



360⁺
nhm

The Complete Circle of Care

Keeping your medical equipment safe, compliant, and ready for everyday use.



Aiding continuous care

Safe. Seamless. Sustainable Care.

In care, equipment must work around the clock. From beds and hoists to specialist items, we take care of servicing, repairs, parts and support—so your environment runs smoothly and your team can focus on people, not problems.

At NHM, our job is to make sure that equipment is ready when you need it.

We're not a consumables company, and we're not a manufacturer.

We sit in the middle, the people who look after the essential kit you use day in, day out.

Our vision

To support care environments where:

- ✓ Equipment failures don't interrupt care
- ✓ Staff aren't distracted by breakdowns or compliance anxiety
- ✓ Residents and patients experience safety, dignity, and continuity
- ✓ Leaders have clarity, control, and confidence



What changes when your equipment is properly managed

The Status Quo

With NHM

- | | |
|---|---|
| ✗ Reactive maintenance creating additional breakdowns | ✓ Reduced repeat faults and equipment running reliably |
| ✗ Time spent scrambling for parts | ✓ Fast access to spare parts and technical support |
| ✗ Audit anxiety, outdated compliance | ✓ Up-to-date PUWER & LOLER compliance inspections |
| ✗ No clear view of asset condition | ✓ Full asset visibility through servicing records and condition reporting |
| ✗ Excessive breakdowns | ✓ Planned maintenance reduces breakdown frequency |
| ✗ Equipment out of operation awaiting repair | ✓ Faster diagnosis, parts availability, and scheduled repairs |
| ✗ Long response times to callouts | ✓ Structured support and scheduling improves response times |
| ✗ Repairs not completed while on site | ✓ Stocked with the right parts to complete repairs on the first visit |
| ✗ Equipment condemned when it could be repaired | ✓ Ensures equipment is repaired where viable before replacement |
| ✗ Little clarity on maintenance expenses | ✓ Transparent service reporting and clear cost visibility |



Trust Comes First

In care, trust is earned through actions, consistency, and results.

Our customers rely on us because equipment reliability affects real people, real care, and real outcomes. That responsibility shapes how we work, communicate, and deliver.

The pillars of trust

Clarity

Clear plans, transparent reporting, and no ambiguity around compliance or condition.

Commitment

A long-term partner who stands with you through audits, challenges, and change.

Compassion

Respect for residents, patients, and care routines, minimising disruption at all times.

Connection

Strong working relationships with clinical, estates, and management teams.

Character

Doing what's right for safety, compliance, and long-term outcomes.

Contribution

Measurable outcomes, fewer breakdowns, clearer compliance, longer asset life.

Competency

Skilled, trained, and accredited teams who get it right first time.

Consistency

The small things done well, every visit, every site, every time.

Why it matters

- Care runs more smoothly
- Teams feel supported
- Compliance becomes manageable
- Equipment becomes reliable



Introducing NHM 360

NHM 360 is our structured approach to keeping equipment reliable across care homes, hospitals, and clinical environments.

It gives you clear planning, consistent delivery, and complete visibility of what's happening with your equipment. From the first conversation through to repairs, reporting, and long-term improvement.

Whether you're responsible for a single facility or a multi-site estate, NHM 360 helps you reduce downtime, control risks, and support safer care.



The Five Core Layers of NHM 360

These stages show how we work with your clinical, estates, and management teams.



1 Discovery

We begin by understanding your setting – the type of care you provide, the equipment you rely on, and the operational pressures you face. This might include frequent breakdowns, compliance concerns, or parts that are difficult to source. Discovery helps us understand the real risks and priorities so we can support you properly.

2 Planning

Once we're aligned, we build a clear, shared plan. We coordinate scheduling, access, and equipment requirements so visits run smoothly and safely – without disrupting care delivery.

3 Delivery

Our engineers and operational teams work together to deliver every service safely, professionally, and on time.

We focus on:

- First-time fix rates
- Compliance accuracy
- Safe working practices
- Clear communication with clinical and estates staff

4 Develop

After each visit, you receive transparent outcomes:

- Condition assessments
- Compliance findings
- Improvement suggestions
- Replacement or upgrade recommendations

This gives you clear information for budgeting, CQC preparation, audits, and long-term planning.

