



# Fairfield Servicing

QUALITY SOLUTIONS FOR CARE  
YOU CAN TRUST



EQUIPMENT SERVICING THAT HELPS YOU PUT RESIDENTS FIRST





## Safety, compliance and peace of mind

We know you rely on the equipment and furniture in your care home. That's why we make it our priority to keep it safe, reliable and performing the way it's supposed to. You need to trust it to do the job you bought it for – because your residents rely on it even more.

When furniture breaks or equipment doesn't perform as it should, it disrupts care home life. Your team and your residents need it to be back in service as fast as possible – and if it can be stopped from breaking down in the first place, even better. Our dedicated servicing solutions are designed to deliver just that.

With expert engineers on your side and an account team that knows you, plus our online servicing portal at your fingertips, you get the assistance you need when you need it. From servicing and maintenance to compliance inspections and emergency repairs, we keep your care home running smoothly – and your residents comfortable, secure and safe.



## Our online servicing portal puts you in control

Managing servicing and maintenance is an essential care home task, but it's all too easy for records and emergency numbers to go astray when you need them. Our online servicing portal makes all those headaches history, making it simple to look after your equipment and keep everything working as it should.

### Round-the-clock access

Our servicing portal is always there when you need it, 24/7 – easy to access and intuitive to use. Jobs, reports, important documents – everything's at your fingertips at any time of day or night.

### Secure certificates

Your LOLER certificates and other servicing documents are important records that must be kept safe. Our servicing portal keeps all vital certification secure.

### Full asset overview

All your equipment assets can be viewed, tracked and managed via our servicing portal, with downloadable CSV and PDF files just a click away.

### Instant insights

Detailed reports on equipment downtime, current job lists and job response times give you valuable insights, helping you manage resources and enhance your decision-making.

### Anytime call-outs

Equipment breakdowns don't stick to office hours. Through our servicing portal, you can initiate engineer call-outs whenever you need to – even out of hours.

### Transparent job management

Live jobs are simple to monitor, with job history easily accessible too. With our portal, you keep control of job management and benefit from all the insights you need.

### Accessible documents

All your job sheets and servicing documents are easy to access directly from our portal so you always have your important paperwork to hand.





## Turn to the experts

Our team are prompt, experienced, professional and proactive – always available to call on, prompt to respond, and ready to go the extra mile.

### Preventing breakdowns

Our scheduled maintenance programmes keep your equipment in optimal condition, significantly reducing the risk of costly and disruptive breakdowns. By taking a proactive approach, we help to increase the life of your equipment and minimise the need for call outs and emergency repairs.

### Responding fast

Our dedicated engineers are all part of our in-house Fairfield Care team – they're the experts who respond to emergency call-outs and get your equipment fixed quickly. We respond as fast as possible aiming to be with you within 24 hours – a quick and efficient service that keeps your care home running smoothly and your residents safe, benefiting from the care they need.

### Repairs you can trust

When issues arise, our skilled engineers carry out thorough checks and repairs on care home equipment of all kinds. From minor adjustments to comprehensive repairs – carried out at your care home or in our own workshop as necessary – you can rely on them to always use genuine replacement parts and industry best practices. We even sanitise mattresses at our own specialist unit. Whatever you need, our 'fix not replace' approach has got you covered.

### A compliant service

Industry regulations exist for a reason – to keep your care home team and your residents safe. Trust our certified engineers to carry out rigorous examinations to keep you compliant with all your obligations, including the Lifting Operations and Lifting Equipment Regulations (LOLER) that help protect your residents and staff.





## Skills and support – at your convenience

Servicing support isn't something you should be left waiting for. With our customer service team looking after you, our experts are just an email or phone call away, always ready to advise and guide you, and make sure your equipment is doing its job.

### Your personal contact

With your own dedicated account manager, you always know who to speak to – about maintenance, repairs, training or servicing, or any other guidance or advice. To us, you're never just another name on a list. You and your team, including your residents, really matter.

### Tailored to you

Our team gets to know you and your care home, supporting you with tailored advice and helping to keep your equipment performing effectively day after day. Every care home is different, so we don't operate a 'one size fits all' approach. We build a relationship with you, adapting our service to meet the needs of you and your team.

### Training and guidance

Our specialist training and expert guidance gives your team the skills and confidence to use care home equipment as it's meant to be used. We run a range of formal and informal sessions including product demonstrations and compliance training, with all training supported by detailed product guides for easy, ongoing reference. We make sure everyone using your equipment can do it safely, helping to keep your residents comfortable and secure.

### Online servicing at your fingertips

Our powerful online servicing platform gives you even more control, delivering quick and convenient access to your equipment statistics, servicing and repair records, compliance certificates and more.

## Our comprehensive range of services

From installation and training to servicing, maintenance and compliance inspections, our team delivers a complete service – everything you need to get the most from your vital care equipment, and to give you the confidence that it's performing exactly as it should.

- Servicing and maintenance
- Emergency repairs
- LOLER inspections and other certifications
- Team of employed engineers
- Tailored customer service support
- Product training



# Fairfield Servicing

**Fairfield Servicing** is the equipment servicing division from **Fairfield Care**

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Quality solutions for care you can trust

