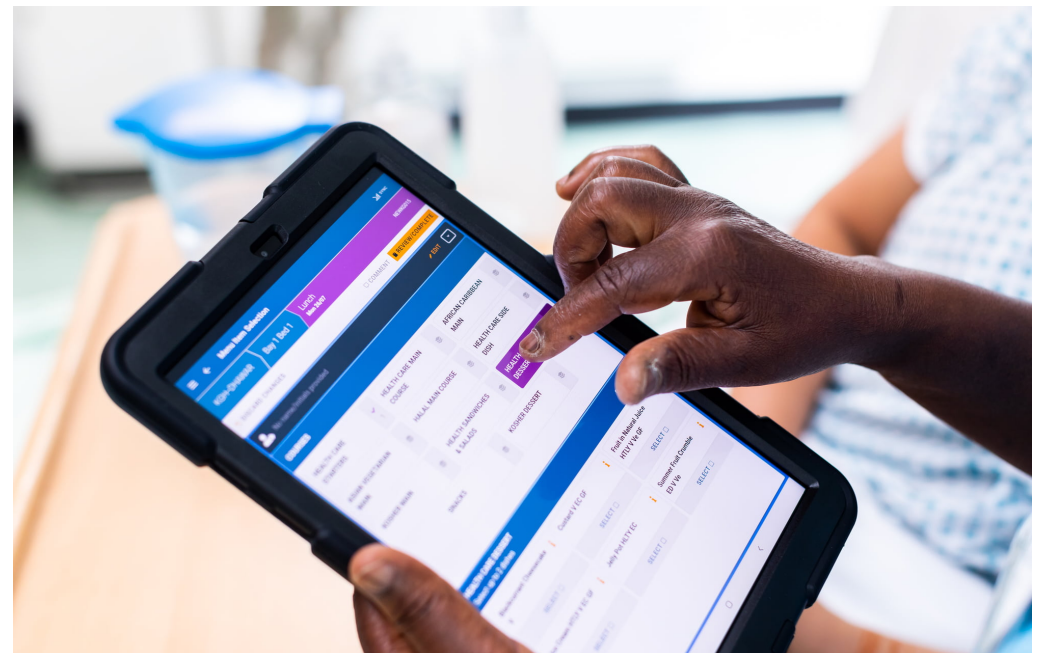
Tightening budgets, long backlogs and growing demand are putting immense pressure on clinical teams and their support colleagues. Embedding smart technology in a busy clinical area can provide facilities managers, clinicians, support staff and even patients with more efficient ways of allocating resources, scheduling maintenance and requesting help.

Let's look at a few examples...

For clinical teams: Handheld digital devices that can instantly reach the closest cleaners, porters, security personnel and other frontline colleagues give healthcare professionals access to the support they need faster. They can order a post-discharge clean, plan a ward transfer or organise meals for their patients in seconds.

For cleaners: Footfall sensors can identify which areas of the hospital are the busiest – and most likely to need regular cleaning – allowing housekeeping teams to prioritise heavily-used locations. So, rather than dusting a meeting room that isn't booked for the rest of the week, they can focus on clinical spaces and high-traffic corridors.

For patients: The same handheld devices clinical staff use can give patients more control over their experience when they're in a ward, by offering a simple way to order a meal that suits their needs and tastes in just a few taps.



WE CAN HELP YOU:

