

ADVANCED MAINTENANCE UK LTD

Heating, Plumbing, Ventilation, Damp and Mould Remedials and Renewables

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Comprehensive Healthcare Maintenance & Compliance All Under One Roof

Trusted solutions for hospitals, care homes, and healthcare providers.





Healthcare Services and Compliance Solutions for Care Providers

Advanced Maintenance UK Ltd has over 25 years of experience delivering essential building services to hospitals, care homes, and supported living environments across the South of England.

We specialise in keeping healthcare facilities safe, compliant, and fully operational, with expertise spanning heating, plumbing, damp & mould remediation, and ventilation. Our engineers are trained and experienced in working within live, occupied, and vulnerable settings, where discretion, safeguarding awareness, and infection control are critical.

We are proud to hold long-term partnerships with Voyage Care (since 2013) and Cygnet Healthcare (for over five years), delivering services across live, high-risk, and 24/7 environments. Over the last 15 years, we have also carried out numerous works for local NHS hospitals, including the Royal Berkshire Hospital in Reading.

Whether responding to urgent call-outs or delivering planned maintenance, we combine technical expertise with sensitivity, ensuring minimal disruption to staff, residents, and patients.

Why healthcare providers choose Advanced Maintenance:

- One contractor delivering comprehensive compliance and maintenance under one roof
- Fast fault resolution to protect patient safety and continuity of care
- Tailored service for high-risk and specialist environments
- Full compliance with healthcare regulations, gas safety, and HSE standards
- Long-term, reliable partnerships with care and mental health providers



Specialist Healthcare Environments – Safe, Sensitive, and Reliable

Not all healthcare settings are the same. Mental health facilities, supported living, and high-dependency care environments require a different approach, one that balances technical expertise with sensitivity, safeguarding, and discretion.

Our engineers are trained and experienced in working within live, occupied, and high-risk environments, where awareness of resident needs and behaviour is just as important as technical delivery.

Our Approach to Specialist Environments

Mental Health Facilities

- Anti-ligature plumbing and fixtures installed and maintained safely
- Behaviour-aware working practices to minimise disruption or distress
- Coordination with clinical staff to adapt works around resident schedules

Supported & Residential Care

- Works planned and delivered in collaboration with care teams
- Adapted scheduling to avoid disruption to daily routines and safeguarding measures
- Quiet, discreet service to maintain resident comfort and wellbeing

High-Dependency & 24/7 Settings

- Engineers trained in safeguarding, infection control, and vulnerable resident awareness
- Temporary solutions (e.g. plant rooms, water tanks) to ensure continuity of service during major works
- Responsive call-outs prioritised for critical areas where downtime is unacceptable

Why Providers Trust Us in Specialist Environments

- Over a decade of experience with Voyage Care and Cygnet Healthcare across live, high-risk sites
- Proven ability to adapt service delivery to the safeguarding needs of vulnerable residents
- Integration of compliance, safety, and care priorities into every project
- Documented evidence to satisfy both regulators and internal governance boards



Specialist Healthcare Environments – Safe, Sensitive, and Reliable

Client & Resident Benefits

- Resident Wellbeing → Works delivered with care, respect, and minimal disruption
- Continuity of Service → Temporary solutions keep heating, hot water, and ventilation available at all times
- Regulatory Assurance → Compliance evidence tailored to CQC, HSE, and sector-specific standards
- Trusted Partnership → Long-standing relationships with major providers demonstrate reliability and sensitivity



Heating Services – Keeping Care Settings Safe, Warm, and Compliant

Heating and hot water are mission-critical in healthcare environments, directly affecting patient comfort, infection control, and continuity of care. Failures in this area create not only operational disruption but also safeguarding concerns, CQC scrutiny, and reputational risk for providers.

- System failures in wards or communal areas can endanger vulnerable residents.
- Missed or delayed repairs disrupt care routines and risk regulatory non-compliance.
- Plant room breakdowns affect entire wings or facilities, with safety implications for dozens of patients, residents, and staff.
- Regulators and auditors highlight heating reliability as a key duty of care issue.

Care providers therefore need more than emergency call-outs. They need a maintenance partner who can deliver reliable first-time fixes, preventative servicing, and transparent compliance evidence across both domestic and communal systems.

Our Structured Response

Responsive Repairs

- 24/7 emergency call-outs for no heat / no hot water in live environments
- Engineer triage via Simpro to allocate the right skillset and parts first time
- Safeguarding prioritisation for high-risk residents and clinical areas

Planned Preventative Maintenance (PPM)

- Annual service scheduling through Simpro, with auto-flagged compliance deadlines
- Asset tagging and digital records to maintain a live register of all systems
- Forward works recommendations logged in-system to prevent repeat breakdowns

Communal Plant Rooms & Complex Systems

- Full upgrades including condensing boilers, BMS integration, and asbestos management
- Temporary plant rooms provided to ensure continuity of heating and hot water during major works.



