

# Healthcare BEST Pillars.

Making people and places the best they can be.



# **65 Years of Trusted NHS Partnership:** **A Strategic FM Partner Across the** **Healthcare Landscape.**

---

From acute hospital settings to secure mental health units, OCS has supported the UK's healthcare sector for over 65 years. Our journey began in the early years of the NHS, and today, we proudly deliver essential services across public health trusts, private healthcare providers, integrated care systems, and specialist facilities. This includes acute and community hospitals, mental health and secure environments, GP surgeries, clinics, and residential care settings.

We provide critical support through facilities management services that keep healthcare environments safe, compliant, efficient, and patient-ready – 24/7. From cleaning, catering, portering, and security to waste management, energy optimisation, and sustainability programmes, our solutions are designed to meet the unique demands of clinical and non-clinical spaces.

As pressures on the healthcare system continue to evolve – from workforce challenges and patient flow to digital transformation and climate resilience – OCS stands ready to support with people-first delivery, data-informed decision-making, and a commitment to social value. We understand the complexity of healthcare environments, and our experienced teams are embedded partners, working side by side with NHS and private sector colleagues to enable the best outcomes for patients, staff, and communities.

# 1. Best Practices: Driving operational excellence and compliance across healthcare environments

---

Healthcare facilities require consistent safety, operational excellence, and regulatory compliance to ensure patient well-being. OCS ensures:

- **Regulatory Compliance:** Alignment with key healthcare standards, including compliance with the NHS national standards for healthcare cleanliness, and HTM (Healthcare Technical Memorandum) guidelines.
- **ISO Certifications:** Provision of services aligned with ISO 45001 (Health & Safety), ISO 14001 (Environmental Management), and ISO 9001 (Quality Management) to surpass healthcare industry benchmarks.
- **Tailored Cleaning Programmes:** Custom cleaning schedules for high-contact areas like waiting rooms and canteens, with schedules optimised for patient flow.
- **Patient Flow:** Specialised portering services for patients with mobility issues or special needs, ensuring compassionate care.
- **Data-Driven Service Delivery:** Utilisation of smart cleaning technology and real-time data insights to dynamically adjust and customise schedules for high-traffic areas and environmental FR-rated areas.
- **Value to the Buyer:** Confidence that every aspect of service delivery meets regulatory standards, minimising risk and enhancing patient experience.

## 2. Best Productivity: Enhancing efficiency while minimising operational disruption

---

Healthcare facilities demand efficient, scalable solutions to manage fluctuating patient numbers and peak times. OCS drives productivity by:

- **Technology Integration:** Deployment of IoT-enabled cleaning solutions, real-time footfall monitoring, and autonomous cleaning equipment with our tech-enabled CARPS system to increase operational efficiency.
- **Optimised Workforce Management:** Dynamic colleague deployment strategies informed by data analytics ensure the right resources are available at the right time, whether during routine operations or major disruptions.
- **M&E Efficiency:** Proactive maintenance of HVAC systems, medical equipment, and lighting ensures uninterrupted functionality in critical areas.
- **Energy and Sustainability:** In line with the NHS's commitment to reach net zero, our programmes focus on energy efficiency, waste minimisation, and carbon reduction. From optimising building systems to sustainable waste management practices, we help healthcare facilities reduce operational costs while actively supporting the delivery of environmentally sustainable healthcare.
- **Waste Management:** Supporting the NHS's goal of delivering a greener healthcare system, we ensure full compliance with waste regulations while managing all 12 waste streams, including food waste and biohazardous materials. Our sustainable approach prioritises segregation, reduction, and responsible disposal – helping healthcare facilities minimise environmental impact and meet their sustainability targets.
- **Value to the Buyer:** Flexible, cost-effective service delivery that scales effortlessly to manage peaks in patient demand whilst maintaining quality.

