



Brendoncare is a registered charity, dedicated to improving the quality of life for older people through care homes, close care facilities and social clubs across the South of England.

Brendoncare's mission is to care for older people with dignity and respect, providing care for life in care homes, and tackling social isolation through friendship and well-being clubs, offering support which is built on relationships and responds to the needs, aspirations and choices of each individual.

They currently have ten care homes across the south of England, providing a wide spectrum of services, including nursing care, care at the end of life, intermediate care (rehabilitation services), specialist dementia care, residential care and respite. Each care home has its own distinctive personality, and residents are made to feel as though they are in their own home. They are encouraged to bring their own furniture and cherished personal possessions with them, and to arrange their room as they choose, so that it really does feel like home.

To this end, the service and repair of mobility equipment is fundamental to continuing the provision of quality care in the care homes.

Brendoncare has been working with Prism Medical UK, Long Term Care Team since November 2016. Prism Medical UK provide a bespoke service and repair programme for the equipment in the care homes, including mobile hoists, slings, assisted baths and ceiling track hoists

Gerard Magill, Procurement Officer, at Brendoncare stated *"The contract is in its infancy, but we have been very impressed by the quality of the service we have received and the relationship we have with Prism Medical UK. We work closely with Carole Shaw, our Account Manager from Prism Medical UK, who provides dedicated support, tailored around solutions, to ensure we can fulfil our care aspirations. The end user is Carole's focus and it stands out a mile!*

*There is definitely a cultural fit with both organisations, especially with regards to customer service. Prism Medical UK clearly understand our vision and values, and the importance of delivering a first class service in order to meet the needs of our residents and our business. They really care about the people they are helping.*

*We look forward to continuing to build on our relationship with Prism, so we can both find innovative service solutions and move forward together."*