



andway
healthcare in hand

Service, Maintenance & Repairs

LOLER | Maintenance & Repairs | Spares | Mattress Repairs | Asset Registers



MEET the team

THE ANDWAY MISSION

"to provide world class, effective and cost efficient solutions to the care home industry helping You improve care standards and profitability"



Peter Evans

**SENIOR FIELD SERVICE
ENGINEER**



Luke Ledgeway

**SERVICING & MAINTENANCE
MANAGER**

Family owned and run Andway Healthcare provide comprehensive repair and maintenance solutions to UK Care Homes. Our mission is to maximise your equipment up time and provide a quality, cost reducing service, ensuring you maintain seamless service levels.

Our experienced and qualified team is headed up by Luke our Servicing & Maintenance Manager who has a passion for delivering customer service excellence.

Peter Evans leads our team of field engineers and brings a wealth of knowledge on all aspects of servicing, equipment and parts.

Meet the full Andway team online at
andwayhealthcare.com/meettheteam



WHY USE ANDWAY?

Family owned and run Andway Healthcare have years of experience providing service and repair solutions for UK care homes.

All servicing and repairs are conducted to the highest of standards by our qualified and certified engineers, ensuring equipment conforms to all required industry regulations including LOLER.

WE PROVIDE

- Fast and efficient service
- Peace of mind with all engineers Disclosure and Barring Service (DBS) checked
- Telephone support for queries and questions
- Certification & Accreditation Checks
- Fast and efficient reports through real time data input
- 24/7 access to reports through a secure portal
- Emailable PDF reports



Contact Us **service.dept@andwayhealthcare.org.uk**



LOLER INSPECTIONS

Take the hassle out of LOLER inspections and maintenance with Andway. Our nationwide fully qualified engineers will ensure inspections are automatically scheduled allowing you too focus on delivering resident care.

WHAT DOES IT INCLUDE?

- Comprehensive visual inspection
- Highlights parts due for replacement
- Certificate issued via email
- Full compliance towards Care Quality Commission (CQC) requirements
- Thorough visual inspection of patient lifting slings
- Reminder email and courtesy call prior to inspection

Book your LOLER Inspection Today

To contact our service a repair team use any of the options below:

- 01423 331 000 option 5
- Email - service.dept@andwayhealthcare.org.uk

DID YOU KNOW?

Andway maintain and service a vast range of equipment including:

Electric Profiling and Nursing Beds	Electric or Manual Patient Bath Hoists
Patient Lifting Hoists	Wheelchairs
Patient Stand Aids	Stairlifts
Ceiling Track Hoist Systems	Specialist Chairs
Patient Lifting Slings	Pressure Relief Mattresses and Cushions including
Electric Baths	Decontamination
Patient Weigh Scales	



BEDS & MATTRESS REPAIRS

We listened to our customers and they told us that service, maintenance and repair turnaround times were critical especially for residents with existing pressure sore conditions and those on end of life care where comfort and stability is paramount.

Our servicing and maintenance will save you time allowing you to continue to deliver resident care.

BEDS

Andway Healthcare provide a comprehensive service including:

- Visual Inspection by competent engineers
- Functionality test
- Condition report
- Repairs with vans holding many common replacement parts

AIR MATTRESSES

- Visual Inspection by competent engineers
- Functionality test
- Condition report
- Repairs with vans holding many common replacement parts

SERVICE CONTRACT OPTIONS

Our flexible service contract options can include set pricing for labour only and additional services including asset logging and guaranteed service response times.

SERVICE CONTRACT OPTIONS

Discover the freedom and flexibility to tailor a bespoke service package with options including: Fixed Pricing, Asset Logging, Guaranteed Response Times



Darren Craven

FIELD SERVICE ENGINEER



Peter Evans

**SENIOR FIELD SERVICE
ENGINEER**





SMART IT = IMPROVED SERVICE

FAST EFFICIENT SERVICING, REPAIRS AND MAINTENANCE THROUGH SMART IT

Customer service at Andway Healthcare is paramount. We are investing in new IT (sim PRO) that will bring multiple benefits:

REAL TIME DATA

Our fully qualified service engineers use tablets and smart phones to input key maintenance information and generate reports in a timely and efficient manner.

ACCESS MAINTENANCE AND SERVICE RECORDS 24/7

A dedicated secure customer portal allows you to keep track of maintenance records, reports, upcoming service visits, LOLER inspections and asset registers all in one place. Less paperwork allows you to focus on other priorities.

ALREADY AN ANDWAY CUSTOMER?

Great! Sim PRO is free to use and allows you to manage all your critical servicing and maintenance information together in one place.

It's simple to operate and our how to use tutorial will have you using sim PRO in minutes.



Be SMART Register Today Please Call
01423 331 000 option 5



DID YOU KNOW?

MAINTENANCE TRAINING

Andway service engineers provide onsite maintenance training for your own maintenance staff, including preventative asset maintenance advice to reduce repair costs, minimise service disruption and ensure optimum equipment operation.

MATTRESS AUDITS

A mattress audit should form an important aspect of your preventative maintenance plans. An Andway audit can identify potential issues with your pressure care equipment through proactive action.

SCALE CALIBRATIONS

Regular weighing of your residents is vital for continued good health and nutrition. Accuracy depends on regular scale calibrations, manufacturers recommend that your weigh scales are properly calibrated every 12 months. Andway Healthcare provides efficient and affordable calibration to ensure optimal performance.

OUR GUARANTEE...

Outstanding customer service is central to the Andway Mission, to this end we guarantee that our engineers:

- Are fully trained, experienced and knowledgeable engineers assure you of quality
- Disclosure and Barring Service (DBS) checked for peace of mind
- Regularly trained engineers are up to date with current legislation
- Carry a wide range of spares to ensure minimal downtime
- Uniformed to provide visibility in your care setting
- Adhere to our quality and diversity commitments, providing polite, respectful and professional service at all times
- Will arrive on time as we appreciate your time is precious
- Clean up after themselves to help keep your home clean and tidy
- Keep you informed of their progress so you can manage your day
- Advise of the next steps if we can't resolve your servicing issue immediately allowing you to make informed decisions.



12 MONTHS IN THE LIFE OF AN ANDWAY SERVICE ENGINEER



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221
SUCCESSFUL



**CALL
OUTS**

74%

OF ALL REPAIRS
CARRIED OUT
ONSITE



4,478
LOLER INSPECTIONS



2,567 BED, MATTRESS
AND WHEELCHAIR
INSPECTIONS



77,028
MILES DRIVEN!

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