

# Case Study

## Rosebank Care Home

### Background

Rosebank is a small family-run care home based in Bampton, Oxfordshire, which can cater for up to 28 residents.

MCFP have been looking after the fire alarms, extinguishers, and smoke detectors here since 2011. We also look after the call bell system, PAT testing, and manage all of Rosebank's fire training needs.



*“I view them as a long-term partner rather than just a supplier”*

Lynn, Care Manager

**MCFP**  
[www.mcfp.co.uk](http://www.mcfp.co.uk)



 **Rosebank Care Home**  
Individual care for Individual people

# Case Study

## Rosebank Care Home

*“ I deal with a lot of contractors and I think I’ve now met all of MCFP’s engineers during my time here – every single one of them has been superb, and it’s very rare that I can say that about any company. ”*

Lynn, General Manager



### Challenges

- 🏆 **Rebuild trust after dissatisfaction with previous supplier**
- 🏆 **Advise on fire safety requirements pre-building works**
- 🏆 **Help Rosebank to stay ahead at the forefront of technological change**
- 🏆 **Maintain fresh approach to Fire Training**

### MCFP say:

We started off by putting in a new fire alarm for **Rosebank** after the previous contractor had failed to deliver, and everything has developed from there.

We now look after every aspect of fire safety, from the fire extinguishers through to the fire training, as well as the call bell system, and the PAT testing. This in-depth knowledge of **Rosebank’s** systems has enabled us to advise them of any potential problems or issues in advance; e.g. when about to undertake building works.

### Lynn says:

*“ I’d lost confidence in our previous company - when the fire alarm was on the blink, they kept coming out and charging me but could never fix the problem. ”*

If our fire alarm used to bleep once a day, it must have bleeped 100 times! It was driving me mad to keep getting the company who installed it out to fix it.

However, once **MCFP** came on board, they immediately located a fault in the wiring system, and subsequently upgraded us to a new system which has been problem-free.

*“ They’re like my safety blanket – I couldn’t be without them! ”*

Over time I’ve come to rely upon **MCFP’s** expertise and have complete confidence in their advice. For example, we’d been having problems with the access codes on our secure doors, so Liam advised us to try out a fob system.

Wow, it’s been far better than I could ever have imagined! We now have 5 of these doors, and it’s revolutionised my job. For example, I can now issue general contractors with a fob allowing them access to just the main door, give the catering staff one with additional access to the kitchens, and the nursing staff one with access to all areas... it’s just been fantastic!

*“ I used to use a different training provider, but the staff got bored with them. ”*

**MCFP** use different trainers and mix up the training sessions to keep the staff interested. So, whilst Mike is more presentation-based, Tony tends to be more practical - the combination works really well.

#### Bicester Office:

Unit B6, Telford Road, Bicester, OX26 4LD  
T: 01869 252600 - E: info@mcfp.co.uk

#### Bristol Office:

Westway Farm, Bishop Sutton, BS39 5XP, Bristol  
T: 01275 333336 - E: info@mcfp.co.uk