5 Review

We sit down with you to review what's working well and what can be improved. This ongoing review helps you future-proof your equipment, reduce service interruptions, and build a more reliable working environment for staff.

Why it matters

- Fewer breakdowns during care delivery
- Better forward planning for busy teams
- Stronger compliance evidence for audits and CQC/HSE
- Longer equipment life and less waste
- Predictable budgeting for care homes and hospitals



THE OUTER CIRCLE

The NHM Rhythm

This is how we work with you day-to-day across all your sites, service cycles, and projects.



1 Preparation

We plan ahead to minimise disruption. PPMs, LOLER, PUWER, scheduling, and parts are prepared early so visits fit around your care routines and clinical priorities.

2 Consultation

We communicate with nurses, carers, estates teams, and managers to confirm the plan, access requirements, and timings. Everyone involved knows what to expect – no surprises, replacements or upgrades.

3 Action

This is the delivery phase – clear communication, real-time updates, and professional standards throughout. Our goal is simple: smooth, safe, efficient work that keeps your care running.

4 Evaluation

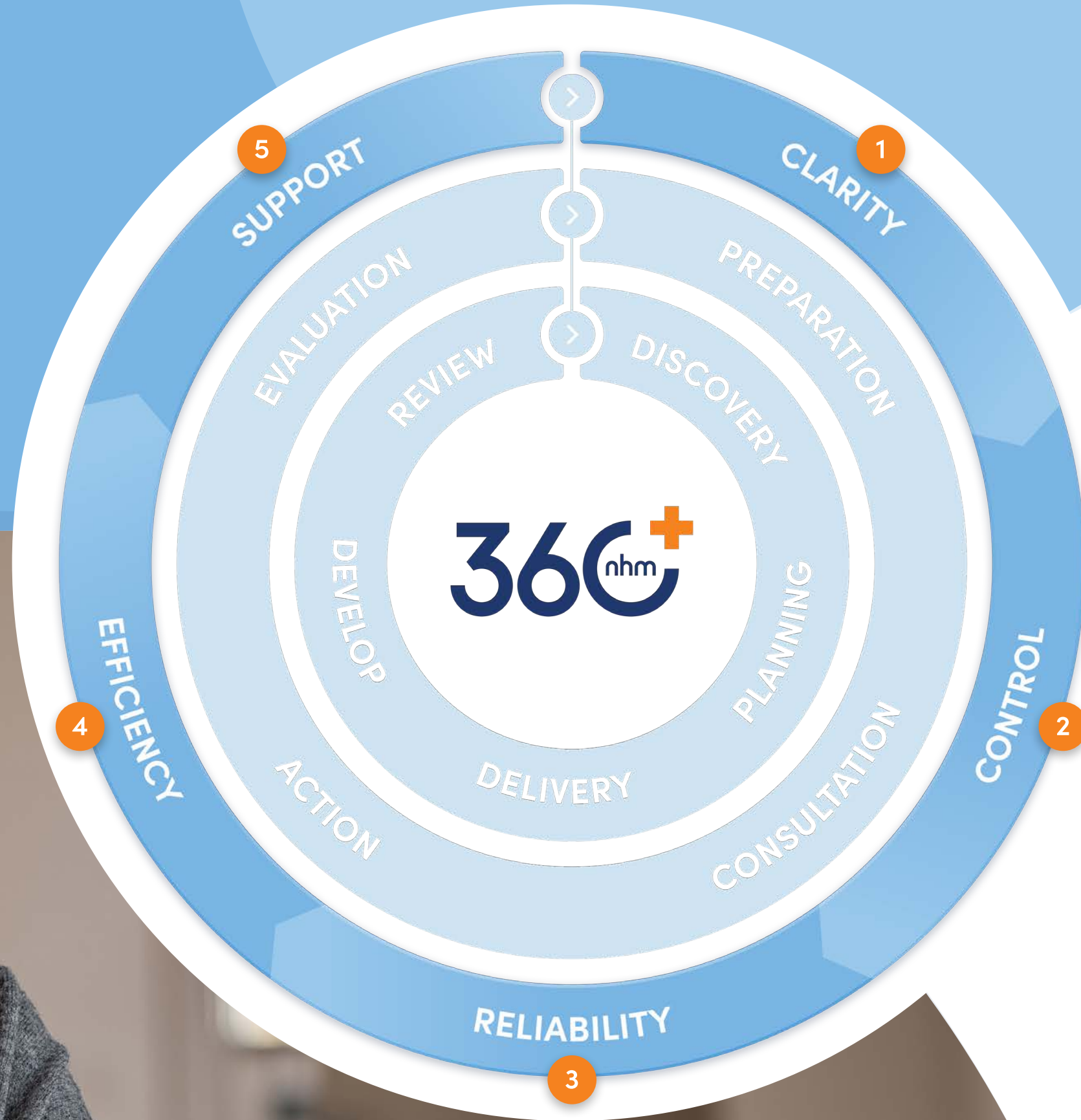
After each cycle, we review performance with you – from reducing callouts and improving first-fix rates to planning replacements or upgrades.



