



INNOVA[®]
CARE CONCEPTS

**CHANGING
PLACES
ENHANCING
ACCESSIBILITY**

www.innovacareconcepts.com

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INNOVATION

/ Who Are Innova?

Back in 2008, Innova was born. We had a clear mission which remains the same today – to enhance quality of life through innovation. For over a decade, with our expert knowledge of the healthcare industry, we have designed, installed and maintained bespoke solutions that deliver on our goal of enhancing the quality of life of every person living or working in an environment where care is provided. We do this by providing the most innovative and intuitive designed healthcare equipment and furniture, that not only enhances clinical outcomes but that look great too. We are pioneering changing healthcare for the better.

Create a future that promotes equality, comfort, and well-being for everyone.



/ Our Approach

We draw our influences from living and breathing healthcare equipment, after our original company (Yorkshire Care Equipment) was established in 1972. Our conversations with you and our detailed site investigations reveal the full potential of each space. With technology and our strong commitment during every phase, we help project manage every task swiftly and to a higher quality. We pride ourselves on service excellence and providing bespoke solutions to your needs from our years of experience and hundreds of completed projects.

Our breadth of knowledge makes us an efficient and sustainable choice and we have a real vested interest in improving care environments knowing the difference it makes to leading to better health outcomes, accelerated recovery and easier daily living. Your budget is tailored to your needs, so you are always on top of your costs. We are proud to offer excellent value for money for our services, from design and planning right through to installation. At whatever stage you are at with your project, if you're looking for honest, quality advice from professionals, chat to us, leave us a message or call us. Let's talk!



Our conversations with you and our detailed site investigations reveal the full potential of each space.



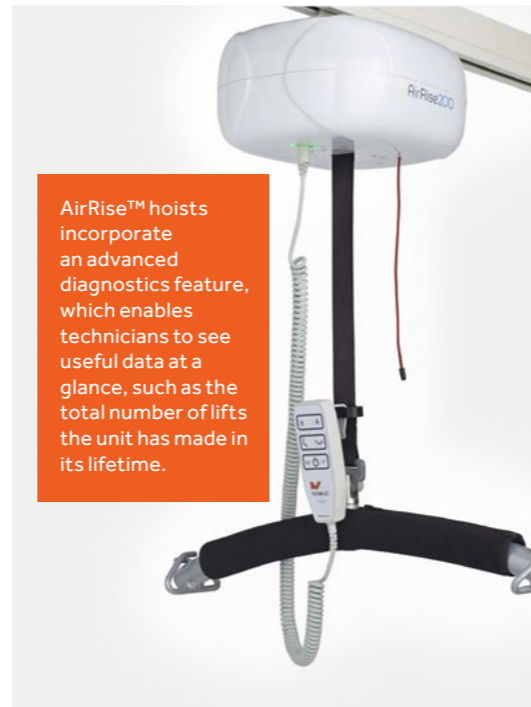
/ Our People

Collaborative leadership sets Innova apart, enabling us to be our clients' strategic partner, not just from an installation but driving the product innovation through from the very beginning of a job to the last. Our executive leadership team are the owners of the business and very hands-on, supported by an extensive experienced team. MD, Tom Hulbert, Bob Oliver, Commercial Director and Joe Hulbert, Sales Director are exemplars of leadership. They form a collaborative team responsible for the day-to-day operations of Innova. Through their leadership and vision, Innova has extended its client base and geographic reach to become one of the UK's fastest growing healthcare equipment organisations. Given the challenges facing clients small and large in today's complex and fast-moving marketplace, our directors' champion new perspectives and game-changing project solutions – drawing on our firm's unique knowledge of the UK care market and trends, emphasising the continued need for clients' potential to achieve significant value and meaningful transformation through the power of innovation.

Working as an integrated team, they have made Innova widely admired for its acumen, collaborative spirit, and relentless focus on delivering results whatever the challenge. Bespoke and customisation are terms synonymous with their innovative leadership. Innova is its people, which is an amazing array of talent, taking clients' goals and need for strategic design in specialist healthcare equipment, with seamless project delivery and aftersales, connecting our entire team to leverage its creativity, knowledge and experience.



X-Y ceiling track hoist systems inserted into the ceiling to help hospitals maintain good levels of infection control.



