

# Medical Healthcare Furniture

Buying guide and support



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# NHS Supply Chain: Hotel Services Healthcare Furniture Framework

## Introduction

Our Medical Healthcare Furniture Framework agreement brings together 61 market-leading suppliers offering an extensive range of products.

The Medical Healthcare Furniture framework amalgamated the previous three furniture frameworks:

- Medical Furniture and Sack holders
- Ward and Residential Furniture
- Furniture for Challenging Environments.

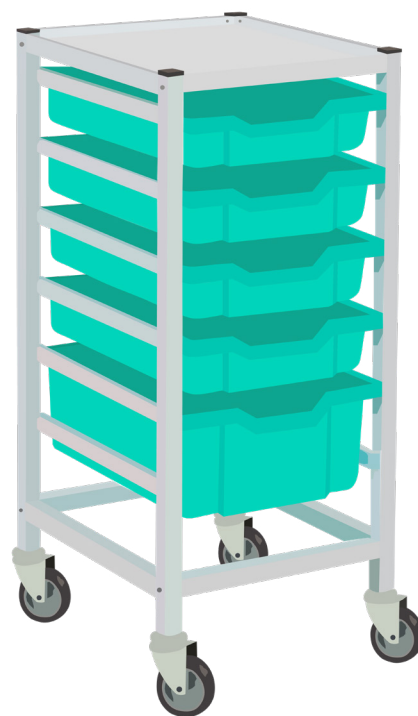
The framework structure aims to simplify the offering and allows our expert team to support you with your purchase from beginning to end. Our team is here to support all projects no matter the size or value.

The lotting structure for the Medical Healthcare Furniture framework is as follows:

- Lot One – Medical Furniture Equipment
- Lot Two – Sack Holders and Bins
- Lot Three – Ward and Residential Furniture including Birthing Furniture (except Beds)
- Lot Four – Challenging Environment Furniture
- Lot Five – Multi-Sensory Equipment including Dementia products.

If you have any questions about the information supplied in this guide, please contact us on:

[HScapitalquotes@supplychain.nhs.uk](mailto:HScapitalquotes@supplychain.nhs.uk)



# The Lots

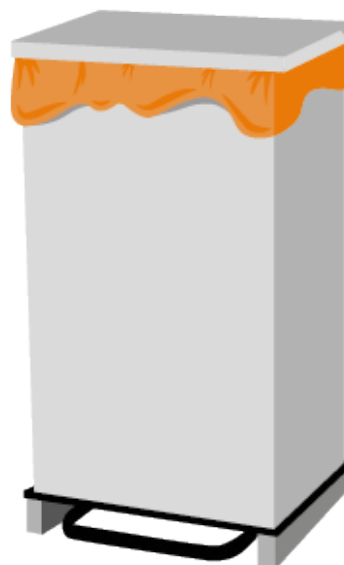
Moving to one single framework agreement for all medical healthcare furniture will make it easier to find the products you need. The following list is each of the five lots in the framework structure along with details of the product ranges within each lot.

## Lot One: Medical Furniture Equipment

- Drug and Medicine Cabinets and Trolleys
- General Medical Furniture
  - Examination lights
  - Healthcare gas cylinder trolleys
  - Healthcare gas cylinder racking and storage
  - Infusion, IV or drip stands
  - Racking and shelving
  - Ward and theatre equipment
- General Medical Cabinets and Trolleys
  - COSHH
  - General purpose
  - Linen
  - Maintenance
  - Storage (including HTML71)
  - Transport
- General Medical Equipment and General Equipment
  - Cupboards
  - Medical screens
  - Medical stools and chairs
  - Portering chairs and wheelchairs
- Medical Trolleys
  - Airway
  - Anaesthesia
  - Dressing
  - Instrument dressing
  - Isolation
  - Medical notes and charts
  - Procedure
  - Resuscitation or emergency
  - Work station
  - Other specialised trolleys

## Lot Two: Sack Holders and Bins

- Basic, free standing, non-fire retardant sack holders
- Hybrid sack holders
- Metal sack holders
- Plastic sack holders
- Recycle bins



## Lot Three: Ward and Residential Furniture

- Armchairs (including Bariatric)
- Beam seating
- Beds – inc residential beds, residents beds and overnight chair beds
- Bedside cabinets and lockers
- Birthing furniture (excluding beds)
- Chest of drawers
- Coffee table and dining room tables
- Dining chairs (including Bariatric)
- Dressing tables
- Easy chairs (including Bariatric)
- General furniture
- Overbed and overchair tables
- Patient bedside chairs (including Bariatric)
- Specialist seating
- Settees
- Tub chairs
- Visitors chairs
- Wardrobes

## Lot Four: Challenging Environment Furniture

- Armchairs
- Bedside cabinets and lockers
- Box base beds
- Chest of drawers
- Dining room chairs
- Dining room tables
- Dressing tables
- Foam seating (including de-escalation chairs and bean bags)
- General furniture
- Occasional tables
- Settees
- Tub chairs
- Wardrobes

