



INNOVA[®]
CARE CONCEPTS

**SPECIALIST MEDICAL
EQUIPMENT - SOURCE,
SUPPLY & STORE**

www.innovacareconcepts.com

/ Contents

Who Are Innova? 3

Sustainability 4

Our Sustainability Goals 5

OUR SERVICES

Our Services 6

1. Sourcing & Procurement 8

2. Decomissioning & Redistribution..... 10

3. Medical Equipment Storage..... 12

Asset Track Portal 14

Accreditations 16

Crown Commercial Framework 17

CASE STUDIES

Sourcing & Procurement Case Study 1..... 18

Sourcing & Procurement Case Study 2..... 20

Decommissioning Case Study 22



Contact

T: 0345 034 1450


E: enquiries@innova.uk.com

www.innovacareconcepts.com



/ Who Are Innova?

Innova Care Concepts are a leading specialist healthcare planning and equipment installer. At Innova, we have helped plan, design, and equip hundreds of healthcare facilities across the UK including many leading NHS and private hospitals. We understand the motivations and priorities of different stakeholders in the healthcare sector and our skill lies in collaborating with those stakeholders to arrive at a solution which supports flexible healthcare, ensuring the right equipment is in the right location, at the right time and when its needed most. We deliver value for money, and we are able to adapt and effectively respond to changes in demand at short notice, ensuring maximum utilisation of vital healthcare equipment.



At Innova, we have helped plan, design, and equip hundreds of healthcare facilities across the UK

/ Sustainability

We are committed to protecting the environment by reducing our carbon footprint and becoming more resource efficient. The future of our business depends not only on the decisions and actions we take, but also on the world around us and our ability to adapt. It is vital we play our part and lead by example to help tackle some of the biggest social and environmental challenges facing the world today.

Innova Care Concepts is committed to protecting the environment and using energy and resources wisely. Our sustainability ethos is to advocate for the wise use of energy and protection of the environment.

**We are a family owned
business and believe
in achieving our
sustainability goals.**



/ Our Sustainability Goals

Innova's Environmental Sustainability Strategy outlines six focus areas, each underpinned by tangible goals that support our vision to create a healthier, fairer, and greener world.



BUILDINGS

- Source 100% of our electricity from renewable energy
- Use longopac continuous bin liners at Head Office - proven to save on plastic usage by about 70%
- Appointed Sustainable Advantage to help advise on our Energy Procurement



WASTE

- Appointed Sustainable Advantage to help advise on our Waste Procurement - experts in green and sustainable practices
- Divert from landfill 50% - introduce full recycling waste options throughout the group
- Paperless company by December 2022 to save on paper usage where possible



TRANSPORT

- Transition to 100% hybrid and electric passenger fleet when vehicles come up for renewal - currently at 10 vehicles and on the increase
- Bringing electrical charging points to Head Office



PURCHASING

- Ensure 100% of procurement tenders include environmental sustainability criteria



ACCREDITATIONS

- Process of ISO 14001 to upskill our employees through sustainability training
- Increase our number of Green Champions by 100%
- Carbon Neutral Road map to net zero by 2035 being implemented



VOICE

- We are a family owned business and believe in achieving our sustainability goals
- Have our sustainability leadership recognised through awards



/ OUR SERVICES

Providing specialist sourcing, procurement, storage, fulfilment, distribution and recycling to the NHS and private hospitals.



**We are an agile partner
focused on providing custom
made solutions for hospitals
in order to increase flexibility
while offering improved control
and cost efficiency.**

**Our offering is defined in the
following pages and split into
the following categories:**



1. Sourcing & Procurement



2. Decommissioning & Redistribution



3. Medical Equipment Storage



3. Recycling & Disposal



1. Sourcing & Procurement

PURCHASING SPECIALIST MEDICAL EQUIPMENT IN THE CURRENT REGULATORY & FINANCIAL LANDSCAPE MEANS THAT CAPITAL EXPENDITURES NEED TO BE THOUGHT THROUGH AND EXECUTED CAREFULLY.

Purchases that were once routine now must be reviewed, often incurring long delays due to procedure requirements and approvals. As a leading medical equipment distribution company, Innova has a dedicated internal team who are highly trained in product knowledge and industry trends.

Focused solely on medical equipment and medical facility outfitting, we serve hospitals and medical practices nationwide as well as 'pop up' centres with product purchases, equipment logistics, and new construction projects.

Unlike other industries, having an in-depth knowledge of facility needs and equipment is critical for sourcing

and procuring medical equipment. We also have our own warehouse facilities of 700, 000 sq. ft of storage located in prime locations for easy access to the motorway network.