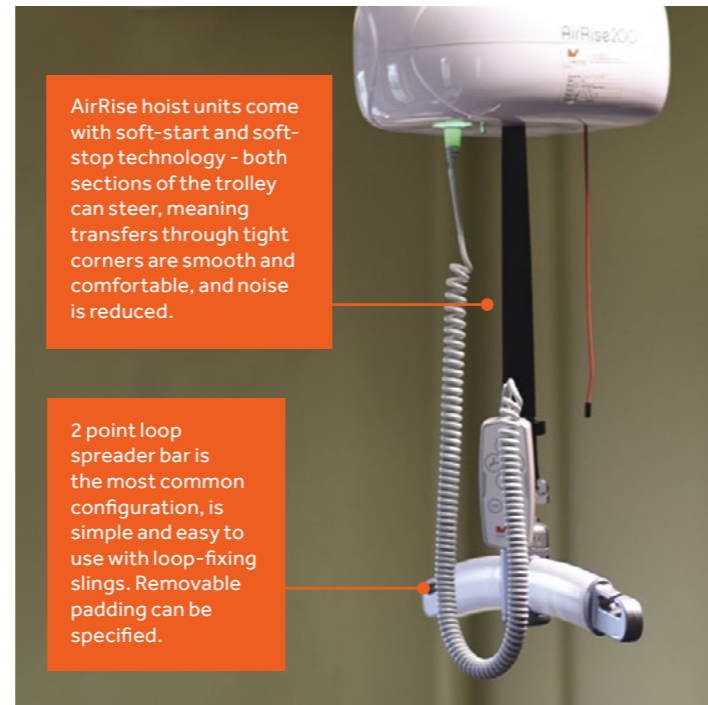
AirRise™ hoists incorporate an advanced diagnostics feature, which enables technicians to see useful data at a glance, such as the total number of lifts the unit has made in its lifetime.



Charging the hoist - it just charges by putting the handset into the magnetic wall-charger.

Hoist control - handset couldn't be easier to understand with on and off buttons, up and down buttons, and two tilt buttons to be used with the powered spreader bar option.

Indicator light on the hoist handset tells you when it's topping up charge.



AirRise hoist units come with soft-start and soft-stop technology - both sections of the trolley can steer, meaning transfers through tight corners are smooth and comfortable, and noise is reduced.

2 point loop spreader bar is the most common configuration, is simple and easy to use with loop-fixing slings. Removable padding can be specified.

/ Accreditations



CHAS - CHAS Premier, also known as The Common Assessment Standard is recognised across the industry and is backed by Build UK and CECA. CHAS helps businesses achieve compliance, mitigate supply chain risks and support efficient supply chain management. CHAS is committed to setting health and safety benchmarks that drive industries forward and make the world of work a safer place.



ISO9001 - ISO 9001 is the international standard for a quality management system. To be certified to the ISO 9001 standard, a company must follow the requirements set forth in the ISO 9001 Standard. The standard is used by organizations to demonstrate their ability to consistently provide products and services that meet customer and regulatory requirements and to demonstrate continuous improvement.



NHS Supply Chain - NHS Supply Chain manages the sourcing, delivery and supply of healthcare products, services and food for NHS trusts and healthcare organisations across England and Wales.



Constructionline Gold - Innova Care Concepts has been verified to PAS 91 and the Common Assessment Standard. Our business has been through various validation checks for environmental management, quality management, equal opportunities, modern slavery act adherence and anti-bribery and corruption policies. Some of these policies form part of the Cabinet Office Selection Questionnaire (SQ), which the public sector is expected to comply with.

/ Sustainability

We are committed to protecting the environment by reducing our carbon footprint and becoming more resource efficient. The future of our business depends not only on the decisions and actions we take, but also on the world around us and our ability to adapt. It is vital we play our part and lead by example to help tackle some of the biggest social and environmental challenges facing the world today.

Innova Care Concepts is committed to protecting the environment and using energy and resources wisely. Our sustainability ethos is to advocate for the wise use of energy and protection of the environment.

We are a family owned business and believe in achieving our sustainability goals.



/ Our Sustainability Goals

Innova's Environmental Sustainability Strategy outlines six focus areas, each underpinned by tangible goals that support our vision to create a healthier, fairer, and greener world.



BUILDINGS

- Source 100% of our electricity from renewable energy
- Use longopac continuous bin liners at Head Office - proven to save on plastic usage by about 70%
- Appointed Sustainable Advantage to help advise on our Energy Procurement



WASTE

- Appointed Sustainable Advantage to help advise on our Waste Procurement - experts in green and sustainable practices
- Divert from landfill 50% - Introduce full recycling waste options throughout the group
- Gradually moving more paperless - Company becoming more digital to save on paper usage where possible



TRANSPORT

- Transition to 100% hybrid and electric passenger fleet when vehicles come up for renewal - currently at 10 vehicles and on the increase
- Looking into the idea of bringing electrical charging points to Head Office



PURCHASING

- Ensure 100% of procurement tenders include environmental sustainability criteria



ACCREDITATIONS

- Starting on the application process of ISO 14001 to upskill our employees through sustainability training.
- Increase our number of Green Champions by 100%



LEADERSHIP

- We are a family owned business and believe in achieving our sustainability goals
- Have our sustainability leadership recognised through awards

/ What Are Changing Places and Why Are They Needed

WHAT ARE CHANGING PLACES?

Changing Places toilets were created to meet the needs of disabled children and adults with complex care needs who require carer support, appropriate equipment and more space.

Over 250,000 people in the UK require access to a Changing Places facility, as standard accessible toilets are unable to meet their care needs. Not only are they too small to accommodate more than one person, many aren't equipped with adequate facilities such as a changing bench.

