

Case Study

Cherwood House

Background

Cherwood House is family-owned and set in 15 acres of beautiful landscaped gardens in Bicester. It cares for up to 103 residents who require either Nursing or Residential care.

MCFP have been working with **Cherwood House** since 2005, servicing and maintaining all the extinguishers and alarm systems.



“24-hour cover is a big issue for us - our previous provider couldn't deliver upon this, MCFP could”

Simon, Care Manager

MCFP
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Challenges

- 🏆 One of the largest Care Homes in the county
- 🏆 Consists of a central home, plus 16 independent living cottages
- 🏆 Provision of 24-hour coverage

MCFP say:

We have been serving working with **Cherwood House** since 2005, servicing and maintaining all the fire fighting and alarm systems, including the emergency lighting.

As with all Care Homes they have exacting standards, and over the years we have spent time understanding and advising them on their future needs.

Consequently, we can generally fix the service levels a year in advance, which helps **Cherwood** with their budgeting and **MCFP** with our planning and logistics.

“ On the odd occasion I have had an issue,
MCFP have always been straight round.
I couldn't fault them. ”

Simon, Manager

Cherwood House say:

We were originally recommended to MCFP by another Care Home, after our previous fire safety company let us down on one too many occasions and couldn't provide the 24-hour coverage we insist upon.

“I built up a great rapport with Mike”

MCFP were able to guarantee 24-hour coverage, and from the outset I built up a great rapport with the owner, Mike.

Being a family-run business ourselves, we appreciate dealing with like-minded companies, as we know they have a vested interest in providing the best possible service.

“Whenever we've needed them, they've always been very accessible”

Building works can be the bane of Care Homes, as they are often disruptive and cause unforeseen problems.

Whenever we've needed MCFP quickly, they've always been close and Mike has been very accessible.

Mike is very hands-on, and I usually talk directly with him, so he always alerts me beforehand if he thinks anything might need doing.

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