

Delivering essential services in Health

> Leicester Royal Infirmary



Serco delivers the following services:

- Building fabric
- Car Parking
- Domestic
- Grounds maintenance
- Linen
- Mail Room
- Maintenance - electrical & mechanical
- Patient & Retail catering
- Portering
- Reception
- Security
- Waste management

University Hospitals of Leicester is made up of the three teaching hospitals; Glenfield Hospital, Leicester General Hospital and Leicester Royal Infirmary treating more than one million people each year

The Leicester Royal Infirmary built in 1771 now has over 1000 patient beds. It is one of the busiest A&E Departments in the country and is Leicestershire's only accident and emergency service provider. The LRI offers a range of patient specialties including a children's hospital and cancer care.

Leicester Royal Infirmary appointed Serco to provide Facilities Management Services from July 1996; these include hard and soft FM services covering all non medical areas to ensure complete support to the clinical areas at the LRI.

In 2009 Serco Domestic Services received a Pulse Award for the innovative work of the Steam Cleaning Team. The LRI holds PEAT Excellent status, the highest mark, with excellent rating for food. Serco continue to work with the Trust on improving all service areas.

Working in partnership, in 2010 Serco and the Trust received a Government Award, previously known as the Charter Mark, for customer care of their Car Parking services at the Glenfield and General Hospitals.



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