It leaves those with a disability at risk, as carers are forced to change the individual on a toilet floor.

This is dangerous, unhygienic, and undignified.

People with profound and multiple learning disabilities, as well as people with other physical disabilities such as spinal injuries, muscular dystrophy, and multiple sclerosis often need extra equipment and space to allow them to use the toilets safely and comfortably.

These needs are met by Changing Places toilets.



The Right Equipment

- Height adjustable adult-sized changing bench.
- Tracking hoist system or mobile hoist.

The Right Space

- Adequate space in the changing area for the individual and up to two carers.
- Height adjustable wash basin that is centrally positioned, ensuring larger space for manoeuvrability.
- Centrally placed toilet with room either side.

The Right Environment

- Large waste bin for disposable pads to improve cleanliness as well as including all necessary sanitary items.
- Privacy screen or curtain to enhance dignity.
- The floor surface should be non-slip and have plenty of space for a privacy screen and waste bins.

WHY ARE CHANGING PLACES NEEDED?

As of the 1st of January 2021, most new public buildings are now legally required to install Changing Places facilities. These changes are set out in Building Regulations 2010, Approved Document Part M: access to and use of buildings, Volume 2: buildings other than dwellings.

In the UK, at least one Changing Places toilet must be included in the planning application for the following public buildings:

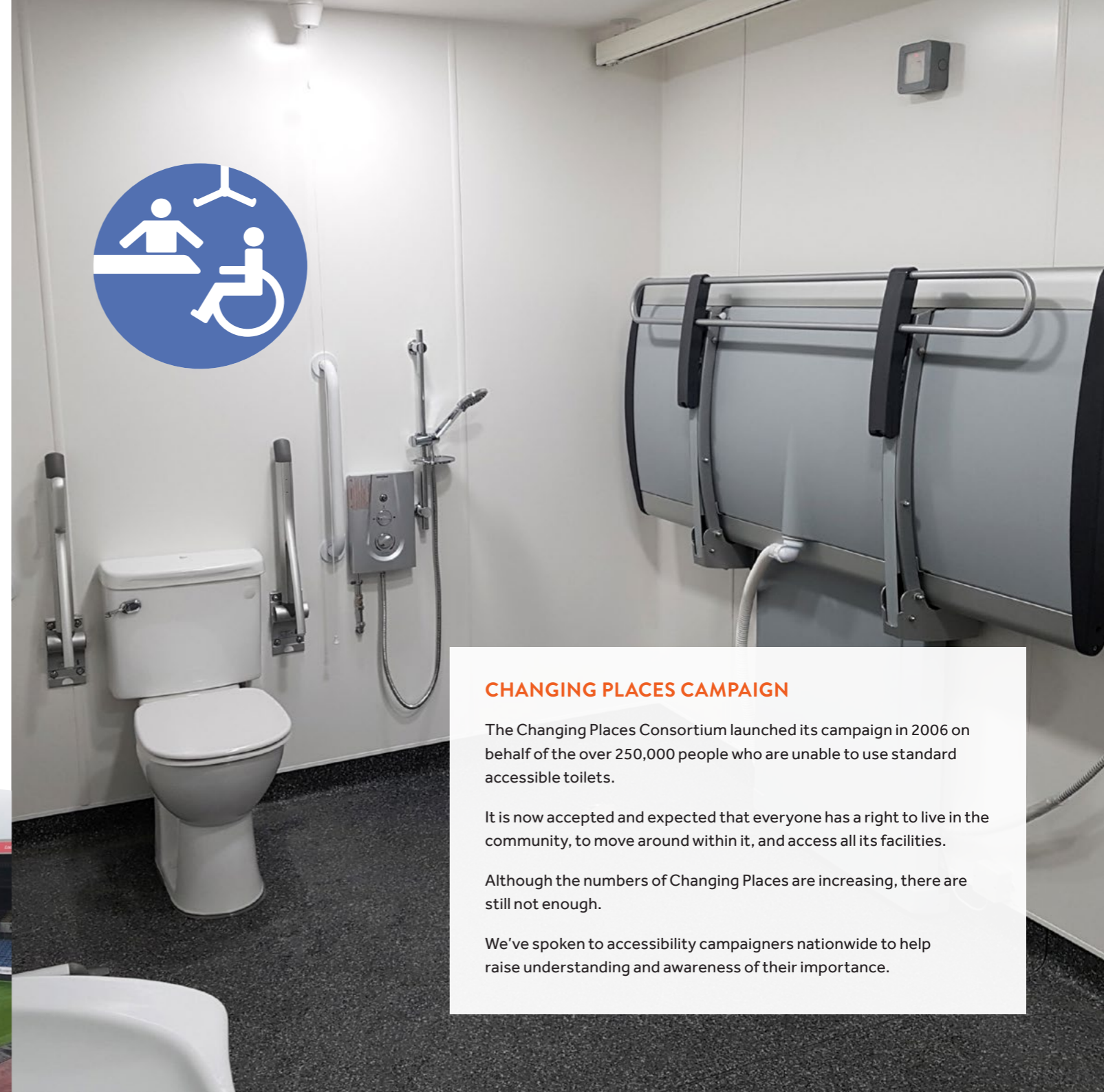
- Assembly, recreation and entertainment buildings with a capacity for 350 people +; or a collection of smaller buildings associated with a site for assembly, recreation or entertainment, such as zoos, theme parks and venues for sport and exhibition, with a capacity of 2,000 people +
- Shopping centres or retail parks - with gross floor areas of 30,000m² +
- Retail premises – 2,500m² +
- Schools, colleges and universities
- Health services inc. hospitals etc
- Crematoria and cemetery buildings