Heating Services – Keeping Care Settings Safe, Warm, and Compliant

- Dedicated liaison with care teams to coordinate works around residents and staff

Upgrades & Renewables Integration

- Replacement of legacy boilers with efficient, modern systems
- Integration of low-carbon options such as ASHPs and exhaust air heat pumps through our Advanced Energies division
- Staff orientation to support correct use of new technologies and maximise comfort

Compliance & Evidence

Every heating service is backed by audit-ready documentation:

- Gas Safe & OFTEC certification logged directly in Simpro
- PPM service reports issued to client teams and stored against each asset
- Before/after photographs for plant room upgrades and in-property works
- Commissioning sheets for new systems and BMS integration
- Sign-off procedures ensuring safeguarding and access compliance

Client & Resident Benefits

- Safety & Compliance → All works carried out by accredited engineers with full certification
- Continuity of Care → Rapid response and proactive PPM minimise disruption in live, 24/7 environments
- Audit-Ready Evidence → Every job documented for CQC, auditors, and internal governance
- Long-Term Cost Savings → Proactive servicing and modern systems reduce breakdowns and energy costs
- Patient & Resident Wellbeing → Warm, safe environments with minimal disruption to daily routines



Plumbing & Legionella – Safe Water, Safe Care

In healthcare settings, water systems underpin not just comfort, but clinical safety and infection control. Failures or poor hygiene management can quickly escalate into safeguarding concerns, CQC scrutiny, and reputational risk.

- **Plumbing failures** such as leaks or bursts cause disruption in wards, bathrooms, and communal areas, and can directly impact care delivery.
- **Water hygiene** risks expose providers to Legionella, with HSE requiring full compliance with ACoP L8 and HSG274.
- **Anti-ligature requirements** demand specialist plumbing fixtures and installations to protect vulnerable residents.
- **Loss of hot water** is both a care risk and a hygiene hazard, especially in supported living or high-dependency facilities.
- **Regulators and auditors** expect providers to evidence water safety management as part of statutory compliance.

Healthcare providers need a partner who can manage both the everyday plumbing needs of live care environments and the system-wide compliance requirements of Legionella control.

Our Structured Response

Responsive Plumbing Repairs

- 24/7 emergency response for leaks, bursts, and water loss in live, sensitive settings
- Engineer triage via Simpro to ensure the right specialist and equipment first time
- Safeguarding prioritisation: vulnerable residents and high-risk areas escalated immediately
- Full making-good works (plaster, flooring, redecoration) to restore safe environments quickly

Planned Plumbing Works

- Kitchen, bathroom, and clinical space upgrades with full compliance certification
- Soil stack and waste pipe repairs to prevent re-occurring blockages and hygiene risks
- Pressure balancing, valve replacements, and system upgrades for long-term reliability



Plumbing & Legionella – Safe Water, Safe Care

- Integration with heating and ventilation teams to address root causes and prevent recurrence

Legionella Control & Remedials

- Legionella risk assessments and system surveys in line with HSE ACoP L8 and HSG274
- Temperature monitoring and water sampling to maintain compliance
- Flushing programmes for low-use outlets across large or complex sites
- Remedial works including dead leg removals, valve replacements, and pipework modifications
- Tank cleaning, disinfection, and insulation upgrades delivered with minimal disruption to care teams

Compliance Tracking & Evidence

Every plumbing and Legionella job is backed by audit-ready documentation:

- Risk assessments logged and traceable in Simpro
- Temperature records and sampling results stored in line with HSE guidance
- Certificates for remedial and disinfection works
- Before/after photographs for visible repairs
- Access and completion sign-off aligned with safeguarding protocols

Client & Resident Benefits

- Safety & Assurance → Patients, residents, and staff protected from water loss, hygiene risks, and Legionella exposure
- Compliance Confidence → All works aligned with HSE ACoP L8/HSG274, with documentation that satisfies auditors and CQC inspectors
- Reduced Long-Term Costs → Preventative works reduce recurrence of leaks, damp, and associated structural damage
- Continuity of Care → Responsive, specialist repairs delivered with minimal disruption in live, occupied environments
- Governance Support → Real-time compliance data supports transparent reporting to boards and regulators

Damp & Mould Remediation – Protecting Health in Care



In healthcare settings, damp and mould are more than property issues, they are direct risks to patient safety and wellbeing. Poor air quality and persistent damp can trigger respiratory illness, compromise infection control, and increase safeguarding concerns. For providers, these issues also create reputational damage and potential CQC non-compliance.

