



Healthcare



*The route to a complete
Healthcare solution*



Market-leading support services tailored to *your* marketplace

At OCS, as one of the UK's leading providers of property support services, our broad range of expertise and wholly-owned resources enable us to provide a diverse portfolio of services, from catering, cleaning and security, through to hygiene and horticulture.

Decades of experience in delivering specific support within a number of key business sectors has enabled us to combine our services into industry-specific packages that provide greater efficiencies and even better value for our customers.

So whether you choose one specific service, or a fully-integrated suite of support, with OCS you can be assured of the highest levels of service delivered by people who truly understand your marketplace.

Chris Cracknell
Chief Executive



Healthcare

OCS Healthcare - when it comes to supporting the healthcare sector, we've got our finger on the pulse.

At OCS Healthcare we provide all the necessary support that enables healthcare professionals to undertake their highly-skilled roles unhindered by the basic, yet vital tasks that are our speciality. Whichever of our services you require, we apply our expertise to deliver the right solution for each individual facility and deliver on-going services to an exceptional standard.

OCS Healthcare are focused and dedicated to serving this highly-specialised sector. And as part of the OCS Group, one of the UK's largest support services companies, we remain a family business with a caring ethos that is the mainstay of our corporate culture. We understand the countless daily challenges faced by healthcare professionals and we have a deep appreciation of the balancing act of trying to provide the highest quality of patient care under sometimes challenging budgetary constraints.

We utilise this knowledge and experience and work alongside our customers to help them to meet their objectives and enable them to provide the very best levels of care for patients.

We are able to offer you the very highest standards across a wide spectrum of services, from core ancillary services to more diverse disciplines such as horticulture and pest control. If a specific requirement exists for one of our services it can be tailored as a single service. If you require a number of them, our integrated services approach brings numerous benefits.

So choose OCS and rest assured that your healthcare facility is in good hands.



Our services

Dealing with a large number of individual suppliers can be both time-consuming and costly.

OCS Healthcare offer a wide range of services all available through one single source.

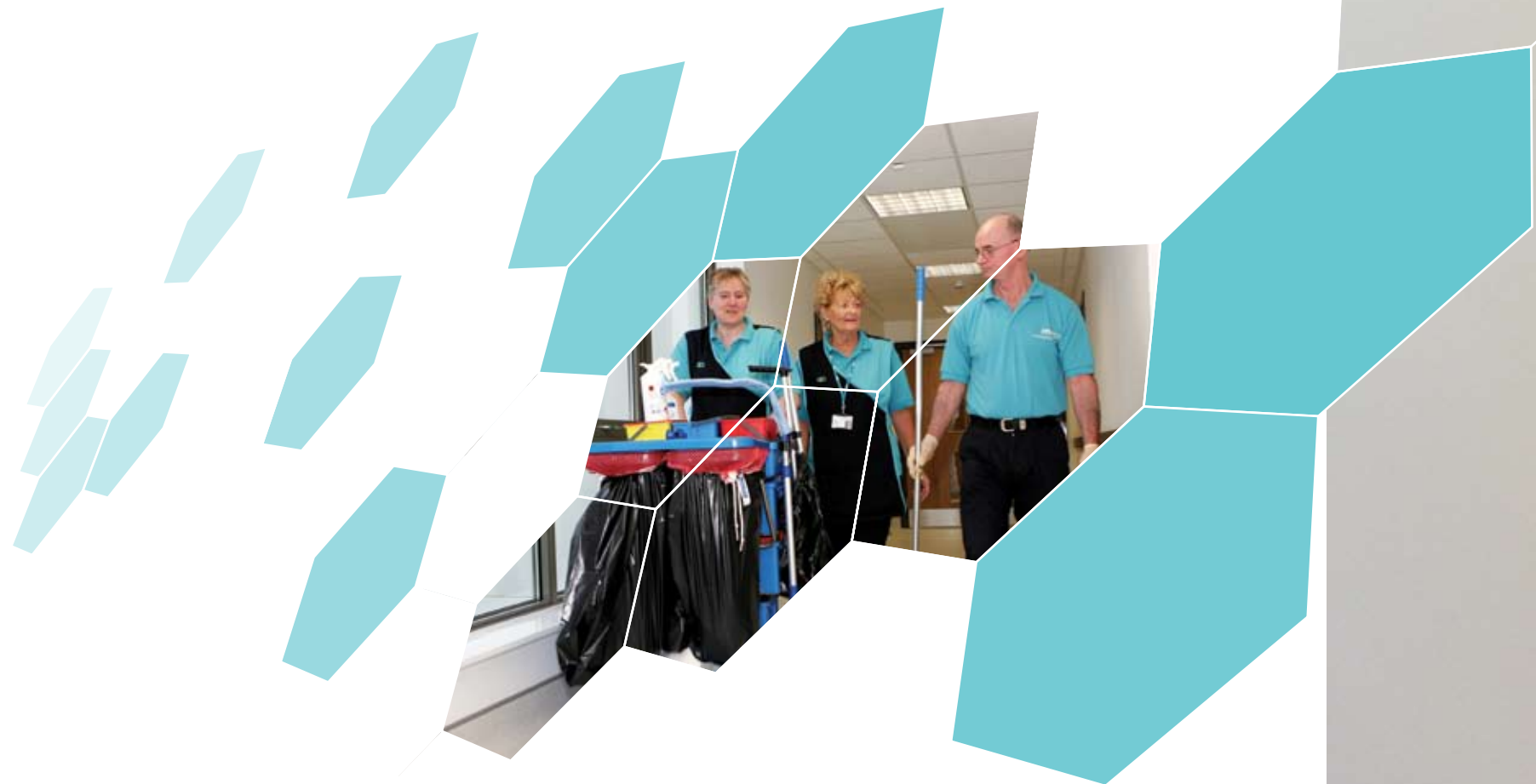
Our services are far from prescriptive. We work closely with our customers and, by examining their needs and listening to their specific requirements, we deliver bespoke and highly responsive solutions.