2. Create welcoming spaces to support recovery and wellbeing



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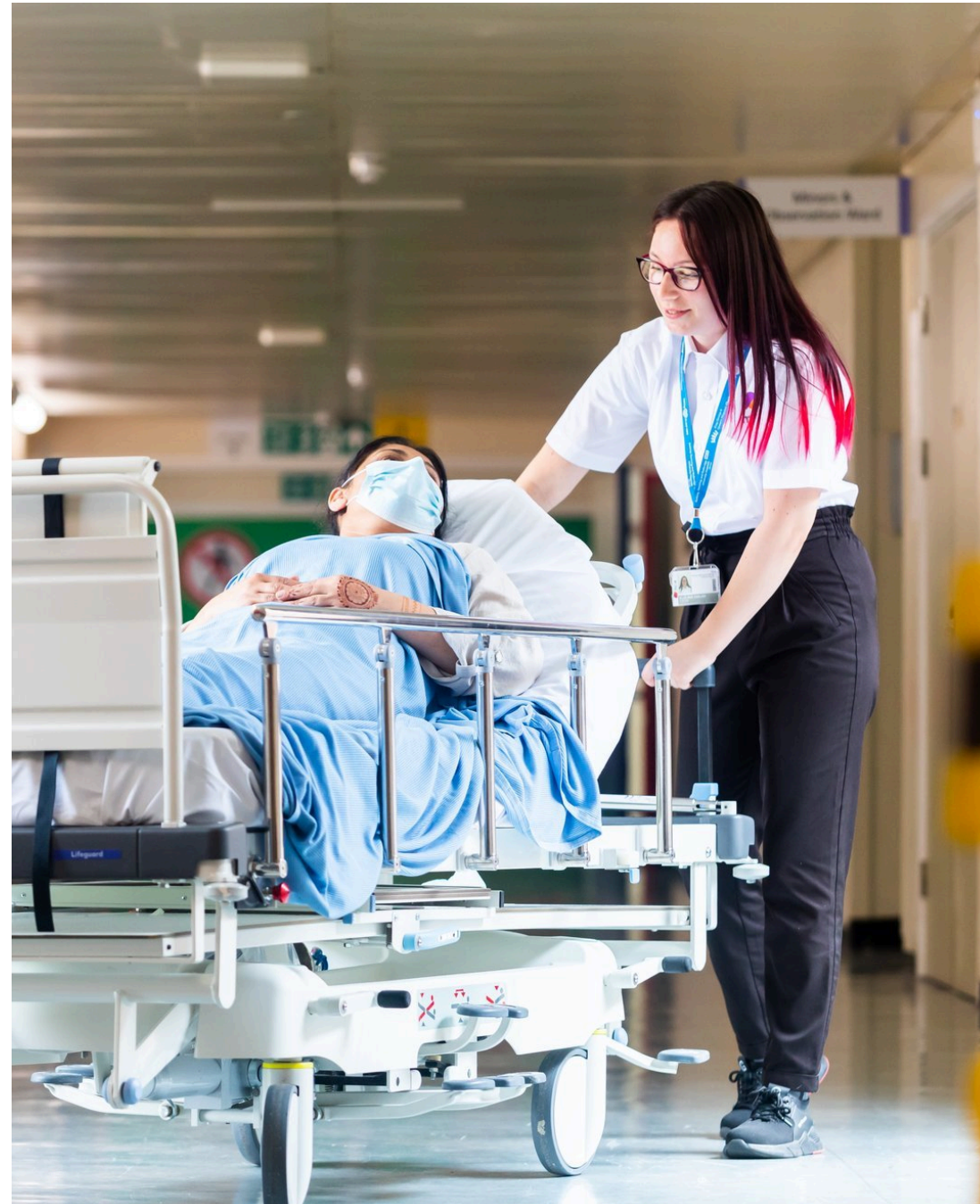
2. Create welcoming spaces to support recovery and wellbeing

Hospitals and clinics are often stressful environments – and the design of the space itself can contribute to the experiences patients and staff have within its walls.

As NHS estates have grown and changed over the decades, many have become complex to navigate, lack access to fresh air and natural light, have limited accessibility features and are difficult to heat and cool reliably.

But great hospital design can have a positive impact on patient health and staff wellbeing. Whether you're building a new facility or looking for ways to optimise existing ones, our experts offer end-to-end support that guides you through design and implementation.

Here's what to focus on...