Guidance for accessible toilets for schools falls under guidance provided by the Department for Education.

What types of buildings can be defined as places of 'assembly recreation and entertainment'?

- Major transport terminus i.e. airports and large train stations
- Motorway service stations
- Restaurants and cafés
- Pubs and nightclubs
- Amusement arcades
- Art galleries and museums
- Cinemas and theatres
- Conference centres
- Further education colleges and university buildings open to the public
- Hotels that provide function, sport or leisure facilities
- Places of worship
- Or any other buildings as defined by these thresholds, which are open to the public and used for the purpose of assembly, recreation and entertainment.

With new building regulations now in full effect, it's clear that the public increasingly expect venues and attractions to be inclusive and accessible.



CHANGING PLACES CAMPAIGN

The Changing Places Consortium launched its campaign in 2006 on behalf of the over 250,000 people who are unable to use standard accessible toilets.

It is now accepted and expected that everyone has a right to live in the community, to move around within it, and access all its facilities.

Although the numbers of Changing Places are increasing, there are still not enough.

We've spoken to accessibility campaigners nationwide to help raise understanding and awareness of their importance.

“

Changing Places toilets give toileting dignity to the disabled children, teenagers, and adults who rely on them. They enable the safe transfer of the disabled person, by carers, or independently, thus minimising the risk of injury to all involved. More importantly, a Changing Places loo enables family days out, school trips, and community outings to take place without anyone’s dignity being stolen.

Lorna Fillingham
Changing Places
Campaigner



”

“

Changing Places are vital for so many of the 1.3bn disabled people in the world. Unfortunately the human right of going to the toilet is something many disabled people struggle with access when out and about. The inclusion of a larger turning space, ceiling hoists and changing beds make all the difference.

Martyn Sibley
Founder of Disability
Horizons

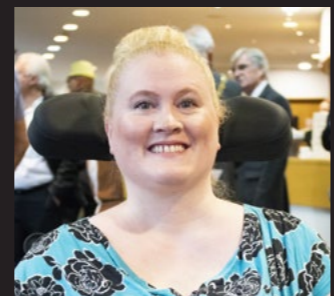


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“

Having access to more Changing Places toilets means ‘freedom’. To do what most people take for granted on a daily basis i.e., food shopping, cinema, girls lunches, even taking a trip somewhere new. Building more Changing Places toilets is helping not just myself but thousands of other disabled people and their families to live their best lives.

Kerry Thompson
Award-Winning
Disability Blogger



”

“

Changing Places are not just about extra room in the toilet; they give disabled people and their carers freedom and peace of mind that they are welcome in your establishment. Changing Places facilities can mean the difference between a great day and a day cut short because you can’t find a suitable loo!

Lucy Wood
Podcaster and
Disability Campaigner



”



/ Business Case

Figures released by VisitEngland show that 83% of disabled people have made a conscious decision not to visit an unwelcoming or inaccessible business — particularly those with no suitable, clean toilet facilities.

By installing a Changing Places toilet, your business can capitalise on missed revenue from those that don’t – that’s a lot of cash!

THE PURPLE POUND

Investing in a Changing Places facility isn’t just the ethical thing to do, there are so many financial benefits to consider!

The Purple Pound – a term referring to the spending power of the disabled community – is worth approximately £249 billion to the UK economy. A lack of appropriate facilities is one of the leading reasons people with disabilities choose not to visit a venue.

So, by providing a Changing Places toilet, you can open the door to a whole new customer base!

“

NATIONAL GALLERIES OF SCOTLAND

“We learned that because of the nature of caring for someone with complex needs, if one person is unable to visit a venue, because their personal care needs can’t be met, it means the whole family is excluded. This was something we wanted to do something about.”

