

## Case Study – Medical Archive Relocation – Royal Brompton to Harefield Hospital

**Bidder Name:** J.A. Steel & Son Ltd

**Delivery Date:** April–May 2023

**Client:** Royal Brompton Charity (NHS Trust)

**Sector:** Healthcare – Central and Greater London

### Scope and Requirements

J.A. Steel & Son Ltd, a specialist relocation provider with 40+ years of experience, was appointed principal contractor for the secure relocation of the Royal Brompton Hospital's medical library and archive storage to Harefield Hospital, both sites within the same NHS Trust. Our longstanding relationship with Royal Brompton Charity enabled collaborative planning for this highly sensitive task.

This case study is **directly aligned with the Lot's scope**, covering secure medical facility relocations requiring handling of classified materials, specialist logistics, and NHS operational compliance. It is tailored specifically to this Lot and is not applicable across multiple Lots.

### Project Summary & Delivery Approach

The objective was to securely transfer over 2000 metres of clinical, academic, and reference materials from a live-working hospital environment. The operation required minimal disruption to hospital activity, strict safety controls, and complete inventory integrity. An in-house **Move Manager** was appointed to design a phased programme structured around the hospital's operations. Move teams operated out of hours where possible, coordinating daily with the Royal Brompton Charity's Estates team to uphold infection control, access restrictions, and noise thresholds.

Key actions included:

- Systematic packing of shelving contents into sealed, lidded crates
- Real-time crate inventory using a bespoke barcode tracking system
- Secure transport to Harefield Hospital and reinstallation of archive systems
- Staff trained to NHS archival standards for data confidentiality and material integrity

Goods/Services Delivered	Key Deliverables:
<ul style="list-style-type: none"> <li>• Services fully delivered by <b>J.A. Steel &amp; Son Ltd</b></li> <li>• Delivered within past 3 years (April–May 2023)</li> <li>• Delivered to Royal Brompton Charity / Hospital (Healthcare Sector – London)</li> </ul>	<ul style="list-style-type: none"> <li>• Pre-Move Planning &amp; Risk Assessment</li> <li>• Move Management &amp; Logistics Coordination</li> <li>• Barcoded Sequential Packing System</li> <li>• Crate Hire &amp; Secure Equipment Use</li> <li>• Relocation &amp; Reinstallation</li> <li>• DBS-Checked, Uniformed Staff</li> <li>• Post-Move Support Services</li> </ul>

### Risk Management and Challenges

The hospital remained operational throughout, creating multiple risks. Our **Health & Safety team** conducted full site assessments pre-move, and stayed on-site for live monitoring.

### Key mitigations included:

- Segregated pedestrian & operational walkways, signposted and cordoned
- Colour-coded access control system for staff clearance
- Sound-dampening trolleys & sealed crates to control noise and contamination
- Daily safety briefings and stakeholder updates

No incidents or disruptions occurred during the project. Health, safety, and patient wellbeing were maintained throughout.

### Customer Benefits

- **Service efficiency:** 70% less disruption than benchmarked internal estimates
- **NHS compliance:** All control measures met or exceeded standards
- **Cost-effective:** Efficient phasing reduced hire/labour costs by 15%
- **Social value:** Local hires promoted community engagement
- **Sustainability:** Reusable crates, low-emission vehicles, zero-waste packing policy
- **Satisfaction:** Zero complaints, full delivery sign-off, repeat engagement expected

### Client Feedback

*"The Move Management, Relocations & Health and Safety teams at J.A. Steel & Son went above and beyond to ensure our Medical Library and Archive Storage move was completed seamlessly within our agreed timescale. Watching how the teams orchestrated this project while the hospital was a live environment was phenomenal. Each team member was polite, professional, and respectful of both staff and the public. No complaints, incidents or near misses were reported. I couldn't recommend J.A. Steel & Son highly enough."*

Head of Projects – Royal Brompton Charity



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