

Case Study

Stonehill House

Background

Stonehill House is an 11-bedroom Care Home based in Haddenham, which is managed by Abbeyfield Residential Care.

MCFP have been looking after the fire extinguishers and alarms here since 2013.



“We wanted somebody local with whom we could build a relationship, rather than a faceless national company. MCFP fitted the bill perfectly ”

Lindsey McGibbon, Manager



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Challenges

- 🏆 Rebuild trust in fire safety companies following a previous incumbent
- 🏆 Become a trusted supplier for Stonehill House

MCFP say:

We have been serving **Stonehill House** since March 2013, looking after all of their fire extinguishers and alarm systems.

Having had a bad experience with a previous fire safety company, we were particularly mindful of their fears and general unease, so took extra time to reassure them and make sure that we brought everything up to standard as quickly as possible.

“ I really like the way their engineers arrive on site - very smart, very professional, and very helpful ”

Lindsey McGibbon, Manager

Stonehill House say:

MCFP came to us by recommendation, as all good companies tend to do, but still had to go through a formal tender process against 3 other companies.

We had had a bad experience with the last company, who kept giving us quotes for items but then not carrying out the work, changing their mind about the cost at the last minute... etc.

So, we were very cautious when it came to taking on a new fire safety company.

“All their staff are aware of their surroundings, and respectful of the Care Home environment”

We needn't have worried though - **MCFP** were so much more professional than anybody we'd ever dealt with in the past.

Being accustomed to dealing with Care Homes, all their staff are acutely aware of their surroundings, and respectful of the environment they have to work in.

“MCFP means there is one less thing for me to worry about”

Whenever I've had a query, Liam has been able to answer it straight away, and whenever we've asked for a quote, we've had it back within 24 hours.

Also, if there have ever been any issues in the past, **MCFP** have always resolved them without complaint.

For example, we once had to have automatic doors installed, which **MCFP** had sub-contracted to another specialist provider. When some issues arose with those doors, **MCFP** liaised with the provider to sort everything out to our satisfaction.

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