## Lot Five: Multi-Sensory Equipment (inc dementia)

- Bubble screens
- Bubble tubes and columns
- Dementia pods, scenes and sky scenes
- General multi-sensory equipment
- Infinity tunnels
- Interactive ball pools
- LED projectors
- LED fibre optic light sources
- Light tubes and columns
- Light screens
- Media panels
- Tactile panels



# How to Order

1. Your trust identifies the need for a product and decides on the specification.
  - a. If a specification does not exist, but the simple requirements of the product are known the procurement team can work with you to establish a specification.
  - b. See our useful links section for our things to consider check list. We have put together a list of useful questions and things to consider for your purchase.
2. Once you have identified your specification/ requirements you can share this with the Healthcare Furniture Category Team by emailing them on [HScapitalquotes@supplychain.nhs.uk](mailto:HScapitalquotes@supplychain.nhs.uk).
  - a. If you have already approached suppliers directly for a quote, our team will be happy to help source comparative quotes, ensuring the trust are getting the right product at the best value possible.
  - b. Our Healthcare Furniture Category Team will check the specification and/ or quote. They will also offer individual and tailored support to advise the trust.
3. Once the specification has been reviewed, the Healthcare Furniture Category Team will approach all relevant suppliers on your behalf.
  - a. This will help to free up some time for your trust. The teams' years of expertise within this category area provides them with a strong understanding of the healthcare furniture offering. Giving you a greater opportunity to ensure your request reaches the full range of suppliers available through the framework.
  - b. Where applicable the Healthcare Furniture Category Team use a 'Request for Quote' tool (RFQ). This is a digital system that means all suitable suppliers receive the same information to quote against. Ensuring that all suppliers get the opportunity to quote fairly and accurately.
4. The returned quotes will be sense checked by the Category Team to ensure all information is accurate and complete.
5. The relevant quotes will be shared with your trust who are then responsible for the evaluation.
  - a. Each trust should have their own set of criteria to evaluate products against. Our Category Team can help advise during this process; however, the criteria is entirely the decision of the trust.
  - b. Typically, the evaluation will review two key areas; cost and non-cost.
6. You may wish to carry out further 'hands-on' evaluations of the products. This would involve obtaining samples. Our Category Team are on hand to advise how best this can be carried out and will work with you and the suppliers to establish the best process. At the request of the trust and depending on the product type and options available, our Healthcare Furniture Category Team can attend any such evaluation in person.
7. Once the decision has been made on which product will be purchased, our team will work with your trust to provide feedback to all unsuccessful suppliers.
8. We will then provide you with a Unique Reference Number (URN), which should be used to raise the purchase order directly with the supplier.

**It is important to remember: your trust is responsible for raising the order with the supplier for your products.**



# The Benefits

## Specialist expertise and support

- Our expert team have years of experience in purchasing healthcare furniture for NHS trusts and will be involved throughout the entire process.
- The team have experience of where things can occasionally be missed and know what to look out for when placing large or complex orders.
- We provide a bespoke service to meet your requirements. Freeing up valuable resource within the trust to work on other projects, with the peace of mind that work is underway, and the process is being handled efficiently.
- There is no minimum level of purchase needed to receive this support. Our team can add value to a trusts' procurement exercise no matter the cost or volume.
- Full support from a dedicated CRM Team and working closely with our Implementation and Adoption Specialists (I&A Team).
- We will work with you and the suppliers to make sure you get the right product first time.
- We offer support and advice on financial solutions, please see our [Financial Solutions](#) brochure for finance options available.

## Choice

- A wide choice of market leading suppliers from a single source.
- The option to utilise both Direct and eDirect routes. You can choose the most appropriate route to best suit your needs.
- The option to apply discount bandings on eDirect lines up to 10 units of issue and further discounts on the direct route for units above 10.
- We offer the ability for you to carry out evaluation days and trials on site (dependant on product), so that everyone has the chance to evaluate the products before the final decision to purchase is made. Our suppliers are also available to provide free advice should it be required.
- This framework is available for use by public sector organisation and NHS trusts.

## Efficient process

- Designated lead times for quotes from the moment of receiving your request, we work to a set service level agreement (SLA) of five working days to get quotes from a supplier.
- Opportunities to save your trust both time and money.
- You can avoid individual trust tendering costs, by using our framework as we complete the tender process for you.
- Request for Quote Tool (RFQ) will ensure best value and efficient service delivery. For further information on this, please contact: [HScapitalquotes@supplychain.nhs.uk](mailto:HScapitalquotes@supplychain.nhs.uk).

## Guaranteed compliance

- When procuring via NHS Supply Chain you will be compliant with Public Procurement regulations.
- Products are guaranteed - Our framework agreement incorporates all the latest required standards and procedures including British Standards (BS), European Standards (EN) and International Standards (ISO). They also incorporate the Furniture Industry Research Association (FIRA), who are the leading furniture research and testing agency in the UK, to ensure all products supplied under this contract adhere to the very latest BS/ EN/ ISO standards as well as specific national legislation and NHS-specific procedures/ policies.