MEG FARAGHER,
COMMUNITIES LEARNING COORDINATOR FOR
THE NATIONAL GALLERIES OF SCOTLAND

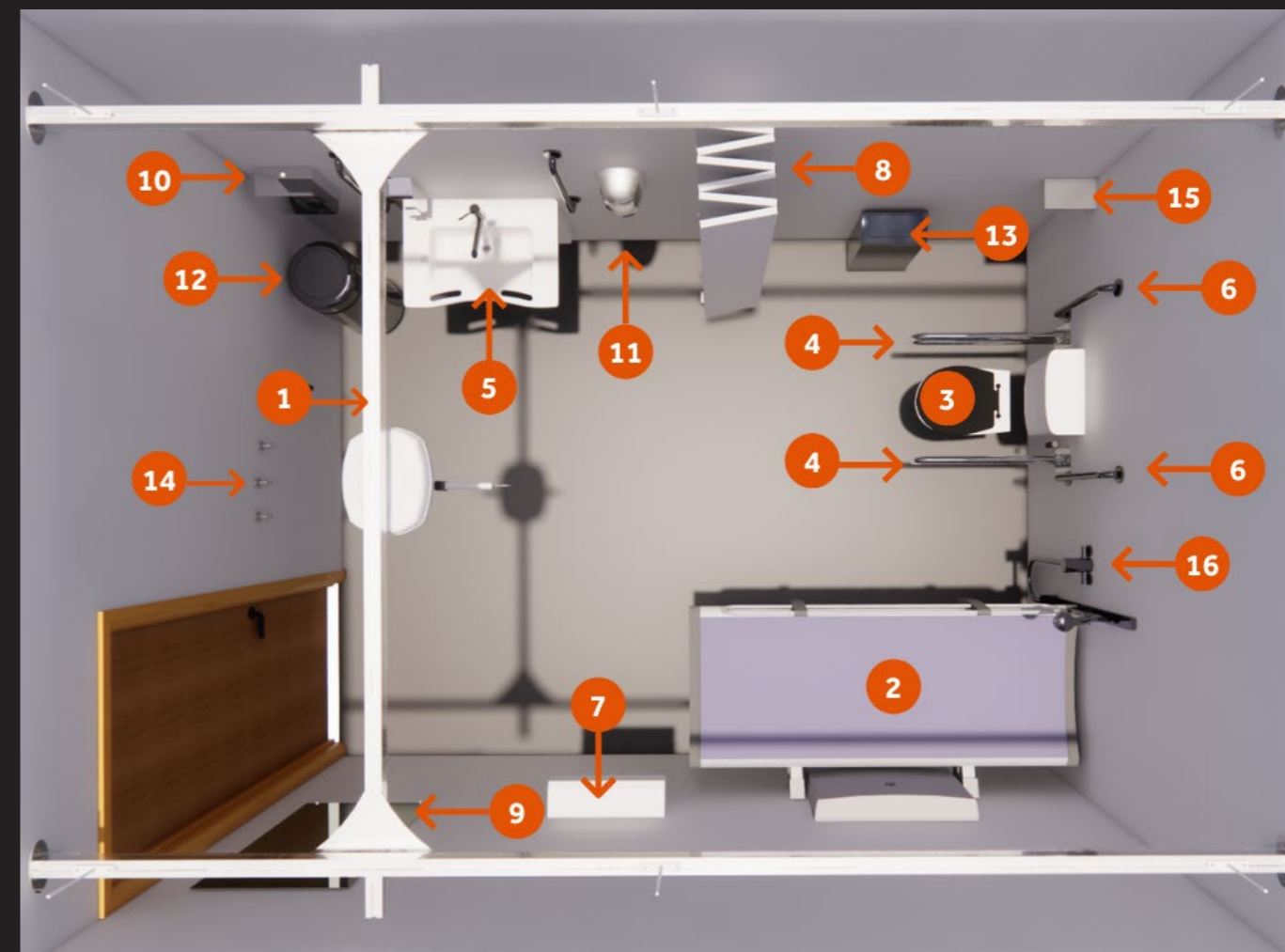
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/ Changing Places Requirements

To ensure you have a fully compliant and registered Changing Places facility, your installation must meet the requirements set out in the BS8300-2:2018 Changing Places standards. Our team are able to help you comply with all these recommendations, along with the many others mentioned in the document.

SIGNAGE	"Signs should be located on the entrance to the toilet, inside the venue, and on any appropriate street signage. It's recommended that a sign is placed at the entrance to the venue, and at regular intervals along the route to the facility."
SIZE REQUIRED	"The Changing Places facility should be at least 3m wide and 4m long, with a ceiling height of 2.4m."
DOORWAY	"The doorway should have a minimum effective clear width of 1000mm, with a level threshold."
OVERHEAD HOIST	"Changing Places toilets should have a full room cover overhead tracked hoist system (either ceiling or wall-mounted) conforming to BS EN 10535. The room structure and the track should be capable of supporting a safe working load of 200kg..." "...Manufacturers' instructions should be clearly displayed."
CHANGING BENCH	"The room should have either a mobile or fixed changing bench, in each case height-adjustable, capable of operating at a safe working load of 200kg. If a shower is fitted, the covering of the bench should be suitable for use when a person is showering as well as changing."
SHOWER SEAT	"If the option of shower is selected, it can be beneficial to use a shower seat in conjunction with a movable Changing Bench."
BINS	"A bin for general waste and paper hand towels is required and should be provided in addition to any additional sanitary or medical waste bins."
HEIGHT-ADJUSTABLE BASIN	"A power-operated, height-adjustable washbasin should be provided to accommodate use by both wheelchair users and assistants."
DROP-DOWN RAILS	"A peninsular WC layout should be provided, with drop-down support rails either side."
PRIVACY SCREEN	"A retractable privacy screen ... should be provided to allow the disabled person to maintain their dignity when using the WC, as an assistant will always be present."