We'll help you build spaces that are welcoming, practical and fit for purpose, focusing on key factors such as:

- Climate control, including heating and air conditioning
- Lighting and acoustics for clinical spaces and areas for staff and patients
- Accessibility measures, including ramps and lifts
- External landscaping and indoor planting
- Clear and simple signage



Nutrition

We take a flexible and innovative approach to patient catering, which changes the focus from traditional mealtimes to a patient dining experience. Instead of a 'one size fits all' offering, our expert catering and dietetics team provide a range of menus to suit every nutritional, medical or cultural need.

- We create bespoke menus suitable for patients' needs, to meet dietary requirements and aid recovery and wellbeing
- Our tasty patient catering is crafted with expert nutritional guidance
- We utilise an innovative electronic ordering platform to provide patients with all nutritional and allergen information at point of ordering

Additionally, many hospitals and clinics benefit from our retail catering, where visitors and staff can refuel and refresh. These dining spaces offer a balanced range of popular dishes and can include the benefit of high street coffee and food chain outlets.



WE CAN HELP YOU:

3. Prioritise safety with technology- backed security measures



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Every person that passes through your doors deserves safety and peace of mind, whether they're a patient, visitor or staff member. Hospitals need to keep vulnerable people and high-value assets safe, but that can be difficult with most healthcare sites partially open to the public and often spread across large campuses. Incidents of violence and aggression are rising within hospitals and keeping patients, staff and visitors safe is a top priority.

We're here to support patients on every step of their recovery journey, from a warm greeting as they enter to wishing them well as they leave. We provide end-to-end care to deliver an exceptional patient experience, whatever the circumstances.

On-site hospital security personnel can offer a reassuring presence and real-time incident response, backed by sensors, alarms and our remote security intelligence hub.

See how technology-supported security makes the difference...



Here's how we help protect your patients, people and sites...

Highly-trained personnel: Colleagues in our on-site security teams are trained to the highest standards and fully-certified for their specific roles. This includes de-escalation and mental health training which strives to avoid conflict through early resolution as well as supporting vulnerable people. From CCTV operation to emergency response, their varied skillsets enable us to match the unique security requirements of each healthcare site.

Intelligence-based security: Data is the root of a great security strategy. Our Merlin Protect 24/7 software automatically identifies incident trends and emerging risks so you can adjust accordingly, and our remote central intelligence hub can provide even more in-depth insight whenever you need it. This allows you to efficiently allocate resources when and where they're most needed.

Cutting-edge technology: Our security technologies give you the power to monitor every corner of your estate, 24/7. Extensive CCTV networks, door alarms, movement sensors and more give you a comprehensive view of each building and facility.

Live scenario-based security training: This approach immerses participants in realistic healthcare setting scenarios, such as managing aggressive behaviour, responding to active terrorist incidents, or handling unauthorised access attempts. By simulating these high-stress environments, our teams can develop critical skills, improve their decision-making abilities, and enhance their overall readiness.



WE CAN HELP YOU:

4. Support exceptional colleagues with robotic hospital cleaning



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With the introduction of The National Standards of Healthcare Cleanliness 2021, hygiene requirements are stricter than ever – and keeping a busy hospital up to those exacting standards at all times is a round-the-clock job.

By supporting your cleaning regime with robotics and other innovative hygiene technologies, you can keep all your facilities spotlessly clean – and give your housekeeping teams more time to focus on the tasks that require a human touch.

Let's explore the latest cleaning technologies...

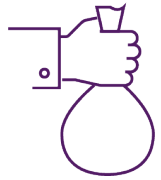


Enhance your cleaning routines with:

- **A range of automated robotic cleaners** which includes scrubber driers, vacuum cleaners, mops and sweepers
- **Sensors** to remotely monitor the use of consumables such as hand sanitiser, paper towels and soap – and alert the team when they need replenishing
- **Ultraviolet (UV) disinfection**, a chemical-free technology that helps eradicate airborne and surface contaminants, including bacteria, viruses, fungi and mould
- **Handheld devices** that allocate tasks to the nearest cleaning operative for the most efficient use of resources
- **A central data platform** that records all cleaning activities so you're confident that your facilities are up to standard – providing complete assurance that you've met NHS Cleaning Standards.