Our medical equipment specialists have access to many different manufacturers with thousands of different products. Their expertise goes way beyond medical equipment to include medical furniture, hoisting equipment, ancillaries and consumables.

Our medical equipment specialists can enable you to quickly find and secure new product items to help supply all your healthcare facility needs.

Benefits to outsourcing to a trusted partner:

- Access to 700,000 sq. ft of warehousing facilities with easy access to motorway network
- Full logistics team to manage contracts and delivery
- Full visibility and transparency – 'Open Book' policy
- Act as a major point of contact, freeing up valuable time for internal teams
- Establish and maintain working relationships up and down the supply chain with other medical equipment entities
- Working with your teams to evaluate needs and devise solutions
- Maintaining working knowledge of products and product categories
- Understanding equipment end-of-life, as well as how and when used equipment is acceptable in medical settings
- Being acquainted with the regulatory requirements for medical equipment purchases
- Staying abreast of industry trends and new product launches; identifying, and communicating the features and benefits of different equipment items and their applications
- Set up and conduct product demonstrations for customers
- Consult on delivery, setup, and testing of equipment purchases





2. Decommissioning & Redistribution

THE DEMAND AND SUPPLY OF WHAT IS NEEDED FROM THE UK'S HEALTHCARE SYSTEM IS CONSTANTLY CHANGING AND EVOLVING, IN ORDER TO ADAPT TO MEET A POPULATION'S HEALTHCARE NEEDS.

There are constant changes in healthcare infrastructure and healthcare technology to meet socio-economic needs and emerging medical requirements; Covid-19 has been a real game changer in the severity and importance of being able to adapt as emerging events happen. This change results in a short life cycle compared to fixed healthcare infrastructure.

Such changes result in old equipment being removed from service and posing a health and occupational risk if not properly decommissioned or might even need to be re-commissioned for use at less demanding facilities.

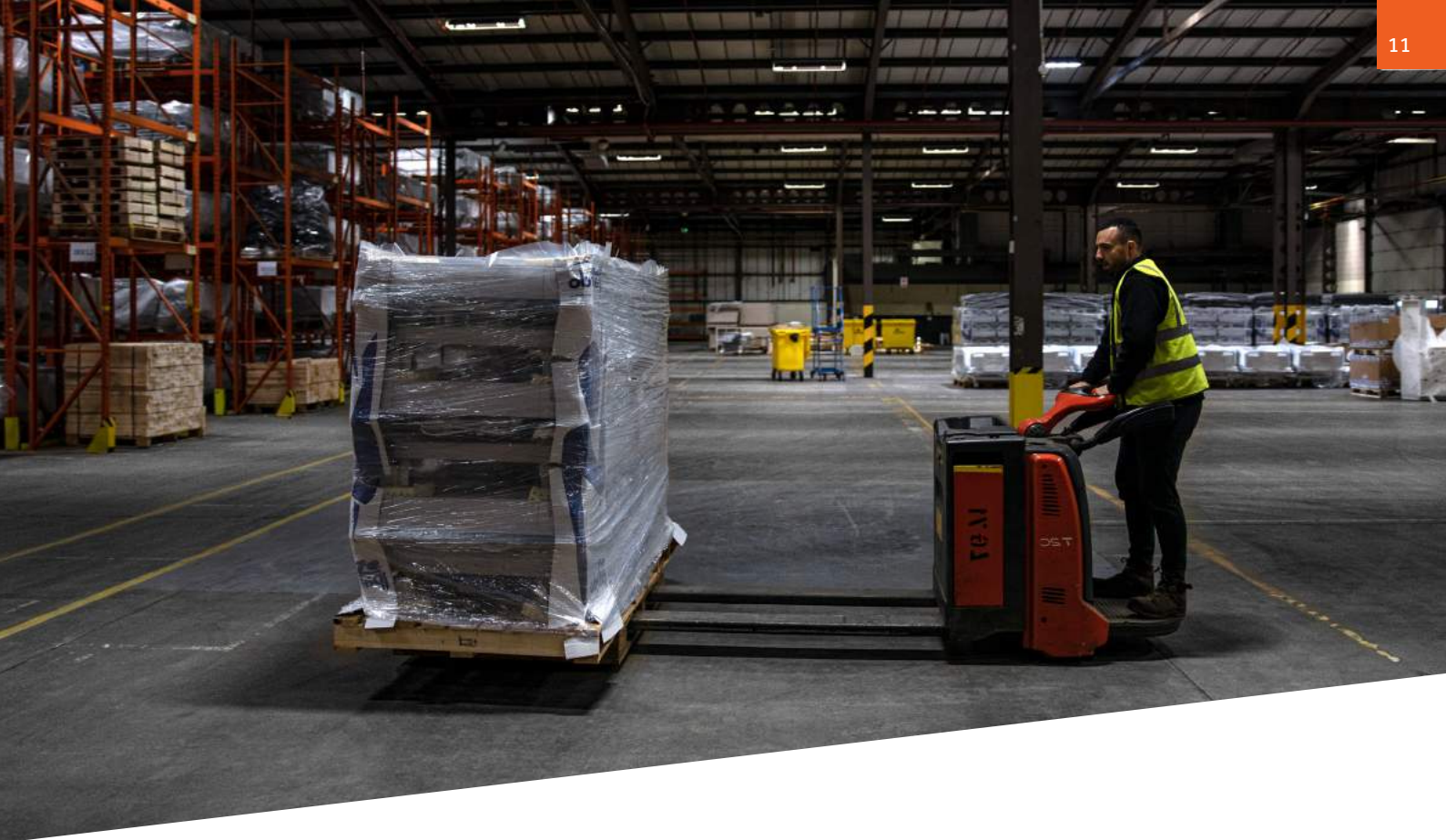
Adapting to these changes requires alteration of physical infrastructure and construction of new infrastructure, and this can be on the scale of a superfast 'pop up centre' needed within a week to a more permanent solution of a Nightingale hospital. During the alteration or construction of new infrastructure, part of/or the entire old infrastructure

