



Mears and St Andrews Community Hospital - Delivering During a Pandemic

Project synopsis

Mears delivers facilities management (FM) services for NHS Fife at St. Andrews Community Hospital. As part of the 30 year contract, a state-of-the-art primary care facility: St Andrews Community Hospital, was completed in 2009. The facility provides various primary care services, in-patient facilities and is also the premises for Fife Council's social work services.

Mears' site team have successfully implemented service delivery plans and developed automated payment mechanism reports...

Contract delivery

Mears have successfully implemented service delivery plans for this facilities management contract, which are continuously improved through monitoring processes and data analysis. Mears uses automated payment reports, asset management programmes and interface agreements to ensure all targets for the contract are continually achieved.

Mears monitors the status of an asset through a Computer Aided Facilities Management platform (MCM) which allows all tasks to be recorded against a specific asset; providing an accurate timeline of issues that is consulted when evaluating replacements. Asset information, job details and performance details are then analysed through MCM and reported via an automated payment and reporting mechanism.

This was even more essential during the corona virus pandemic, enabling issues to be reported, logged, and worked around in a timely fashion.

As part of the project, an intelligent help desk was implemented at no additional cost, which reported on the facilities management process during COVID-19. This adapted the service provided to compliment the hospital processes and reported on all activities undertaken, as well evidencing completed works.



Delivering services during COVID-19

2020 saw the situations in our hospitals change, the global Corona virus pandemic changed the demands on our country, and our hospitals.

At the start of the pandemic St Andrews Hospital began taking critically ill patients onto their wards. This impacted everyone including the Mears team working within the hospital. PPE shortages for the Mears team meant that the NHS supplied this for them, ensuring they could continue delivering an essential service. Within agreement with the NHS, services were restricted to emergency and statutory works only, to ensure the high-quality service continued but staff remained safe. The FM team faced new working conditions, but despite being apprehensive they continued to be fastidious in their work.

As part of the project an intelligent helpdesk was designed that satisfied both project and national reporting requirements with no additional costs.