EXAMPLE FLOOR PLAN



- | | | |
|---------------------------|------------------------------|------------------------|
| 1 Overhead hoist system | 7 Wide paper roll dispenser | 13 Sanitary bin |
| 2 Height-adjustable bench | 8 Retractable privacy screen | 14 Coat hooks |
| 3 Peninsular toilet | 9 Full-length mirror | 15 Colostomy bag shelf |
| 4 Drop-down rails | 10 Paper towel dispenser | 16 Shower |
| 5 Height-adjustable basin | 11 Hand dryer | |
| 6 Vertical grab rails | 12 General waste bin | |

/ Changing Places Products

Every Innova Changing Places package includes all required equipment as standard. We supply and install everything ourselves to ensure the finished room is fully compliant!

INNOVA WALL-MOUNTED BENCH

This stylish changing bench features an integral water collection tray and adjustable head support.



We offer both mobile and wall-mounted changing benches to suit your facility.

- Includes water collection tray with integrated outlet.
- The bench and the end caps are covered with polyurethane foam.
- The flexible hose can be connected to either an outlet in the floor or on the wall.
- The slightly curved form makes the bench extremely comfortable and safe.
- The water collection tray is equipped with an integrated water outlet that prevents water from splashing on carers or the floor.
- The integrated gas cylinder enables the bench to be folded easily against the wall when not in use to maximise floor space.
- Adjustable head support can be placed at both ends.
- Equipped with remote hand set to control height adjustment.



ELECTRIC HEIGHT-ADJUSTABLE WASH BASIN

The height of the basin to be adjusted to suit the user. This allows the user to access it while seated on the toilet or it can be moved away to allow space for carers to stand on either side of the toilet.

AQUACLEAN MERA CARE TOILET

Available as an option, the AquaClean Mera Care toilet combines all the functions of a conventional WC and bidet with the comfort of warm air drying. It also comes complete with odour extraction and automatic disinfection.



AIRRISE 200 OVERHEAD HOIST

The AirRise200 is a simple, smooth hoist unit that can provide safe transfers time-after-time. Simply use the handset (complete with pictograms to show functions) to lift and lower the individual. You can also charge the unit itself through the handset. With a maximum load weight of 200kg, a fully charged hoist will perform a minimum of 40 lifts.



GRAB RAILS

All grab rails should be a contrasting colour to the environment so they are easy to identify for visually impaired users. Drop down support arms should be installed either side of the WC to support users during transfer as well as while seated.



AIRGLIDE HOIST TRACK

The AirGlide360 H Frame system within the Changing Places room gives full coverage with its traverse rail offering maximum lifting height. The inset tracking also enhances infection prevention.



PENINSULAR TOILET

In a compliant Changing Places facility, the toilet should be sticking out like a "peninsular" at least a metre away from the walls on either side. This creates space on both sides of the toilet, allowing wheelchair transfers or assistance from carers. An automatic wash-and-dry toilet may be provided, but is not a requirement of the Changing Places standard.

SHOWER UNITS

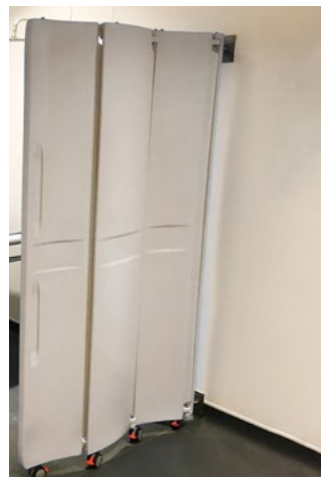
Offering the option of an electric or thermostatic mixer shower, our units are perfect for any Changing Place. They feature maximum temperature settings to ensure that no user gets scalded when using it. What's more, it's an incredibly easy shower to use and is ideal for carers who are washing users. The control can be reached with ease and are simple to understand with large easy to use adjustable temperature controls, its WRAS approved and has a vertical adjustable shower head bar.

We supply and install all the sanitary accessories required to make a room functional and meet the requirements set out in BS8300 regulations.



Electric Shower

Thermostatic Mixer Shower



PRIVACY SCREEN

Installing a privacy screen is a must in any Changing Place. This gives the individual some privacy and dignity when using the facilities and carrying out hygiene procedures. Our privacy screens are always wall mounted so as not to interfere with the overhead hoist system. We also offer the options of antibacterial and coloured if reflecting your corporate colours were needed.