becomes redundant and needs to be removed from service, either by decommissioning to be either re-used for other purposes in another location or disposed of in terms of storage and/or recycled.

This is where Innova can help with the expertise of decommissioning all the Nightingale hospitals as well as many of the vaccination centres scattered across the UK. Our team of logistics and movers facilitate the process with ease, often under time critical pressures and in challenging environments.

All the equipment extracted from any given site is itemised and tracked using barcodes to ensure full visibility of equipment so that it can, if needed, be recommissioned and repurposed for another location. Our team have the flexibility to operate with the greatest efficiency when it comes to large installations, kerbside deliveries, or mass commercial moves to a new location.





Benefits to outsourcing to a trusted partner:

- Full visibility and transparency of all equipment at any given time using 'Asset Track' portal to aid traceability and product recall
- Act as a major point of contact, freeing up valuable time for internal teams
- Working with your teams to evaluate needs and devise solutions
- Consult on logistics, decommissioning, setup, and redeployment of equipment as well as communicating full delivery schedules
- Compliance with appropriate relevant standards
- Checking that all equipment and accessories collected is complete and undamaged with a log kept of any discrepancies
- Dismantling and decommissioning the equipment
- Assembling and recommissioning the equipment
- Extensive fleet of vehicles at our disposal which allows us to provide a full range of transportation



3. Medical Equipment Storage

AS A KEY SUPPLIER TO THE NHS ON NATIONAL FRAMEWORKS, WE KNOW THAT STORAGE IS A VITAL SERVICE IN KEEPING THE HIGHLY COMPLEX HEALTHCARE SUPPLY CHAIN MOVING.

There are many reasons why a hospital may need to put medical equipment into temporary or long-term storage, as often storing equipment onsite poses a host of problems and the timeframe can be unknown.

Locating items in storage can at times also present a problem, as locations may not be recorded, and items may be regularly moved as more equipment is put in storage. Not knowing where valuable equipment is can mean not having the right equipment in the right location when its needed.

To save time and money for our customers, we can offer a varied range of storage options from short-term, same day redelivered to deep storage of 10 years and all tracked by our Asset Track management system. Our healthcare customers want to focus on the needs of their patients, and we work together to provide storage solutions that make their organisations more efficient and streamlined.

We meet all required health and safety standards, while providing high quality storage at a cost-effective price.

Innova can take care of single items through to surplus equipment in a range of different sizes, so often storage is only accessible if what is being stored can fit onto a standard pallet.

We understand the need, that often medical equipment doesn't meet this criteria and handling larger, bulky items can also be a challenge. We have the capability to take care of all your storage requirements – large or small, compact or unusual sized.

Simply let us know what equipment you want put into storage, and we will collect the equipment within an agreed time frame.

Prior to going into storage at one of our 2 warehouse facilities (combined 700,000 sq.ft capacity), all equipment is pre-inspected and given an asset number, with all details recorded on the Asset Track portal.

