

Case Study

MHA (Methodist Homes Association)





BACKGROUND

Methodist Homes (MHA) is the largest charity care provider for older people in Great Britain. The charity's mission is to inspire the best care and wellbeing at every stage of later life. MHA aims to enable older people to live later life well.

MHA's head office is based in Derby, with award-winning residential, nursing and dementia care homes, retirement housing and community support services provided across England, Scotland and Wales.

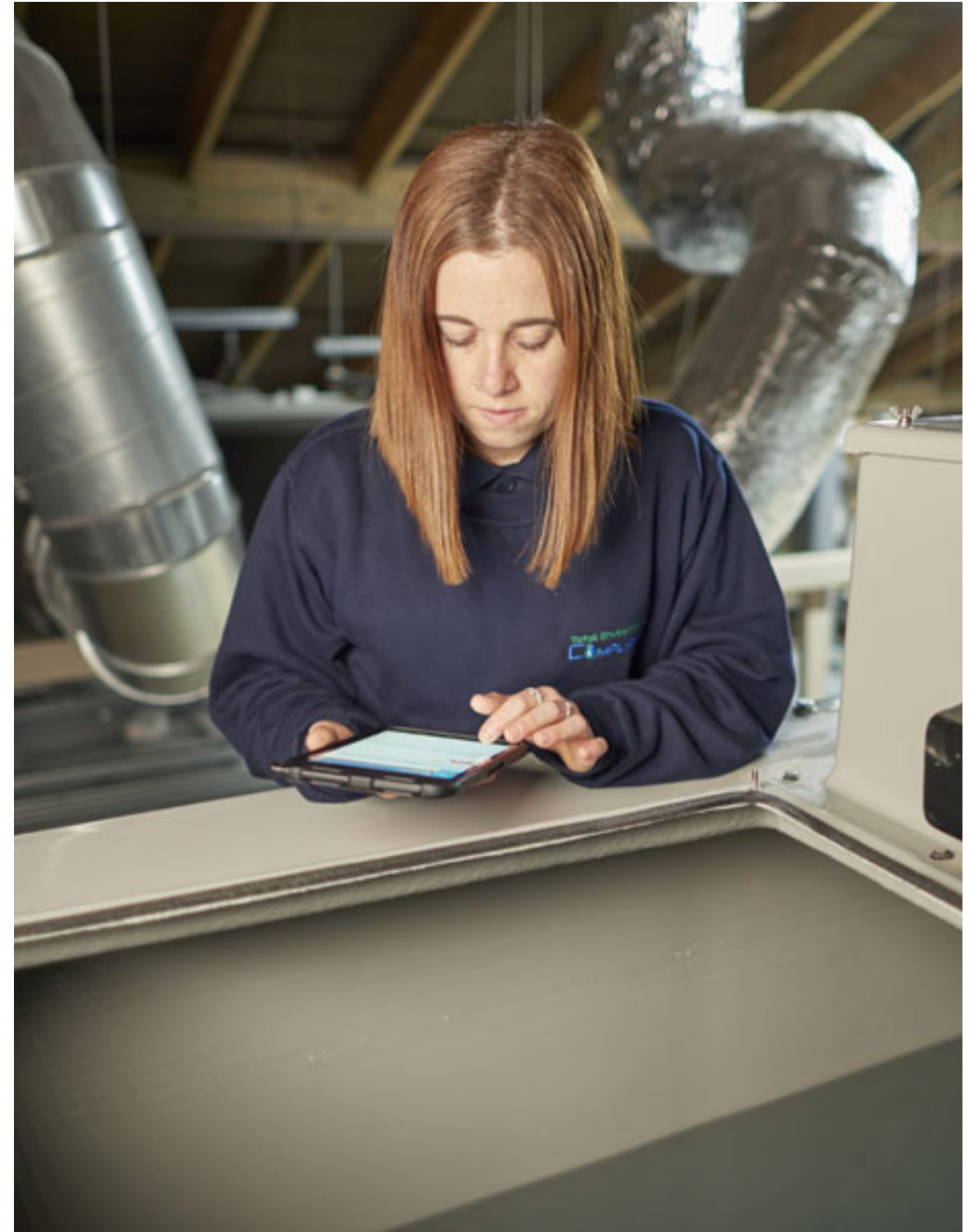
TEC began working with Methodist Homes Association (MHA) in 2018 to support them in achieving their compliance goals, being appointed following the poor performance of the previous contractor.



THE CHALLENGE

We needed to carry out a variety of services on behalf of MHA including biannual, and annual tasks including –

- Water Sampling
- TMV Servicing and Replacement
- Temperature Monitoring
- Tank Cleaning
- Expansion Vessel Flushing / Purge to Drain
- Calorifier External Inspection / Blow Down
- Inspection / Temperature Test of Cold-Water Storage Tanks
- Clean and Disinfection of Cold-Water Storage Tanks





THE SOLUTION

This contract requires close communication with each site to highlight best times to schedule works to ensure we complete all works within agreed time frames and our team, both management and operational team members have developed close working relationships with stakeholders within MHA at both management and site level.

We also completed:

- Legionella Risk Assessments
- Legionella Risk Assessment Reviews
- General Remedial Works
- Investigation Works
- Cold Water Storage Tank Replacements
- Water Heater Installation Works
- Legionella Awareness Training



THE OUTCOME

Over the duration of the contract, TEC have delivered a programme of continuous improvement and technological innovations. In the last three years, TEC have moved from manual record keeping to a bespoke business management software SimPRO, designed in full compliance with ACoP L8. It provides live reporting which is accessible to clients through the secure dashboard, enabling paperless operation and reduction in environmental footprint.

All Legionella Risk Assessments are also now carried out on a recently developed TEC bespoke mobile app. The app enables TEC to carry out mobile inspections on-site, according to the HSE Approved Code of Practice L8.

It was extremely challenging during the global pandemic with outbreaks of Coronavirus in the care home sector. During this time TEC provided continuous service and additional support which included delivering PPE to MHA sites.



TEC have offered nationwide support throughout MHA properties on plumbing projects and attending call-outs outside the scope of works.



YOUR PARTNER

Total Environmental Compliance – a PTSG Company – is a leading UK based consultancy providing water treatment, water hygiene and remedial services.

Find out how we can become your trusted partner, delivering water safety, protection from Legionella and compliance that you can rely on.



info@tecompliance.co.uk



www.tecompliance.co.uk



Total Environmental Compliance Ltd



Northern Office: 0151 2579302



Southern Office: 01536 650601