## Sustainability

- Furniture Industry Sustainability Programme (FISP) membership - all suppliers meet environmental and corporate social responsibility obligations set by FISP - focusing on not just environmental issues but also purchasing, end of product life, social and community issues.
- Our team work proactively with suppliers to introduce innovative solutions to the range of products offered.
- We have made sure that all our suppliers who utilise wood and wood-based materials provide certification that shows they source from well managed and sustainable forests.
- We also work with suppliers who offer to recycle and refurbish old furniture.





# Frequently Asked Questions

**Q. How do we ensure that we order the correct type of product for our needs?**

**A.** Many of the products on the Healthcare Furniture framework can be tailored to your requirements, getting the specification right at the start is key to a successful implementation. We are able to provide you with a statement of requirement (SOR) for the product you are looking to purchase, this will help you build a specification. Evaluation days are also important as it allows the trust team to see and feel the product and feedback on what they like and don't like.

**Q. My colleagues have requested furniture from a high street retailer, are we able to purchase from this source?**

**A.** There is no legal requirement to purchase through the NHS Supply Chain framework, but these purchases would be considered 'off contract'. As an NHS trust, you would need to satisfy your local standing financial instructions. Under Public Procurement regulations, this may need to be tendered or you would need to request a quotation. By utilising the NHS Supply Chain framework, you don't need to go to tender. You will need to ensure you obtain relevant certification as to which EU or British standards the product is tested to. Seek guidance from your fire officer if you need further information on this.

**Q. Does the framework allow you to direct order without having to get quotations or do a mini competition.**

**A.** Yes it does, as the framework is a fully compliant process then the tendering requirements have already been met and you can order single items directly, provided the conditions of direct award are met.

**Q. We have ordered the wrong product, can we return the item?**

**A.** In most cases, furniture is made to order and so this makes returning the product difficult. In the first instance, check to see if any other department within your trust can use the product. If you need further assistance, contact your customer service advisor quoting your order number to raise a return queries with the supplier.

**Q. We want to standardise but don't know where to start?**

**A.** Contact the team, we can meet you and walk through what things to think about when looking to standardise. We can also build you a project plan and help you through every stage of the project.



**Q. If I need a product urgently how quickly can you get the quote?**

**A.** We have an SLA of five working days for suppliers to respond to quotes but if you let us know upfront how quickly you need a turnaround we will try to work to your timeline, however requesting a short lead time may risk not getting quotes from all supplier. The average delivery for products will depend on the product specification and can be between 5 days or 6 weeks as most products are made to order.

**Q. Do suppliers offer warranties on this framework?**

**A.** Products are covered by a 5 year warranty for product performance. This does not cover wear and tear or user damage.

**Q. What is the difference between a sofa and a settee?**

**A.** The name, otherwise they are the same item.

**Q. Is Bariatric furniture available on this framework and where should I look for it?**

**A.** Bariatric furniture is available via the NHS Supply Chain framework. For more information on the bariatric range available, please email our team at [HScapitalquotes@supplychain.nhs.uk](mailto:HScapitalquotes@supplychain.nhs.uk). Please include a brief explanation of the furniture you are looking to source, and we can identify the appropriate suppliers to meet your requirements.

**Q. Can we run mini competitions and if so, what help can I get to do this?**

**A.** Yes you can run mini competitions. Talk to your CRM who can put you in touch with the category team at NHS Supply Chain: Hotel Services. We can help you manage a mini competition.

**Q. What makes this medical healthcare furniture and how is it different from normal household furniture?**

**A.** In the main, medical healthcare furniture is made with extra strength and cleanliness in the design. They tend to be constructed with cleaning in mind from wipe-clean materials or covered with vinyl and waterproof materials allowing the items to be cleaned regularly with cleaning solutions.

**Q. What is the general lifespan of a piece of furniture?**

**A.** This depends on how much use the furniture will get in its designated location, but we would expect healthcare furniture supplied through the framework to last for 5 to 7 years with routine use.

**Q. How do I get repairs, maintenance or servicing for the furniture?**

**A.** Maintenance terms can be agreed with suppliers at time of purchase, repairs or servicing can be arranged at point of sale or agreed with in house trust maintenance teams.

**Q. Can I get specific furniture designed for challenging environments?**

**A.** As most products are bespoke at time of order, any modifications can be discussed with the suppliers to try to meet your specific needs. These are not 'off the shelf' items so we have more flexibility with suppliers when specifying requirements.

**Q. What considerations have been made to the furniture framework to assist with sustainability targets?**

**A.** Suppliers on the framework must meet FSC certification (Forest Stewardship Council) to ensure all materials used are responsibly sourced. We also abide by the parameters of the NHS Supply Chain drive for ethical and sustainable sourcing and the rules on labour laws around modern day slavery. Suppliers also offer a repair, re-use and recycle option on their products.