Innova customers are given free access to the Asset Track portal, which gives both parties 24/7 visibility of equipment status and location records.

Benefits to outsourcing to a trusted partner:

- All materials are checked upon receipt into our warehouse for shortages or damage
- Our customers are notified of any discrepancies
- Majority of our documentation is electronic
- We can store equipment from 1 day to 10 years across a wide range of different sized equipment
- Every member of our team has years of experience in unloading, moving, unpacking, loading and storing equipment of a complex nature

Innova understands that healthcare environments do need the flexibility of off-site storage as the demand storage requirements for any healthcare setting are varied, with effective and accessible systems required for the safe and secure storage of everything from medical beds, to mattresses and drip stands to overbed tables, desks and chairs.



4. Recycling & Disposal

- A unique assessment in order to provide the best waste management facilities, personally tailored to your company
- Depending on your requirements, wherever possible, we aim to recycle your waste
- Waste will be separated and reprocessed at a specialist recycling plant
- In the event that your waste is formed from a material which under the law cannot be recycled, we will dispose of it in the appropriate manner
- We are fully committed to reducing the impact that excessive waste has on the environment.



Asset Track Portal

Reporting Built for Accountability and Insight

EQUIPMENT BEING REPURPOSED - SAFELY AND EFFICIENTLY SAVING TIME AND MONEY



/ Key Features

OUR ASSET TRACK PORTAL GIVES YOU FULL VISIBILITY AND TRANSPARENCY OF ALL EQUIPMENT AT ANY GIVEN TIME TO AID TRACEABILITY AND PRODUCT RECALL.



Inventory Management

Ensure operational continuity with full visibility into your assets in stock or in use. Be it hospital beds and mattresses, loose furniture, specialist seating, and other configuration items, evaluate their values, and plan purchases with up-to-date information of all assets.



Asset Life Cycle Management

Manage and track all your assets in a single view from anywhere, through all phases - be it procurement, maintenance, depreciation, or disposal. Get a timeline of all events, at a glance, access via a web browser through a secure client portal. Easily identify critical assets, and analyse the impact of incidents and changes.



Reporting

That helps you manage your assets and collect data-driven feedback - allows you to set parameters to drill down into specific assets, time periods, and numerous other data, so you have the information you need to make critical business decisions. No more missing delivery notes.



Easy audits to verify and eliminate inconsistencies

This is essential in verifying what assets you actually have & ensuring accountability of your assets for accurate records.



Triggered notifications for critical intelligence

Set custom triggers to save time and empower people with information.



Built-In barcode tracking

Easy tagging to ensure you/we have visibility at all times of assets by site, location, or tag number.



Asset tracking

Does dramatically reduce human error and the time required to adequately manage assets - ultimately allows for a framework for REUSING, RECYCLING & REDEPLOYING

/ Accreditations



CHAS - CHAS Premier, also known as The Common Assessment Standard is recognised across the industry and is backed by Build UK and CECA. CHAS helps businesses achieve compliance, mitigate supply chain risks and support efficient supply chain management. CHAS is committed to setting health and safety benchmarks that drive industries forward and make the world of work a safer place.



ISO9001 - ISO 9001 is the international standard for a quality management system to be certified to the ISO 9001 standard, a company must follow the requirements set forth in the ISO 9001 Standard. The standard is used by organisations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements and to demonstrate continuous improvement.



Supply Chain

NHS Supply Chain - NHS Supply Chain manages the sourcing, delivery and supply of healthcare products, services and food for NHS trusts and healthcare organisations across England and Wales.



Constructionline Gold – Innova Care Concepts has been verified to PAS 91 and the Common Assessment Standard. The business has been through various validation checks for environmental management, quality management, equal opportunities, modern slavery act adherence and anti-bribery and corruption policies. Some of these policies form part of the Cabinet Office Selection Questionnaire (SQ), which the public sector is expected to comply with.



Crown Commercial Service *Supplier*

Innova is on Lot 3a (Storage), 3c (Transport and Distribution) & 5 (Disposal and Recycling Services) of the CCS Storage, Distribution, Kitting and Associated Services framework (RM6282) .

Find out more about Innova's leading specialist healthcare storage, logistics and equipment recycling by getting in touch:

T: 0345 034 1450

E: enquiries@innova.uk.com

W: www.innovacareconcepts.com

Sourcing & Procurement Case Study 1



Dorset HealthCare University NHS Foundation Trust

The 'Think Big' initiative is helping to tackle the extensive waiting lists as well as bringing diagnostic services closer to the community. Its purpose is to not 'bottle neck' pressurised hospital trusts further by moving out the more high-volume, low-complexity (HVLC) treatments within specific specialties, to allow patients to receive surgery quicker. The very first example of the 'Think Big' initiative in practice is Dorset 'Health Village'.