- Vulnerable residents are particularly at risk of illness from mould exposure.
- Damp can quickly spread in communal or high-use areas, escalating into structural damage.
- Regulators and auditors increasingly view damp and mould as indicators of poor governance.
- Failures to act promptly carry reputational, financial, and safeguarding consequences.

Healthcare providers need a specialist partner who can identify root causes, deliver safe and effective remedials, and prevent recurrence through integrated solutions.

Our Structured Response

Rapid Assessment & Remedials

- Fast response to reported damp and mould in live care settings
- Safe remedial treatments designed for sensitive, occupied environments
- Root-cause repairs to stop recurrence (leaks, insulation, ventilation upgrades)
- Works delivered with minimal disruption to patients, residents, and staff.

Specialist Environments

- Experience delivering works in supported living, residential care, and mental health facilities
- Behaviour-aware working practices for residents with high dependency or complex needs
- Adapted scheduling to coordinate with care teams and minimise disruption

Integrated Solutions

- Combined approach with plumbing and ventilation teams to address underlying issues
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Damp & Mould Remediation – Protecting Health in Care

- Use of durable, healthcare-appropriate materials and finishes
- Before/after photographic evidence to support compliance reporting

Compliance & Evidence

All damp and mould works are fully documented to meet audit and inspection standards:

- Risk assessments and method statements recorded in Simpro
- Before/after reports issued to client teams
- Works signed off with safeguarding and access protocols observed

Client & Resident Benefits

- Health Protection → Safeguards vulnerable residents from respiratory illness and infection risks
- Compliance Confidence → Evidence-based remediation aligned with CQC and HSE expectations
- Long-Term Prevention → Integrated repairs reduce recurrence and ongoing costs
- Minimal Disruption → Works scheduled with care teams and delivered with sensitivity in live environments
- Reputational Protection → Proactive action demonstrates governance and commitment to resident wellbeing

Ventilation Services – Supporting Infection Control & Air Quality

In healthcare environments, ventilation is critical to infection control, air quality, and regulatory compliance. Poor ventilation increases condensation and mould growth, raises infection risks, and can compromise patient recovery. For care providers, non-compliant systems attract CQC and HSE scrutiny and put vulnerable residents at risk.

- Inadequate air changes can contribute to the spread of airborne infections.
- High humidity and poor airflow accelerate mould growth in care environments.
- Sensitive areas, such as treatment rooms, bathrooms, and communal spaces, require reliable, quiet, and compliant ventilation.
- Regulators expect providers to evidence safe, effective ventilation in line with healthcare standards.

Healthcare providers need a partner who can design, install, and maintain ventilation systems that meet both regulatory expectations and the operational demands of live care settings.

Our Structured Response

System Design & Installation

- Full design and installation of MVHR, MEV, and PIV systems
- Quiet, discreet solutions suitable for patient rooms, offices, and communal areas
- Tailored systems for high-humidity environments (bathrooms, laundry, kitchens)

Planned Maintenance & Compliance

- Regular servicing and filter replacements to maintain system efficiency
- Airflow testing and performance verification against healthcare standards
- Compliance documentation provided for CQC and HSE inspections

Integrated Infection Control

- Ventilation strategies designed to reduce condensation and damp risks
- Improved air quality to support infection control measures
- Systems designed for sensitive care settings, with minimal disruption to residents



Ventilation Services – Supporting Infection Control & Air Quality

Evidence & Reporting

Every ventilation project is backed by detailed reporting:

- Installation commissioning sheets and compliance certificates
- Before/after photographic evidence of remedials and upgrades
- Service history logged and accessible via Simpro

Client & Resident Benefits

- Health Protection → Improved air quality supports infection control and reduces illness-related risks
- Regulatory Compliance → Systems designed and maintained in line with CQC, HSE, and building regulations
- Long-Term Asset Protection → Prevents condensation and damp-related damage
- Minimal Disruption → Quiet, discreet systems installed and maintained with sensitivity in live care environments
- Operational Assurance → Evidence-backed servicing and performance reporting for audits and governance



Other Services Offered By Advanced Maintenance UK Ltd

Beyond our core services, we provide specialist support to help healthcare providers manage estates safely and efficiently.

Air Conditioning

Reliable cooling and air quality control are vital in hospitals, care homes, and supported living environments.