### 3. Best Resilience: Ensuring uninterrupted operations in complex healthcare environments

---

Resilience is key in the healthcare sector, where operational disruptions can impact patient care and safety. OCS ensures:

- **Business Continuity Planning (BCP):** Robust contingency planning to address emergencies such as pandemics, natural disasters, and system failures.
- **Proactive and Predictive Maintenance:** Leveraging advanced diagnostics to prevent downtime in critical infrastructure, such as medical equipment and HVAC systems.
- **Crisis Response Teams:** Rapid-response units trained for healthcare-specific scenarios, including infectious disease outbreaks, security threats, and support during delays.
- **Supply Chain Robustness:** A self-delivery model that ensures availability of skilled personnel, equipment, and materials during high-demand periods.
- **Sustainable Resilience:** Implementing durable, low-impact solutions, including LED retrofits and electric vehicle charging, to future-proof healthcare infrastructure.
- **Value to the Buyer:** Operational continuity and peace of mind, even during unforeseen challenges, ensuring the facility remains fully functional, compliant, and safe.

## 4. Best Experiences:

### Connectedness at every touchpoint

---

In the highly demanding healthcare sector, delivering exceptional patient experiences goes hand in hand with engaging and empowering the colleagues who deliver these services. OCS enhances experiences by:

- **Spotless Facilities:** High-frequency, visible cleaning ensures hygienic environments in patient rooms, restrooms, and waiting areas.
- **Patient Support:** Compassionate, professional assistance for patients with special needs ensures accessibility and a positive experience.
- **Colleague Engagement:** Through our colleague NPS (Net Promoter Score) programme, we empower colleagues with training, recognition, and support, ensuring a highly motivated workforce that delivers exceptional service.
- **Customer-Focused Security:** Friendly yet vigilant security teams trained to balance safety and a welcoming atmosphere for patients and visitors.
- **Wayfinding and Accessibility:** Maintenance of lifts, escalators, and signage ensures navigation for all patients and visitors.
- **Value to the Buyer:** A connected, engaged workforce creates a ripple effect, ensuring patients receive high-quality experiences, increasing satisfaction scores and overall facility reputation.

## 5. Best Outcomes: Building loyalty and delivering measurable results

---

OCS goes beyond delivering operational services, we create outcomes that align directly with the healthcare facility's strategic objectives.

- **Financial Performance:** Cost savings from efficient resource allocation, asset management, and energy savings.
- **Patient Satisfaction:** Clean, safe, and welcoming environments, delivered by engaged colleagues, lead to increased patient satisfaction, repeat visits, and loyalty.
- **Data-Driven Optimisation:** Advanced analytics help improve operational performance, patient flows, and service delivery for better decision-making.
- **Sustainability Impact:** Achievements in energy efficiency, waste minimisation, and carbon footprint reduction align with healthcare facilities' net zero targets.
- **Enhanced Patient Satisfaction Scores:** By focusing on patient satisfaction and delivering high standards, we strengthen facility rankings and attract new partnerships.
- **Value to the Buyer:** Measurable increases in loyalty, patient preference, and financial performance, positioning the facility as the go-to destination for healthcare services.

## Best Pillars (Value Proposition): The OCS Advantage for Healthcare

---

OCS's Best Strategy delivers unmatched expertise, innovation, and results for the healthcare sector. Here's why we stand out:

- **Connected Workforce:** Our people-first approach empowers colleagues to deliver exceptional patient experiences, reinforced by our NPS and engagement programmes.
- **End-to-End Expertise:** From patient support to M&E maintenance, OCS delivers integrated support across all healthcare environments.
- **Accredited and Certified:** Industry-leading standards, including ISO certifications and compliance with NHS national standards for healthcare cleanliness, HTM and other healthcare protocols, ensure we meet and exceed facility requirements.
- **Flexibility and Scale:** Scalable solutions adapt to fluctuating patient demand, peak times, and operational challenges.
- **Proven Success:** High NPS and patient satisfaction scores demonstrate our ability to enhance healthcare operations and patient experiences, driving increased loyalty and positive outcomes.
- **Our Heritage:** With extensive experience in the healthcare sector, we have nurtured relationships and partnerships and built our understanding to deliver the best to our healthcare partners.





---

**Call:** 0800 614 678  
**Email:** [enquiries@ocs.com](mailto:enquiries@ocs.com)  
**Visit:** [ocs.com/uk/sectors/healthcare](https://ocs.com/uk/sectors/healthcare)

---

