



# Fairfield Care

QUALITY SOLUTIONS  
FOR CARE YOU CAN TRUST



CONSUMABLES ♦ EQUIPMENT ♦ SERVICING



## Let's care better together

Great care is rewarding, but it can be challenging too. In fact, there's so much to consider when managing a care home, it can easily feel like there aren't enough hours in the day.

### But we're here to change that

We're Fairfield Care, and we take away the hassles and headaches so you have more time to care.

### How do we do it?

By being your trusted partner, a team with the experience and expertise to help you make a difference to your residents' lives.

From supplying high-quality products quickly and efficiently, to delivering prompt and reliable after-care that keeps everything running smoothly, along with carefully considered support services that help you put residents first, we're always here when you need us.

With our team advising, guiding, training and supporting you, you'll save time, money and resources. We're your single point of contact to help you deliver the very best care.



*Fairfield Care has been a reliable and trustworthy business partner over the years and we are extremely grateful for their willingness to support us in evolving our care offering with personalised and innovative product offerings. Their customer care is exceptional: nothing is too much trouble."*

**Tara Teubner, Director, Westgate Healthcare**

## Always going the extra mile

Over more than 30 years, we've earned a reputation for going the extra mile to help care homes give the best possible care. We believe that you and your residents deserve exceptional products and outstanding service, and that's what we're here to deliver.

When you're looking for great quality consumables, equipment or furniture, we supply you with the products you need. When you want engineers you can rely on for maintenance or repairs, we guarantee a speedy response. If you need expert services like product training, safety audits or risk assessments, you can trust us to keep you compliant and safe.

We're not just a supplier, we're a partner – a team that works hard to understand what you need and when you need it, and we tailor our services to you.

### The result?

You can feel confident that you've got experts working alongside you – a team that knows the importance of great care.



## Living our values every day

Our values are **quality, care, trust** and **innovation**. They sit at the heart of everything we do.

### Quality

We make sure all our products and services meet the highest quality standards. Always. That way, we play our part in helping your care home run smoothly and efficiently round the clock.

### Care

Our commitment to outstanding care helps elevate your residents' quality of life and takes away the stresses and worries for you and your team. We believe it's essential to always apply the personal touch, and we go out of our way to build genuine relationships with everyone we deal with.

### Trust

Trust isn't something we can just claim for ourselves. It has to be earned, and we've spent over three decades building strong, trusting relationships with all our clients. By exceeding expectations and supporting you to deliver superior care, we play our part in helping your residents have the best life possible. After all, we care too much to compromise – and we know that's the case for you and your team too.

### Innovation

The best way of doing things today won't necessarily be the best way tomorrow. From working hard to find new ways of tackling old problems, to seeking solutions to problems you might not realise are making life more difficult, we know even small improvements can make a valuable difference. Only by constantly improving our products and services can we be sure we're fit for the future of caring, whatever form it takes.





## We're the care partner you can trust

Running a successful care home is a team effort. It takes passion and commitment with everyone working towards a common goal.

We're part of that team, as committed to your residents as you are. Don't think of us as suppliers, but as partners you can trust.

As partners, we understand how we can help you deliver the best possible care, and our guided onboarding process makes for a stress-free partnership experience right from the start. Our dedicated account team then makes sure you get all the the additional expertise you need – from cost reduction strategies and purchasing audits, to product training and regular reviews.

Plus of course, we supply high-quality consumables, equipment and furniture you can rely on – we work alongside you as another member of your team.

*"Fairfield Care has proven time and again that they are not just a service provider, but a partner dedicated to making a positive difference in the lives of their customers."*

**Mohsin Dewji, Purchasing Manager, MD Homes**



## Learning the value of innovation

There's lots to learn from past successes, and we've learned plenty over our 30 years working with care homes. One key insight is that it's vital that we never stop looking for new ways to solve old problems, because that's how we help you deliver exceptional care with your care environments.

We embrace constant improvement, always seeking to develop fresh ways of helping you work more efficiently and effectively – saving time, money and resources along the way. From streamlining everyday operations to introducing new ideas, new solutions and new technology, we know that things don't always have to be done the same way forever – because thinking differently helps us surpass what we've already achieved.

## Building a more sustainable future

We all know our planet is fragile, and innovation means working hard to discover new ways of looking after it on behalf of future generations. Sustainability is important to us, and we're developing new products and services that are kinder to the environment.

Examples of new sustainable solutions include eco-friendly cleaning products developed with our planet in mind, along with recycled and recyclable packaging solutions with a reduced environmental impact. We've developed biodegradable packaging too, and introduced new options for returnable plastic packaging designed to cut out unnecessary waste.



## Consumables you can count on

From hygiene products to medical supplies, consumables are care home essentials. You want to know you've got what you need, when you need it – and when it comes to reordering, you want it to be easy and efficient every time.

