



harvesthealthcare®

Harvest Servicing



HARVEST SERVICING

Harvest Healthcare are a one stop shop for moving, handling and pressure care equipment services. At Harvest Healthcare, we provide a cost-effective, quality service with an honest approach – preferring to repair, over replacing wherever possible.

We provide you with complete piece of mind, via our team of nationwide engineers and can offer tailored packages to suit your requirements, with a personal contact. With Planned Preventative Maintenance (PPM), Harvest can assist you in decreasing servicing costs, provide you with tailored KPI's, a budgetable cost solution, and whole-life cost savings.

What does our service offer?

- Annual Savings
- 24 Hour Support
- Quality & Compliance
- Trouble Free Operation
- A Personal Contact within Harvest
- Certification & Accreditation Checks
- Mattress Repair, Launder & Replacement Program

YOUR HARVEST CONTACTS

HARVEST SERVICING

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QUALITY, COMPLIANCE 24/7 SUPPORT

Our compliance checks ensure all equipment serviced by Harvest Healthcare is reliable and efficient, enabling staff to fully carry out their role effectively. Health and safety of service users and staff is important to us, so with ongoing support through regular training sessions and equipment audits, together we can ensure the quality of patient care only increases and your professional standards are maintained.

What is covered in Quality & Compliance?

- Bed Inspection Service
- Bed Rail Regulation Checks
- LOLER Testing
- PUWER Testing
- Asset Monitoring
- Health & Safety

Harvest Healthcare provide 24-hour phone support – no matter the urgency, there is always an engineer on-call.

Our skilled team are available for any technical or troubleshooting queries – often able to provide a solution over the phone, eliminating call out and labour fees. On the occasion an emergency visit is required, our engineers can be with you within 4 hours – a great benefit of having a nationwide team.

Is it really 24/7? - Yes!

When Harvest says 24 hours - we mean 24 hours a day, 7 days a week. Service user support never rests, so why should we?

Our 24 Hour Support includes:

- A team of national engineers
- Your own point of direct contact for troubleshooting
- Technical helpdesk within Harvest's HQ
- Web based call logging
- Real time view of current jobs (we can link this to your web portal)
- 4 Hour call out
- A flexible approach to servicing

ACCREDITATION

MATTRESS EXCHANGE

Our advanced Planned Preventative Maintenance (PPM) ensures your equipment is always fully compliant and working efficiently helping to prevent serious issues developing, which could affect the level of care provided.

Accreditation - what for?

All equipment used within a care environment, should have regular servicing completed to ensure it is safe for use. Certification ensures the equipment is fit for purpose, and those using the equipment have had reasonable training and enough knowledge to use safely.

Harvest Healthcare offers:

- Regular training sessions
- Installation assistance
- On-site quality audits
- Advanced Planned Preventative Maintenance (PPM)
- LOLER, PUWER & CQC accreditation checks

Not only are Harvest Healthcare able to service and repair equipment, we also provide a mattress exchange system. To assist you in maintaining your assets, we are able to hold stock of your mattress range to ensure replacements are always available minimising any interruptions in the quality of care for service users.

The mattress exchange system is proven to provide a faster turnaround of equipment and minimise downtime, whilst also eliminating expensive call out and labour fees.

How does the system work?

- Customer Reports Fault
- Replacement System is Despatched Same Day for Overnight Delivery
- System is Received by the Customer
- Faulty System is Packaged & Returned to Harvest
- Faulty System is Decontaminated, Inspected & Quote Provided
- Repair Work is Carried Out, Once Quote is Approved
- Repaired System Added to Exchange Stock

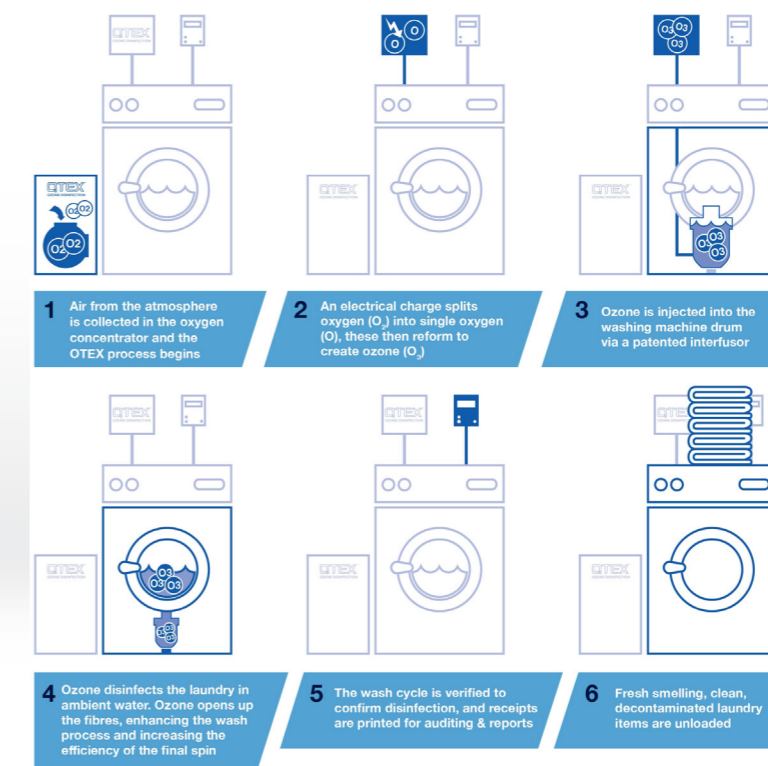
MATTRESS LAUNDER

PPM

Our in-house laundry and mattress servicing department is equipped to decontaminate mattresses, covers and pumps to ensure your equipment is free from infection.

To prevent cross-contamination, the department has segregated and sealed areas for each stage of the decontamination and repair cycle.

Using specialist machines, Ozone is pumped into the wash cycle, destroying all traces of bacteria, and a ticket to certify decontamination is produced as a record of the process.



What are the money saving areas when operating a planned preventative approach to maintenance of equipment?

- PPM maximises equipment availability, maintaining occupancy levels
- Compliance service certificates for CQC avoids fines and litigation in the event of an incident
- Set a proactive approach to safety - staff will be more likely to take care of equipment
- Able to monitor and plan capital expenditure to budget for service costs - once a standard is achieved, the spend becomes predictable and consistent
- Reduces breakdowns, callout and labour charges
- Maximises equipment lifespan, so long term spend is reduced
- Safe and efficient equipment for use by staff and service users



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