- **Services:** Installation, planned servicing, and responsive repairs of split systems and larger commercial units.
- **Compliance:** All works delivered by FGAS-certified engineers.
- **Comfort:** Ensures stable, safe temperatures in sensitive areas such as treatment rooms and communal lounges.
- **Evidence:** Service reports and compliance certificates provided for every unit.

Commercial Catering

Many care homes and supported living schemes operate kitchens that are critical to daily care and nutrition.

- **Services:** Installation, maintenance, and repair of ovens, extraction systems, dishwashers, and catering assets.
- **Compliance:** Gas Safe-registered engineers for commercial catering works.
- **Safety:** Preventing fire, gas, and hygiene risks through reliable servicing

Lightning Protection

Hospitals and larger care facilities require robust protection against electrical surges and lightning strikes.

- **Surveys:** Full system inspections to BS EN 62305 standards.
- **Remedials:** Testing, repairs, and upgrades to ensure compliance.
- **Evidence:** Certificates issued following every inspection.
- **Risk Reduction:** Protects both residents and infrastructure from electrical hazards.



Social Value & Community Impact

At Advanced Maintenance UK Ltd, we know healthcare providers are judged not only on their compliance record, but also on the wider difference they make to patients, residents, and staff. Every contract carries an expectation of measurable social value, local investment, and long-term benefits that go beyond the works themselves.

We embed social value into our healthcare partnerships from day one. This is not an add-on, it is part of how we operate.

Our Commitments

Local Economic Impact

- Real Living Wage employer, guaranteeing fair pay for all staff and supply chain partners.
- Focus on local supply chains, keeping investment in the communities we serve.
- Open to developing partnerships with local SMEs, community groups, and training providers.

Employment, Skills & Training

- Apprenticeships and structured training opportunities created through our contracts.
- CPD for all engineers, with transferable skills that strengthen the local workforce.
- Commitment to workforce diversity and inclusion, ensuring opportunities are accessible across the community.

Community Support Projects

Through our partnership with Match My Project, we deliver initiatives tailored to the needs of the communities we serve:

- Volunteer driving and support for vulnerable residents.
- Sponsorship of local wellbeing and sports initiatives to build confidence and connection.
- Redistribution of essential items, helping families and care staff reduce hardship.
- Pipeline of additional initiatives designed in collaboration with clients and local communities.



Social Value & Community Impact

Why This Matters for Healthcare Providers

- Patient & Resident Trust → Delivering visible, local benefits builds confidence in healthcare services.
- Alignment with Provider Strategy → Supports healthcare priorities around fairness, opportunity, and stronger communities.
- Value for Money → Demonstrates wider impact from every pound spent, beyond the core works.
- Partnership Potential → Our model is adaptable, social value projects are shaped with you, not imposed.

Compliance & Assurance

- ISO 9001 & ISO 14001 certified.
- CHAS Elite, Constructionline Gold, SafeContractor accredited.
- Gas Safe, OFTEC, MCS, RECC, FGAS registered.
- Annual independent Health & Safety audit (THSP).
- DBS-checked engineers trained in safeguarding and site inductions.
- RAMS created via THSP, issued and signed off in Simpro.

Why Advanced Maintenance?

- Established since 1998 with a consistent track record in healthcare, housing, and education.
- Trusted by major providers including Voyage Care, Cygnet Healthcare, and local NHS hospitals.
- Multi-disciplinary expertise: heating, plumbing, ventilation, damp & mould, and compliance all under one roof.
- Compliance-first approach, backed by national accreditations.
- Resident-centred delivery, with safeguarding, DBS checks, and respectful practice.
- Proven ability to deliver at both day-to-day and framework scale.

We don't just complete jobs, we deliver solutions that reduce risk, improve standards, and build trust with staff, patients, and residents alike.



Working Together - The Next Steps

This document has outlined how Advanced Maintenance UK Ltd supports healthcare providers in delivering safe, compliant, and fully operational care environments, backed by audit-ready evidence and measurable social value.

From heating and plumbing to damp and mould remediation, Legionella control, and ventilation, our multi-disciplinary team provides a single, accountable partner who reduces risk, improves resident and patient wellbeing, and strengthens community outcomes.

We would be delighted to explore how our services can align with your organisation's priorities, and how together we can move forward to:

- Support patients, residents, and staff with safe, comfortable environments.
- Protect compliance with CQC, HSE, and statutory requirements.
- Deliver long-term value through preventative maintenance and responsive care.

We look forward to meeting with you to discuss your current challenges in more detail and to share how our approach can be tailored to meet the needs of your care settings and the people who rely on them.

We look forward to working with you to deliver safe, compliant healthcare environments backed by evidence and measurable community value.



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