We understand how critical consumables are for you and your residents, so we've put together a range of high-quality products you can rely on. Their superior quality means better performance and exceptional value for money – these are products designed to be used throughout your care home, delivering great results along with valuable long-term savings too.

Our consumables are also backed by full documentation supporting their safety and reliability, along with product and laundry guides to help you get the best out of them so you and your team can be sure you're using products that meet the very highest standards.



Britex is our leading brand of professional cleaning products for the healthcare environment – all tried and tested, and compliant with COSHH regulations. Effective in your care home while being gentler on our environment, our Britex range is your first choice for safe and hygienic care.



*"Fairfield Care have supplied our organisation for a number of years now. With the range of products, speedy delivery and clear competitive pricing we have no need to shop around. The items supplied are always first rate quality and the level of personal service from Fairfield is outstanding."*

**Mike Higginson, Director of Clinical Operations,  
St Matthews Healthcare**



## Exceptional care home equipment

Outstanding care depends on the right equipment, and our high-quality equipment range is designed to deliver exactly what you and your residents need. From mobility aids and patient handling equipment to specialist furniture, you can order with confidence knowing that everything we offer meets regulatory standards and delivers exceptional performance.

And it's not just our equipment that excels. Ordering, delivery and after-sales support are exemplary too, with our own fleet of drivers bringing friendly and personal service to your door. We also offer full product training, with guides and demonstrations to make sure your team can use the equipment safely and effectively.

From our easy-to-use product portal with its live stock reports to your own dedicated account manager, we go further to get your equipment to you fast.

## Pro-Quip

Pro-Quip is our own medical equipment brand – a product range that meets the highest industry standards and delivers reliable, safe performance you can rely on. From profiling beds and pressure relief mattresses to our accessible bath range, Pro-Quip products are made to enhance comfort, mobility and overall quality of care.



## Superior servicing by experts

Great care never stops – so if equipment needs attention, it's vital to address it as soon as possible. When it comes to keeping equipment in great condition – including preventative maintenance for a longer, trouble-free life, along with regular servicing, maintenance and emergency repairs – our team is right by your side when you need it, helping you deliver exceptional care.

From effective training for your team, to safety inspections – including thorough LOLER examinations for your lifting equipment – and our rapid response emergency repair service, your servicing needs are always in hand. We only use our own fully-qualified engineers, along with well-equipped vehicles carrying plenty of spare parts. Whoever arrives to help you, you can be sure they'll have the skills to keep your care home equipment running smoothly. Plus our 'fix not replace' approach means they'll always repair on the spot if it's possible, reducing downtime and saving you money.

### Our online servicing portal

Our online servicing portal puts you in full control of your servicing needs, from booking call-outs to accessing certificates and records, and keeping track of job history and reports. It's all at your fingertips, 24/7. When you're looking for information, you can find everything you need, including full visibility of equipment assets across all your care homes.





## Put purchasing headaches behind you

We think running a care home is challenging enough without making purchasing complicated too. With our online ordering portal you can put those purchasing complexities behind you, and enjoy quick, straightforward ordering at a time that's convenient to you. Now you can place orders, access training materials and keep track of your inventory – simply, easily, whenever the time is right for you.

### Real-time stock levels

Our portal gives you the most up-to-date stock level information, so you'll always know if a product is in stock, running low or out of stock, with an alternative product offered.

### Buying history and favourite purchases

Cut down on time spent ordering by tracking your past purchases and saving your favourites. Reordering becomes faster and hassle-free.

### Account manager support

We believe account management is a vital ingredient in keeping our customers happy, as we know how reassuring it is to have a helpful contact who understands your care home needs. We provide you with a dedicated account management team to make sure you always experience the best possible service. We give you peace of mind that help and support are just a call or email away.

### Purchasing made simple

Purchasing is a big part of running a care home, but our online ordering portal makes it simple. Quick, convenient and intuitive, it helps you make well-informed purchasing decisions every time you order.



## We care because you care

Great care isn't something you do for the sake of it. You do it because it helps your residents have the best life possible while they're with you. That's why we go the extra mile to help care homes give exceptional care.

We don't do it simply by supplying you with the products you need. We also become your adviser, your supporter, your partner and friend – a whole team working alongside you to deliver exceptional, superior care.

*"Fairfield Care is always known for being so prompt in their service. I know I can rely on them for anything we require in any of our care homes. I would like to take this opportunity to thank Fairfield Care for being such a trusted and reliable partner to Gold Care Homes."*

**Charissa D'Souza e Dias, Regional Administration Manager, Gold Care Homes**









**Fairfield Care**  
Quality solutions for care you can trust

Fairfield Care  
Unit 3  
Hudson Road  
Bedford  
MK41 0LZ

Phone: 01234 324530  
Email: [sales@fairfieldcare.co.uk](mailto:sales@fairfieldcare.co.uk)  
[www.fairfieldcare.co.uk](http://www.fairfieldcare.co.uk)