Our expertise and flexibility set us apart and help us to maintain happy and healthy working relationships with our customers.

Our core services are:

- Patient catering
- Cleaning and domestic housekeeping
- Retail outlets, cafes, shops, vending and hospitality
- Portering
- Window and specialist exterior cleaning
- Laundry and linen
- Interior and exterior horticulture and grounds maintenance
- Pest control
- Helpdesk
- Security systems and personnel





Our people

We understand the importance of only recruiting the very highest calibre of motivated and professional staff. We take great care to select people who will represent OCS Healthcare with distinction, wear their uniform with pride and maintain the exceptional service standards we deliver.

All of our staff undergo rigorous training as part of their induction, in addition to the training they receive for their specific roles. The training we provide also emphasises the importance of being courteous, helpful and flexible at all times.

We invest in our people throughout their careers and we're proud to have achieved Investor in People status. We encourage our staff to develop their skills through mentoring and the wide range of courses provided by our Learning and Development team, many of which lead to NVQ's and other nationally recognised qualifications. And because our people are a valuable asset, we go to great lengths to retain them by ensuring that they are kept motivated and always fairly rewarded.

All of this has a direct and positive effect on our business as, in an industry where high turnover of personnel is a constant challenge, our customers benefit from stability and continuity of service.





Our caring approach

OCS Healthcare is a significant part of a family business and, whilst OCS is now a truly global enterprise, traditional family values still remain at the heart of our corporate culture.

Our 'Customer first' philosophy means exactly that; we strive to put the service needs of our customers and their patients first. Our staff are always willing to go the extra mile to help our customers to provide the best possible experience during what can often be an emotionally difficult time for patients and their families.

At OCS we're also acutely aware of our environmental responsibilities. We have achieved ISO 14001 accreditation and we are constantly looking for innovative new ways to reduce our impact on the environment.

Recent initiatives have included seeking ways to reduce the number of 'food miles' our provisions have to travel, using recyclable and bio-degradable packaging wherever possible, supporting fair trade for the goods we source from developing countries. We've also converted many of our vehicles to LPG and further reduced our carbon footprint through greater energy-efficiency.

By taking such steps we believe we can offset other increasing overheads and maintain our ability to provide a cost-effective solution for our customers, whilst helping to preserve the planet for future generations.





Our commitment to best value

At OCS Healthcare we understand that financial stability is crucial to the long-term well being of your healthcare operation.

As part of OCS Group, we benefit from significant purchasing power and economies of scale, which are passed on to our customers and enable them to achieve best value in their operations.

We are continually exploring new ways to provide even better value without compromising the excellent service levels we deliver, often achieving this by embracing innovation instead of relying simply on traditional techniques.

Our approach brings a host of benefits through optimum deployment of resources, with one point of contact and significant cost-savings

We invite our customers to see the benefits for themselves both on the ground and on paper. Our open book accounting practices offer complete transparency with one consolidated monthly invoice supported by a detailed breakdown of expenditure so that budgets can be tightly controlled.

Through our knowledge, expertise and the best of modern technology we believe that by choosing OCS Healthcare you'll save valuable time and money without compromising on care.

Industry Associations

Business Services Association
City and Guilds of London Institute
Health Facilities Management Association
Association of Healthcare Cleaning Professionals
Cleaning and Support Services Association
British Institute of Cleaning Science
Confederation of British Industry
Royal Society for the Prevention of Accidents
British Hospitality Association
Hospital Caterers Association
Association of Catering Excellence
British Institute of Facilities Management
Institute of Hospitality
National Association of Care Caterers



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Centuryan House, 78 Gatwick Road, Crawley, West Sussex RH10 9YB

Tel: 01293 553121 | Email: info@ocs.co.uk | www.ocs.co.uk