RESULTS

Five Outcomes You Can Count On

NHM 360 delivers real, measurable benefits for care environments.



1 Clarity

A clear picture of what's happening with your equipment.

2 Control

Better planning and fewer unexpected breakdowns.

3 Reliability

Equipment that stays in service when residents and patients need it most.

4 Efficiency

Simplified processes that save time for busy teams.

5 Support

A dependable partner who understands both clinical care and operational demands.



Measurable impact



86%

Reduction in equipment breakdowns*



£78,294

Saved in a year on callouts and return visits*



20%

Reduction bed downtime*



79%

Reduction of return visits*

*Based on an NHM customer group consisting of 13 carehomes.



Agincare

Long-term reliability, cost control, and asset longevity

Agincare has partnered with NHM since 2019 to deliver planned preventative maintenance across its care estate. Using the NHM 360 Gold service, reactive call-outs have reduced, first-time fix rates have improved, and maintenance spend is controlled at site level. Proactive reviews support long-term planning, extending equipment life and guiding asset replacement.

“...we've seen fewer call-outs, improved first-time fix rates, and far clearer control of maintenance spend at site level.

Simon Luckhurst | Head of Procurement, Agincare



South Coast Nursing Homes

From reactive repairs to predictable performance

South Coast Nursing Homes engaged NHM to address rising repair costs and limited asset visibility. Through structured PPM and transparent reviews, reactive call-outs fell, compliance improved, and equipment reliability stabilised. A closed-loop pressure care service limited downtime, improving continuity of care and operational confidence.

“The result has been greater operational confidence and more predictable performance across our homes.

Marcus Hazell | Director of South Coast Homes



Forest Healthcare

Estate-wide compliance and control

Forest Healthcare moved from a price-led, multi-provider model to a single, coordinated NHM 360 service across 13 homes. An estate-wide audit exposed compliance gaps and unused equipment, leading to standardised maintenance, fewer call-outs, and improved reliability. Within 12 months, the group upgraded from Silver to a full Gold service, gaining greater efficiency and control.

“NHM helped us move from a fragmented, multi-provider approach to a single, coordinated service across our homes.

Nick Collier | Property & Estates Manager, Forest Healthcare

The Three Pillars of NHM 360

Every partnership with NHM is built on three essential services for care homes and hospitals.

1



Servicing and Repairs

PPMs, LOLER, PUWER, safety checks, fault-finding, and fast breakdown response. We keep your equipment compliant and safe for clinical use.

2



Spare Parts and Equipment Supply

A wide range of parts with expert technical support. We help you get the right item quickly so your equipment can return to service sooner.

3



Installations and Projects

Baths, hoists, room moves, refurbishments, and full equipment upgrades. We manage everything from planning to installation with minimal disruption to care.

Care Never Stops and Neither Do We

Working in care means every day matters.

We're here to support the people who support others. With NHM 360, you can reduce downtime, extend equipment life, strengthen compliance, and create a safer, more predictable environment for both staff and patients or residents.

DISCOVERY
PLANNING
CONSULTATION
CONTROL
PREPARATION
CLARITY



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