

Delivering consistent fire and security compliance across Care UK's national estate

150+ care homes

Supported nationwide across the UK

100%

Completion of scheduled maintenance visits achieved

Improved

Reactive call-outs through proactive maintenance

Overview of the challenge

Care UK operates a large and growing portfolio of care homes, supporting vulnerable residents across the UK.

Following the acquisition of legacy sites, the organisation faced inconsistent fire and security maintenance, limited reporting and a lack of structured compliance processes.

Key challenges included standardising service delivery across the estate, ensuring full visibility of compliance and implementing a scalable maintenance model aligned with regulatory requirements.

In addition, the nature of care environments meant that any maintenance activity had to be carefully managed to minimise disruption to residents and staff. Ensuring systems remained operational at all times, while coordinating access across multiple sites with varying operational needs, added further complexity to service delivery.



The reason we renewed the contract was because we are happy with the level of service. Engineers have a good relationship with our care homes and the account administration is always up to date."

Mark Nicholls-Norman, *Property Supply Chain and FM Systems Manager*

Our Approach

Mitie Fire & Security implemented a structured, integrated maintenance programme covering fire alarms, extinguishers, emergency lighting, intruder alarms, CCTV and access control systems.

Working closely with Care UK's facilities team, we aligned maintenance schedules with the client's Verisae system, ensuring all visits were planned, tracked and reported in real time.

Performance is measured against agreed KPIs, including responsiveness, documentation and first-time fix rates, ensuring consistent service delivery across all sites.

We also introduced a proactive communication model, providing regular performance updates and compliance reporting to give Care UK full visibility of service delivery. This collaborative approach enables early identification of risks, supports continuous improvement and ensures the maintenance programme evolves alongside the client's operational requirements.

Services

We deliver comprehensive fire and security services including:

- Planned and reactive maintenance
- Fire alarms and life safety systems
- CCTV, intruder alarms and access control
- Compliance reporting and digital integration

The Results

Care UK now benefits from a fully standardised and transparent maintenance programme across its estate. All scheduled visits are completed and documented, providing full audit visibility and supporting ongoing compliance.

Proactive maintenance has reduced reactive call-outs, improving efficiency and reducing operational disruption.

The improved structure and visibility of reporting have also strengthened internal compliance processes, giving Care UK greater confidence in its fire and security systems. This has enabled the organisation to better manage risk, support regulatory inspections and maintain safe, compliant environments for residents and staff across all sites.

Why Choose Mitie

Mitie Fire & Security combines national coverage with a structured, data-driven approach to compliance. We deliver consistent performance and full visibility across complex estates, supporting safe, efficient

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