

Case Study

Enstone House

Background

Enstone House a 28-bedroom Care Home situated in the Cotwolds, which provides a wide range of care services for its residents.

MCFP have been looking after all of their Fire Safety products and training needs for the past 9 years.



“MCFP are so good, that I sometimes forget they’re there! I never have to worry about them - they are the consummate professionals”

Caroline, Care Manager

MCFP
www.mcfp.co.uk



ENSTONEHOUSE
Eml/Alzheimer's and Residential Care

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Challenges

- 🏆 Need to stay abreast of legislative and regulatory requirements
- 🏆 Manage disruption from building works
- 🏆 Advise of changing needs post-extensions

MCFP say:

We have been serving **Enstone House Care Home** 'Enstone House' for the last 9 years, supplying them with a wide range of products and services, including fire extinguishers, alarms, training, and risk assessments.

During that time, **Enstone House** has undergone 2 significant extensions to become a relatively large care home in what is a quiet, rural village.

This has meant that **MCFP** have had to be particularly mindful of any noise disruption to both the residents and the surrounding villagers, when installing or testing alarm services.

“ I’ve had problems with other contractors, who I’ve constantly had to chase. MCFP never give me any problems - they know exactly what their job is, and do it with the minimum of fuss ”

Caroline, Care Manager

Enstone House say:

The ongoing building work has presented its own challenges - when we were undergoing our 1st extension, 5 or 6 years ago, the builders were constantly setting the fire alarms off.

MCFP couldn't have been more understanding - they came out again, and again!

“MCFP go above and beyond the call of duty”

They also go above and beyond the call of duty. After our Fire Training Course in January, Mike walked round the latest building work with me, pointing out all the things we'd have to consider to comply with current regulations.

“...with MCFP, the client really does come first”

This was all at Mike's suggestion and at no extra cost, thereby saving me the hassle of phone calls, arranging a separate visit... etc

I do appreciate the fact that with **MCFP**, the client really does come first.

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