Did you know...?



We employ over

25,000

highly-trained, BICSc-
accredited cleaning
operatives across the UK



Our cleaning and hygiene
colleagues clean

**160
million**

square metres of
hospital space every year



The Mitie team completes

17 million

hours of cleaning tasks
annually



Our teams are

**supported by
research**

and development from
our Cleaning and
Hygiene Centre of
Excellence

WE CAN HELP YOU:

5. Protect service continuity with digital maintenance



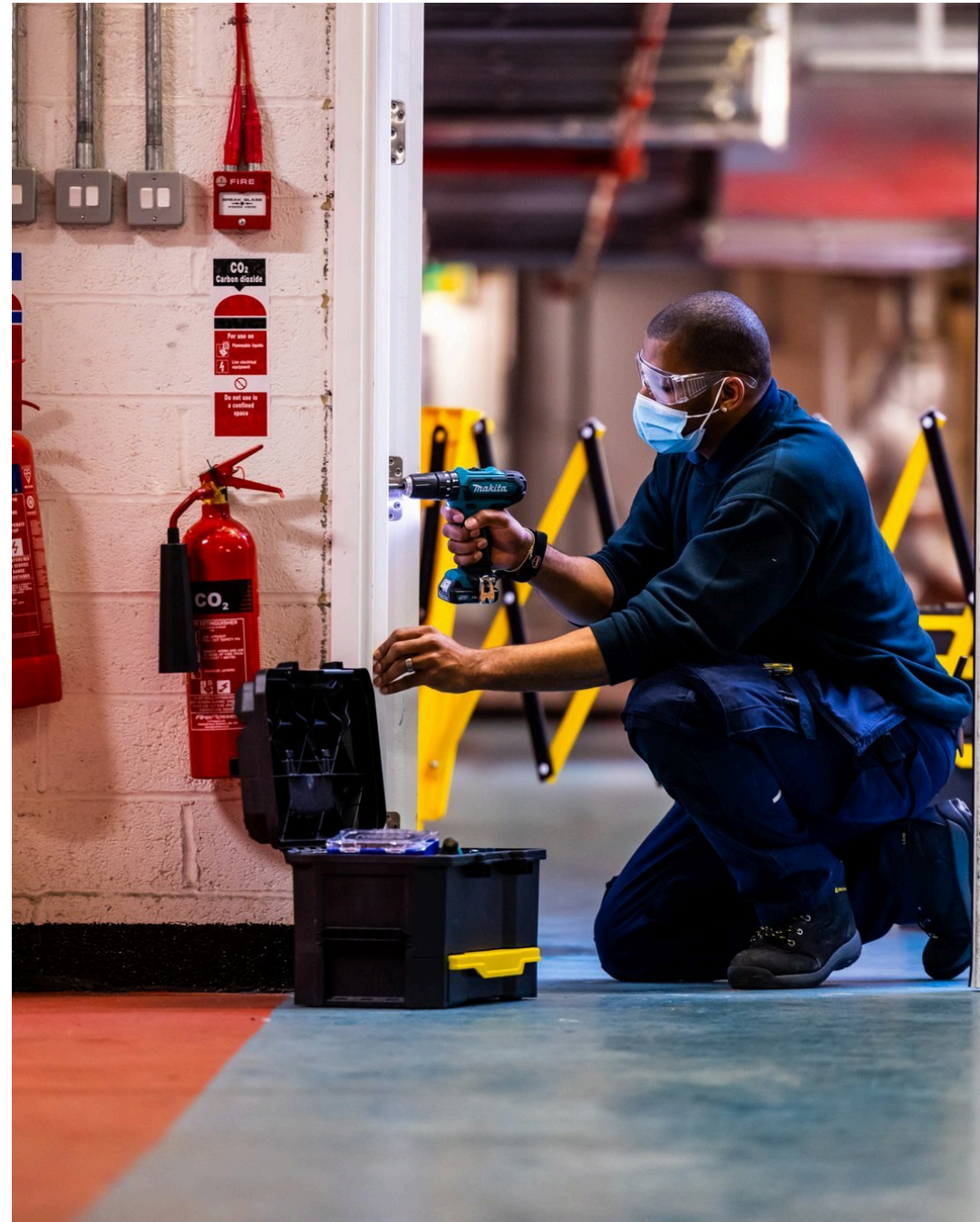
WE CAN HELP YOU:

