

Recent events have caused unprecedented change to our health and care services. At Team Refrigeration we are proudly dedicating resources and equipment to support NHS hospitals and other UK care providers to help with their increasing cold storage needs.

This is what we have done so far:

Supplied freezer trailers to over a dozen hospitals around London and the South East including Bethlem Royal Hospital and Maidstone Hospital.

Delivered refrigerated containers to hospitals in the South West, Midlands and South Wales including Southmead Hospital, Addenbrooke's Hospital and Bronllys Hospital.



CASE STUDY

Hertfordshire Independent Living Service
Clifford Reade, Business Improvement Manager



Hertfordshire Independent Living Service (HILS) is a charitable organisation based across 5 sites in Hertfordshire and London. They deliver hot meals, breakfast and tea packs once a day to their most vulnerable and elderly residents 7 days a week, 52 weeks a year.

HILS incorporates a range of caring services to help people stay happy, healthy and independent in their own homes. These services include Home from Hospital packs, Active Ageing which helps clients get active in their own homes and a Nutrition and Wellbeing service. This consists of dietitians and nutritionists supporting clients and their families with nutrition concerns. HILS support around 15,000 beneficiaries every year through their range of services.



Cliff called us on a Friday in March concerned that he didn't have enough space at his premises for frozen stock with all that was going on. Cliff and his team are all about supporting the most elderly and vulnerable clients in Hertfordshire. They were worried they would not be able to meet the client needs. By Sunday we had delivered a freezer trailer to each site to increase their capacity for storing frozen meals and extra stock.

Telephone 01934 245017 ricky@teamrefrigeration.co.uk

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This has enabled them to meet an uptake of requests for hot food deliveries, they are now delivering around 1,900 hot meals every day (up from an average of 1,400 pre-COVID19). It has also given extra flexibility to cover a further major increase in request. They now have the capacity to fulfil them by keeping a larger number of meals on site. It has also saved on manpower as they are ordering less frequently and thus have less frequent deliveries to deal with. This leaves the teams free to deal with other more important issues. Since having the freezer trailers there has been a huge uptake from the elderly as they either cannot cook or now cannot get out to get shopping and supplies. We are working together to help and to support them while their families are finding it difficult to supply their loved ones.

Cliff said:

“Having used you last summer in an emergency breakdown situation and the good service, reliability and responsiveness, made you our natural first port of call. We were really happy with the overall support which made using you again the obvious things to do.”

He also commented:

“We are now in a good, confident position to be able to support extra requests and have a higher number of meals outgoing. Now we have more flexibility and can keep more variety of meals on site. The unexpected has now become the norm and we are fully set up with our internal freezers and your external freezer trailers. This has become an important part of the fabric of what we are trying to achieve in supporting all of our clients and vulnerable people.”

Finally Cliff said:

“I’ve always been really impressed with the responsiveness, customer service and the 24/7 nature of the business. Initially when we needed emergency trailers you were able to get them out to us in a couple of hours. Likewise when we decided we needed the extra capacity for our all of our sites once the COVID-19 outbreak hit, you were able to get them all delivered in a matter of a day or so.”

We continue to offer emergency refrigeration and long-term hire options to allow you to cater for the needs of your patients and clients, no matter the challenges that you are presented with. If you would like to discuss any aspect of how we can help you cater for the needs of your long term residents and patients then we are only a phone call away.

Proud to be working alongside the NHS throughout lockdown and beyond.



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