Facilities Management

We believe that the quality of non-clinical services essential to the delivery of healthcare have a great impact on the patient experience. Our advisors support on many aspects of facilities management, promoting improvements in standards of services as diverse as:

- Catering;
- Cleaning;
- Linen and laundry;
- Portering;
- Security;
- Grounds and gardens.

In order to deliver the services required in the future, the NHS must foster a culture where innovative ideas can develop and where best practice is acknowledged and effectively disseminated. We are therefore committed to taking a leading role in promoting innovation and best practice by:

- Establishing links with NHS and other public sector organisations across the UK, as well as networking with the private sector;
- Facilitating the exchange of information through a number of forums;
- Disseminating information through our website, training events, workshops and conferences.

Information Service

An effective NHS requires access to rapidly changing and up-to-date estates information. We promote and disseminate technical guidance throughout Wales with both traditional and web-based library facilities and services available to all NHS staff. More specialist services include:

- Management of the process that ensures UK national guidance is appropriate for use in Wales;
- Advice and information through the issue of Welsh Health Estates Notifications.

Quality

We have long been a quality centred organisation with certification and involvement in the following:

- BS EN ISO 9001:2000 – Quality management systems;
- BS EN ISO 14001:2004 – Environmental management systems;
- Arena Network NHS Best Practice Awards.

Business Management

In support of the professional and technical staff the Business Management team provide general administrative services in areas such as finance, human resources, procurement, health and safety, information technology and facilities management as well as managing the business planning and continuous improvement activities of the organisation.

Innovation and Best Practice

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Welsh Health Estates (WHE) is a Welsh Assembly Government (WAG) funded all-Wales NHS organisation (currently part of Cwm Taf NHS Trust) committed to promoting and facilitating the delivery of high standards in patient care in Wales. Founded in 1996, we have always placed at the core of our work the belief that the health estate plays a crucial role in patient care and the patient experience.

To help achieve our mission, “to change modern and sustainable healthcare environments”, our professionally qualified Architects, Engineers, Surveyors and other technical specialists work closely with the WAG, NHS Trusts and Local Health Boards, providing the expertise needed to deliver new generations of healthcare buildings: implement estate modernisation initiatives and improve the performance of the current estate.

Some of our key contributions to the modernisation agenda over the 12 years since our inception are:

- The creation in 2006 of the Designed for Life: Building for Wales (DfL:BfW) construction procurement framework to deliver the quicker and more cost effective delivery of vital new healthcare buildings.
- The development of innovative facilities such as Primary Care Resource Centres. We therefore always placed at the core of our work the belief that the health estate plays a crucial role in patient care and the patient experience.
- Architectural initiatives and design quality.
- Specialist ventilation and air conditioning systems.
- Medical gases and High Voltage installations;
- Diagnostic imaging technology and procurement;
- Decontamination technology;
- Value added business case analysis;
- Project Managers, Cost Advisors and Supervisors together with an independent specialist engineering services.

We believe clinical services need to be supported by high quality, modern, functional and safe healthcare buildings of the right configuration that are able to respond to changes in the delivery of care. In line with this belief we provide advice and support on:

- The development and implementation of estate strategies;
- Value added business case analysis;
- Architectural initiatives and design quality.

To support the delivery of new health facilities within Wales we believe that the NHS needs an effective land and property disposal and acquisition programme. Our expertise covers the following areas:

- Advice and support on all aspects of healthcare property management, including acquisitions, disposals, landlord and tenant relations, leases and licences, estate rationalisation and business rates;
- Management of the disposal of all non-Trust owned estates known as the residual estate on behalf of the Welsh Assembly Government;
- Management of the disposal of Trust owned estate with a value of £250k or more;
- Maintenance of the computer based Land and Property Portfolio for the NHS in Wales (a plan based record of legal ownership for every NHS owned property in Wales).

As a major user of resources, the NHS has a responsibility to manage a sustainable estate. In collaboration with other agencies we provide advice and support on sustainable development, environmental management and energy conservation. The delivery of clinical services is underpinned by a sophisticated network of specialist engineering services. We provide advice and support on healthcare engineering including:

- Decarbonisation technology;
- Diagnostic imaging technology and procurement;
- Medical gases and High Voltage installations;
- Specialist ventilation and air conditioning systems.

Our services are spread over the following areas of expertise:

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