/ Modular Changing Places

Not every building or venue has the ability to fit a Changing Place into their existing structure – that's why we offer the option for a modular Changing Places facility!

A similar size to a small Portakabin, our modular units can be adapted to suit an existing space or be installed as a new modular facility, in order to provide the required space and specialist equipment to register as a Changing Places toilet.

In the matter of days, it can be delivered and lifted into position on-site as a complete unit, helping minimise disruption to any existing buildings, whilst accelerating build times and improving quality control.

Our units are compliant with the regulations set out in the BS8300-2:2018 Changing Places standards.



/ Case Studies

From football stadiums to shopping centres, we have been helping more venues across the UK become accessible for everyone. Here are a few of examples of our Changing Places installations.



NATIONAL GALLERIES OF SCOTLAND

After feedback from a Disabled Access event, the National Galleries of Scotland identified the need for a Changing Places toilet facility. To accommodate this need, we worked alongside them, PAMIS, and Portakabin to install a Changing Places facility that met the needs of disabled visitors and overcame the gallery's building restrictions.

With the Scottish National Gallery named as a listed building, it meant no modifications could be made internally to accommodate a traditional Changing Place. To overcome this problem, we installed a modular Changing Places toilet in the visitor car park. Equipped with specialist equipment including a hoist system and a height-adjustable wash basin, the modular unit was installed on-site in just one day.

This was an innovative solution to the problem of protecting historical buildings whilst ensuring they are made inclusive and accessible to all.

“

“There are very few Changing Places toilets available in Scotland, only six of these are at museums. To have a facility at the National Galleries of Scotland is so important as it ensures that people with profound and complex disabilities are able access a cultural venue.”

FIONA SOUTER
INFORMATION AND INCLUSIVE
COMMUNITIES DIRECTOR
AT PAMIS

”



GARADH A BAGH A TUATH – ISLE OF BARRA

Garadh a Bagh a Tuath (GaBaT) is a therapeutic garden site that aims to enhance the care, support, and training needs of adults and residents on the islands of Barra and Vatersay with physical or learning disabilities.

Due to the continued success and increasing number of users of the facilities at the Gàradh, they required a new purpose-built centre with a Changing Place, enabling them to provide accessible toilet facilities to meet the needs of visitors and volunteers with disabilities.

We were able to offer our expertise, helping install specialist equipment such as an AirRise 200 hoist system, to help Garadh a Bagh a Tuath become the first venue in the Western Isles to have a Changing Places toilet.

“

“By including a Changing Place, we can look forward to welcoming visitors to the garden and building. It means a lot that people will be able to enjoy what our project is able to offer regardless of their physical needs. The garden is such a great space and it’s important to us that all can enjoy it.”

PEIGI MACLEAN
MEMBER OF GARADH A BAGH A TUATH

”

DARWIN SHOPPING CENTRE

As part of a £2 million refurbishment provided by Shropshire Council, Darwin Shopping Centre in Shrewsbury were looking to make their venue more inclusive and accessible to all visitors. To achieve this, they contacted us for our expertise in creating Changing Places facilities for adults and carers.

Darwin Shopping Centre’s old facilities were dated, and with no Changing Places included, it limited their ability to be inclusive for those with profound disabilities. Standard disabled toilets were inadequate for those who needed two carers to help them change and refresh safely, or for those who used a powerchair.

By installing equipment such as height-adjustable wash basins and a retractable privacy screen, we helped create the most modern and up-to-date facility of its kind in Shrewsbury. From working with architectural engineers to create designs, to our service team installing specialised equipment, we delivered a Changing Places facility that met the needs of all disabled visitors.

“

“The new facilities are outstanding. This work was a significant investment, but it was well worth it – in my opinion our new toilets, family room and Changing Places facility are now the best in the region and will help attract people to the centre from Shrewsbury, Shropshire and beyond.”

KEVIN LOCKWOOD
SHREWSBURY SHOPPING CENTRE
MANAGER

”





TURF MOOR FOOTBALL STADIUM – BURNLEY FC

With more pressure being put on Premier League football clubs to improve their disabled facilities, Burnley FC wanted to make their ground more accessible for both home and away supporters.

To achieve this goal, they expanded the Jimmy McIlroy stand to incorporate two new three-level wheelchair seating areas, giving fans a full view of the pitch and shelter from the rain on match days. Within this new extension, they asked us to install a Changing Place facility, making it easily accessible for the whole stand.

Our team supplied and installed an overhead hoist system, height-adjustable changing bench, and a height-adjustable wash basin. By including this specialist equipment, Burnley FC now have a stadium that delivers a more inclusive matchday experience for both home and away fans.

“

“At Burnley, our motto is very much ‘do the right thing’. We’re not dragging our heels when it comes to making our stadium more accessible – we’re doing it because we genuinely want disabled supporters to have everything they could possibly need when they come to Turf Moor.”

