



Brief

St Charles Hospital in Kensington & Chelsea (part of Central and North West London NHS Foundation Trust) has four adult inpatient wards that provide a safe and therapeutic environment for people with acute mental health problems.

The customer required robust furniture, designed for the needs of challenging behaviour and providing greater value for money than previous suppliers. The wards could not be closed during installation so they also needed a first class installation service.



Overview

Following a robust procurement exercise FRC was selected to complete the refurbishments of the wards due to the high standard of furniture and associated warranties, the significant savings based on previous suppliers and the comprehensive installation service. The installation was completed well within the timescales required, to an excellent standard and, essentially, within the stringent Health and Safety requirements.



Feedback

Sheila Uprichard, Service Manager Central and North West London NHS Foundation Trust, said: "We needed a furniture supplier who could deliver a suitable strong range of furniture designed and manufactured by people who clearly understood the needs of challenging behaviour environments. We chose FRC to supply and install their Pennine Range and they did not let us down. Not only did we get exceptional value for money, but we also received excellent customer support during the whole process. Their attention to detail, experience and excellent installation team made the whole procurement process very efficient and effective. "I would have no hesitation at all in recommending FRC in the supply and installation of furniture."