



Outsourcing Health & Safety to replace internal resource

Issue

The group, consisting of five homes in the south of England, had lost their internal Health & Safety Officer, in whom they had invested and developed, by enabling to attend the relevant training courses.

This followed an unsuccessful experience of outsourcing from a competitor where the consultant had been officious and pedantic and alienated the team. The organisation realised they needed on-going expert advice and onsite support and Hamilton Deed were recommended as sector specialists by their outsourced HR partner, AHR Consultants

Solution

Hamilton Deed have been working closely with the Senior Management Team at Downing Care to improve both the processes and training across all the homes, resulting from the initial Compliance Audit Measurement. This pragmatic approach has improved culture and compliance and the cost has been considerably less than that of employing in house and provided the client access to sector and product expertise.

Result

Downing Care have improved their annual compliance score and renewed their contract for increased support levels to ensure consistent high standards across all homes and incorporated elements such Fire Risk Assessments and Evacuation Strategy training which had previously been out sourced to another supplier.

"We are very keen to continue our close working relationship with Hamilton Deed and their appointed health and safety consultant who throughout this first year has shown close support to our Home Managers and has displayed a keen and detailed understanding of the care home sector and a practical application of applying health and safety diktats.

Consequently, I have no hesitation in recommending Hamilton Deed's services to other healthcare providers."

Graham Elliot, Director