5. Protect service continuity with digital maintenance

In business, downtime can be an expensive inconvenience. In healthcare, downtime for critical assets and equipment can delay procedures, extend wait times and negatively affect patient outcomes.

We'll help you establish robust continuity measures for all your assets, starting with a comprehensive condition review of all your buildings and equipment. From there, we'll work to build up a picture of how your assets are used, how they interact and their current maintenance schedule.

Then, we'll put a plan in place to minimise downtime across your estate. For some facilities, this will mean securing a more dependable energy supply. For others, we'll install sensors that provide real-time data on the performance of your equipment. This means your estate team can proactively perform maintenance and replace parts before they have a chance to break and disrupt service.



WE CAN HELP YOU:

6. Accelerate the path to achieving NHS sustainability goals



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With up to five percent of the UK's carbon emissions originating from NHS facilities, our nation's healthcare system is one of the top targets for decarbonisation.

From building the initial business case to implementing tailored sustainability initiatives, we'll support you with your NHS Green Plan and help you get [Decarbonisation, Delivered.](#)

Explore our Net Zero Navigator

The NHS is ahead of its decarbonisation targets – but there's still plenty of work ahead. Explore our predictions, insights and advice for organisations pursuing a more climate-friendly way to operate in our Net Zero Navigator.

Discover more

If you want to...

We'll help you...

Secure your energy supply

- Diversify energy sources, simplify contracting, and even generate your own power so you can reduce costs

Decarbonise your buildings

- Set a decarbonisation strategy that provides you with the biggest benefits
- Upgrade your building management system
- Identify your biggest areas of energy usage
- Decarbonise your heating and cooling systems
- Install more efficient lighting, windows and more

Decarbonise your fleet

- Find the right electric vehicles (EVs)
- Install future-proofed EV charging infrastructure
- Operate and maintain an EV fleet

Increase biodiversity on site

- Biodiversity Net Gain (BNG) landscaping that prioritises native species, wildlife and other biodiversity-encouraging measures
- Create spaces for wellbeing with living walls

Reduce waste

- Implement new waste management procedures
- Prioritise recycling

Measure your carbon reduction with Emissions Intelligence

- Benchmark, report and reduce your carbon emissions more accurately and efficiently
- Turn your data into a meaningful decarbonisation strategy to accelerate your net zero ambitions
- Implement best practice and fulfil statutory requirements

Mitie in action:

80% carbon reduction at University College London Hospital*

*80% reduction based on 2007/2008 baseline for energy, water, waste and soft FM.

Mitie reviewed the entire building portfolio at UCLH. Thanks to the measures we implemented, including decarbonisation of heating, the hospital has reduced carbon emissions by 80% and benefits from the following savings:

- LED lighting across the UCLH site saves the Trust **£446,000 annually**
- Installing **452** solar panels has realised savings of **£123,000 each year**, which can be invested in other sustainability initiatives
- Further initiatives across the Trust have seen an **85%** reduction in paper and **341,000** fewer pieces of plastic entering landfill



Let's talk about your estate

Though they all share challenges, no two NHS estates are the same. And that means the right integrated facilities management approach will look different for every leader. We'd love to explore how Mitie's Science of Service® technologies, support and best practices could change the way you manage your estate. **Get in touch** with our healthcare experts to discuss your needs.

Get in touch