

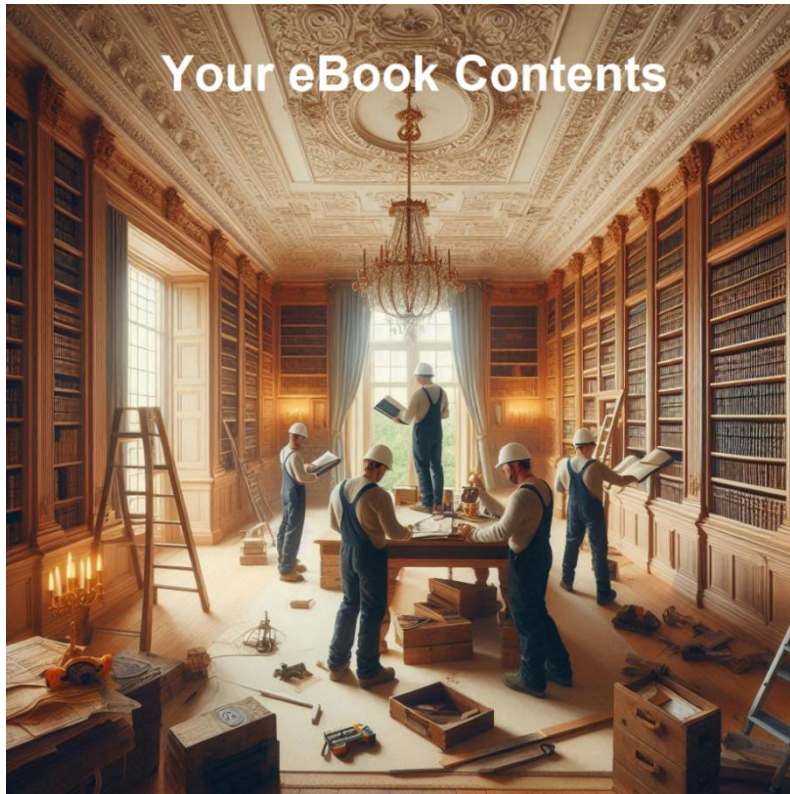
# 7 Important Considerations for your Care Home Renovation Project

Why working with the right team matters....



Our Core Values:





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## Working With Care Homes



As it recovers from the impact of the pandemic, the care home sector is beginning to return to pre-pandemic levels.

Currently, there are nearly 12,000 residential care homes, in the UK and nearly 5000 nursing homes. And the residential care home population is around 450,000. That is a lot of homes and a lot of residents who at some time may have to accommodate renovation or improvement work in and around their premises.

And you don't need us to point out the obvious; that just managing a care home, let alone managing a renovation or construction project, offers enough challenges.

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### About Us

We are a well-established building solutions company in Sussex with over 20 years of construction experience. Based in Eastbourne, we serve much of East Sussex. With many successful projects completed, we have the expertise to bring your vision to life. As general contractors, we collaborate closely with project owners to ensure their needs are met, cost-effectively without sacrificing value or quality.

We understand from our own work in the Care Home sector that running and managing a care home presents numerous challenges. Surely one of the biggest is ensuring high-quality, compassionate care while meeting strict regulatory standards.

In both talking with and working with Care Homes we at Curtis Building Solutions have noted just how involved this is from complying with safety, health, and staffing regulations, finding, training and keeping the right team in the first place, and of course – dealing with those inspections! And then there are of course - the residents!

**We have therefore written this short guide for Care Home owners and managers on how to best find and engage with the right construction partners for your building developments, renovations and refurbs. After all, at the heart of any Care Home is its residents and we start there.**

## 1. Residents Must Always come First.



In relation to your much-loved residents we understand that there are two key considerations.

Firstly the experience of the residents during construction works, and secondly your needs as the operators and managers of the residential care home.

Good practice is for your construction partners to consult with you on how best to maintain the routine, safety, and daily activities for your residents whilst minimising disruption. This is not just for practical matters but also consideration for the resident's well-being.

## 2. Previous Care Home Renovation Experience.

It can be frustrating how many potential contractors will inform you they have the right skills to carry out the work, and may indeed negotiate heavily on price.

However there is a difference between talking the talk and walking the walk.

Ensure your contractors can support what they say with testimonials and/ or case studies to that effect. As we will explore later it isn't all about price either, transparency in the negotiations and great value are key considerations for you.





### 3. Commitment to Safety and Compliance.



It sounds obvious, and in an “industry” where health, safety and compliance is so important most Care Homes would be “all over this”. But you may be surprised.

Ensure your chosen contractors have the necessary regulatory adherence, the right team and the right training for the project they are undertaking for you.

While working in an occupied Care Home all contractors should have a current DBS certificate to ensure **full** Compliance with regulations.

### 4. Tailored, Resident-Focused Designs.

Throughout the process of looking for and appointing your contractors, do ensure that you discuss with them the purpose of your renovation or construction work from the point of view of ***how it serves the needs of your residents.***

They may be able to advise on layout and materials that can be used to ensure a great match with your objectives. For example, they may list 10 things to consider with this project. Creating a space that is practical for the clinical needs of your residents is of course very important.



## 5. Creating the Right Space



A renovation offers the chance to create spaces improving comfort, accessibility, and quality of life for both residents and staff.

This is a development of the previous point but it is also much more. Beyond accessibility and practicality lies comfort. A good construction firm could well be a partner for you in your project rather than just the means of delivery.

In order to do this, they need to be able to demonstrate to you how they can meet your expectations and project objectives.

## 6. On-Time, On-Budget Delivery

Unfortunately, many construction firms have the reputation for going over budget and going over time. It is important that in the initial bid process you are supported to minimise the chances of unforeseen delays, and costly extras.

A good construction firm will take the time to go over the design with you and factor in the most likely additional time and cost issues. Check that your contractors have evidence of a track record for delivering projects within the agreed timeline and budget, without compromising quality.





## 7. Exceptional Communication and Project Management



For any successful project you need to be confident that your partner construction firm has a reputation for open, frequent and focussed communication with you as the client.

They will value collaboration and open dialogue throughout every phase of the project. Regular progress reports, milestone check-ins, and pre-scheduled site visits are all reasonable expectations. Seek assurance that any challenges are quickly addressed ensuring minimal disruption to care home residents and staff.

### What to do Now



Firstly we hope that this “7 Important Considerations for your Care Home Renovation Project” guide has given you food for thought.

You will notice we don’t promote ourselves directly, and that is because we encourage you to use these guiding principles to find your right construction partner. If it is us – then wonderful!

We encourage the same due diligence on us as we are encouraging on other potential partners.

If you wish to talk with us about any aspect raised in this eBook then our Director Andy Curtis would be delighted to set some time aside. You can book a call here:



Or  
[bit.ly/CurtisCall](https://bit.ly/CurtisCall)