DOUG METCALF - STADIUM & OPERATIONS MANAGER

”

/ How We Can Help You

From design to sign off for accreditation, our consultants handle every step of the process to save you time and hassle along the way. Our Changing Places consultants are also on hand to support you with the key design considerations and the many benefits of Changing Places as well as any frequently asked questions you may have.

Our turnkey approach adds real value and takes all the stress out of the project. Our purpose is simple to deliver exceptional work for clients nationwide making the UK accessible for all.



1. Consultation

We'll talk through all your requirements, timelines, and arrange a site visit if needed.



2. Plans and Designs

All drawings and layouts are created by our architectural engineer, in CAD and BIM. We also arrange all the building work.



3. Installation

We specify all the equipment and our experienced team install on a date that suits you.



4. Registration

On completion, we'll sign off your facility as compliant and ready for registration. We also deliver training for key personnel on site.



5. Maintenance

As part of your service contract, our engineers will perform regular LOLER tests.

We can provide on site facility audits for your building.

Our Changing Places team evaluate the information, designs, facilities, and services providing a comprehensive and practical report that can assess the feasibility and potential costs of your project.



/ Extended Warranty

Extended Warranty options are available to you when you are looking to purchase brand new equipment from Innova Care Concepts.

An extended warranty helps by providing warranty coverage beyond the warranty tenure to help maintain the equipment for a longer period. An extended warranty protection plan helps to keep the equipment running smoothly and hassle-free. This warranty covers all* mechanical and electrical parts (including labour to fit them), and the cover against mechanical and electrical breakdown.

*Subject to terms and conditions.

Mechanical or electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence.

Repairs must be carried out by the Innova Service team.

We offer a choice of 3 or 5 year extended warranty in addition to our comprehensive 18 months standard warranty.

We offer a choice of 3 or 5 year extended warranty in addition to our comprehensive 18 months standard warranty.



/ Gold Service Plan

INNOVA SERVICE GOLD

Healthcare equipment is an investment. Let the Innova trained engineers take care of your Innova equipment to keep it in the best possible condition.

Innova Service Gold has been designed specifically for equipment to give you the ultimate peace of mind. It provides a comprehensive level of cover and will take care of all your servicing and maintenance needs. Life's better when you go Gold.



What's Included:



Service & LOLER inspection



1 – 2 on-site inspections per year



24 hour helpline (mobile)



Initial response time within 2 hours



On-site response time within 24 hours



All parts & accessories included



Unlimited call outs

“

Without doubt, this chair is life changing, it will change anyone's life as it did mine. I did have a few issues with the chair which were resolved by Gary Robson, also a very polite gentleman. Also whenever I've rang up Innova, it doesn't matter who answers, they are all very polite and well spoken. You know excellent people skills which trust me, you don't get good service everywhere

ISMAL RAFIQ – PERMOBIL USER

”

/ Silver Service Plan

INNOVA SERVICE SILVER

Healthcare equipment is an investment. Let the Innova trained engineers take care of your Innova equipment to keep it in the best possible condition

Innova Service Silver has been designed specifically for equipment to give you a balance between price and service. It provides a reassuring level of cover that will take care of your servicing and maintenance needs allowing for a more competitive price. Because there is always a silver lining!



What's Included:



Service & LOLER inspection



1 – 2 on-site inspections per year



Business Hours Helpline
(7am – 5pm)



Initial response time within
0.5 day



On-site response time
within 2 days



50% Trade Discount on parts
& accessories



Trade call outs charges

“

An outstanding team of professionals from office-based staff to engineers, nothing is too much trouble. Gary and his team of engineers are friendly, knowledgeable and offer advice and guidance on how to check the equipment before sending out an engineer. The main thing for me is that they are not fazed by the needs or challenges of our children and/or staff! I have no hesitation in recommending Innova to any other clients.

LIZA COLE - MOVING AND
HANDLING ADVISOR/TRAINER
NORFOLK PARK SCHOOL

”

/ Bronze Service Plan

INNOVA SERVICE BRONZE

Healthcare equipment is an investment. Let the Innova trained engineers take care of your Innova equipment to keep it in the best possible condition.

Innova Service Bronze has been designed specifically with value in mind. It allows for the equipment to be serviced, with regulatory inspections to ensure your equipment is kept in good working order yet is extremely competitive on price. This service plan is recommended for newer equipment.



What's Included:



Service & LOLER inspection



1 – 2 onsite inspections per year



Business Hours Helpline
(7am – 5pm)



Initial response time within 1 day



Onsite response time within
5 days



Trade prices on parts &
accessories



National call outs charges

“

Innova have been servicing and maintaining our 30 hoists for 5 years now since installation in 2016. Always reliable, very helpful and nothing is too much trouble for them, I would definitely recommend Innova to anyone who requires assistance with their hoists

PAUL SCARBOROUGH - PREMISES MANAGER
STRATHMORE SCHOOL

”



INNOVA®
CARE CONCEPTS

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