



CASE STUDY
NHS Lothian
Royal Edinburgh Hospital



Background

Callidus was asked to investigate, provide a gap analysis, advise NHS Estates and support the appointed facilities management provider in developing an action plan for remedial works.


Solution

Upon appointment, we spent time understanding the issues underpinning the critical asset failures and carried out a gap analysis to identify where improvements could be made. We also carried out a full health and safety compliance audit to provide an accurate picture of the overall project risks and areas where improvements were required within specified timescales. We also worked closely with the facilities management provider to manage the action close out process and provide assurance to the client that compliance standards were improving.

Our approach to this project was unique, as our ability to identify risks and technical failures was combined with a collaborative approach with the facilities management provider through which we built a strong relationship and created a supportive environment conducive to constructive improvement.

Outcomes

The technical knowledge we applied to this project enabled us to provide useful advice to the project board on the options available to them to manage performance improvement for the facilities management provider. In addition, our supportive and collaborative approach helped improve the performance of the provider, which in turn provided assurance to the project board that services provided were compliant with health and safety legislation.



What We Transformed



We were able to positively influence facilities management health and safety performance on the site through our supportive and collaborative approach to improvement.



This has contributed to a positive cultural change on the site as regards compliance management.



We were immediately made part of the NHS Lothian Projects Team.



We worked closely with the FM Provider to support their understanding of the compliance gaps and what remedials and ongoing monitoring was required.



Through our experience and contract knowledge, we were able to guide the FM Provider on their service delivery responsibilities in line with Health Technical Memorandum (HTM).



0113 385 2740
info@wearecallidus.com
www.wearecallidus.com