KEY OBJECTIVES & PROJECT SCOPE

Many of the team involved with the transformation from retail space to clinic were involved with the build, design, and kit out of the first Nightingale hospital in London's Excel building. The main objective of the product was to 'repurpose' existing materials and turn a redundant department store into a working, functioning clinic within an incredible short space of time, working closely with construction partners CFES, architects BDP and the NHS team.

For such a fast-paced project, there was limited storage on site, services from Dependall were invaluable as the team adapted to the build programme - storing materials longer when needed or shipping next day.



PRODUCTS AND SERVICES PROVIDED:

Numerous items of registered equipment, the Dorset team were able to use the web portal to view online every item so that the right equipment could be selected and repurposed;



1,000
Plasterboards



Over 200
Light fittings



Over 90
Doors



24,000m
Metal stud



12,000m
Cabling



1,000m
Plumbing pipework



2,600m²
Of partitioned space



“

“The shared learnings obtained from the Nightingales’ set up was a huge advantage to the team, knowing what worked in terms of construction, what could easily be re-purposed and having great existing relationships meant meetings could be held virtually saving the whole team time, carbon footprint as well as maximise the speed of the project”

ASHLEIGH BOREHAM

DEPUTY DIRECTOR OF TRANSFORMATION FOR NHS DORSET CLINIC COMMISSIONING GROUP

”

Sourcing & Procurement Case Study 2



Nightingale Hospital North West

Nightingale Hospitals were temporary hospitals set up in 2020 as part of the UK's response to the Coronavirus (COVID-19) outbreak. Each one was set up in under a month. Several members of the Innova team volunteered at the Nightingale Hospital North West. We supplied the NHS with almost 1,500 items, so it was natural to help out.

KEY OBJECTIVES & PROJECT SCOPE

The NHS needed a reliable and trusted supplier who could source a wide range of equipment in a very quick time frame to turn a venue into an operational hospital.



PRODUCTS AND SERVICES PROVIDED:

- ✓ **500**
Lockable boxes
- ✓ **410**
Foam mattresses
- ✓ **350**
Overbed tables
- ✓ **90**
Hospital beds
- ✓ **50**
IV poles
- ✓ **30**
Pelican pumps
- ✓ **19**
Kick stools
- ✓ **18**
Lockable medicine trolleys
- ✓ **3**
3-tier trolleys
- ✓ **2**
Filling cabinets



The Innova team were on standby – 24/7 including over Christmas to ensure that all requirements were met on time

“

“The atmosphere was excellent! There were so many people on site ranging from soldiers to NHS staff to contractors. Everyone was very helpful, and the great teamwork was there for all to see.”

PROJECT LEAD, INNOVA

”

Decommissioning Case Study

Our team have extensive knowledge of the NHS supplier market through our framework portfolio, and relationships that have been established over many years - both of which are invaluable for a time-critical emergency response.

KEY OBJECTIVES & PROJECT SCOPE

Here, the NHS needed a reliable and trusted supplier who could collect a very eclectic range of equipment & consumables in a very quick time frame, at short notice. With an extensive logistics team, warehousing facilities and a UK wide transport network, we were able to adapt to the constantly changing requirements.



PRODUCTS AND SERVICES COLLECTED:

✓ **Over 15,100 assets** currently in stock

✓ **7,450 liner metres** of bed bay trunking (equivalent to 4 miles)

✓ **Over 10,000m** of power cables

✓ **6,266 Hospitals beds** currently in stock

✓ Other items, from the smallest collection of 1sqm boxes filled with pads & pens to highly valuable ICU ventilators

✓ **Over 25,000 labour hours** delivered so far



“

“The speed of response & flexibility needed across the NHS Supply Chain to support the decommissioning efforts has needed to be efficient & effective. We’ve been pleased to be able to put our experience to good use in supporting this national effort.”

PROJECT LEAD, INNOVA

”



Crown
Commercial
Service
Supplier

T: 0345 034 1450

E: enquiries@innova.uk.com

www.innovacareconcepts.com



All images are for illustration purposes only.

Innova® is a trading name of **Innova Care Concepts Ltd**, a company registered in England & Wales at Rofta House, Rudgate, Thorp Arch, Wetherby, Leeds LS23 7QA, UK. Registered Company Number: 11951702.