

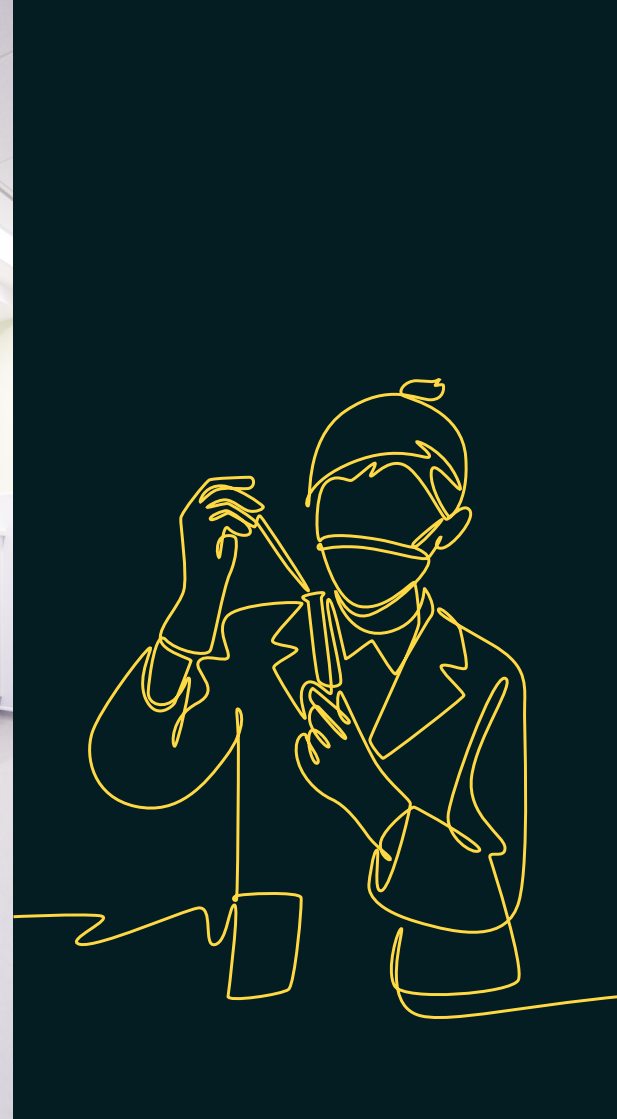


WILLMOTT DIXON
INTERIORS

HEALTHCARE REFURBISHMENT

TRANSFORMING HEALTHCARE
SPACES INTO ENVIRONMENTS
WHERE STAFF THRIVE AND
PATIENT EXPERIENCE EXCELS





CONTENTS

WHY CHOOSE WILLMOTT DIXON INTERIORS FOR YOUR HEALTHCARE REFURBISHMENT?

TRANSFORMING HEALTHCARE SPACES FOR BETTER CARE

At Willmott Dixon Interiors, we specialise in the design, fit-out, and refurbishment of healthcare environments that **improve patient care, enhance operational efficiency, and offer lasting value**. With a wealth of experience in delivering **high-quality projects** across diverse healthcare settings, we know how important it is to maintain a **consistent team** and **communication** throughout.

Whether in live hospital environments, mental health facilities, or complex healthcare spaces, we are a trusted partner in creating tailored solutions that meet our customer's unique challenges and requirements. With a strong track record of delivering projects **on time and within budget**, we ensure that your healthcare space is ready to be operational and in use from day one.



A HERITAGE OF TRUST AND RELIABILITY

Backed by 174 years of success, Willmott Dixon Interiors is part of one of the UK's most established construction companies. Our long-standing reputation means you can trust us to deliver with the highest standards of quality, and that you are partnering with a company that is secure and dependable, especially in an industry where financial stability is crucial for project success.



TRANSPARENT AND RELIABLE PROJECT MANAGEMENT

We prioritise on-time and within-budget delivery. Our clear communication and proactive approach ensure that you stay informed throughout the project, giving you peace of mind from start to finish.



PROVEN EXPERTISE

With extensive experience in the healthcare market, we understand how to deliver projects that meet your unique needs. Our team has completed a wide range of traditional and design & build, high-quality fit outs across multiple sectors.



TRUSTED TEAM AND SUPPLY CHAIN

We are supported by a trusted supply chain, guaranteeing the use of high-quality materials, and ensuring timely project execution. Our long-standing relationships allow us to deliver excellence on every project.



SEAMLESS DESIGN AND BUILD DELIVERY

If required our integrated design and build services can streamline the process from RIBA Stage 2 or 3 to completion, saving you time and effort. With in-house design capabilities and relationships with external design partners across all disciplines it gives us full flexibility to develop a tailored approach for each project.



COMMITMENT TO LONG-TERM PARTNERSHIPS

We believe in building relationships based on trust, performance, and transparent communication. Our goal is to create long term partners, ensuring that every project we deliver contributes to your ongoing success.



SUSTAINABILITY

Our dedicated in-house team ensures that every project aligns with our ambitious sustainability goals. As a business, we are committed to achieving a net-zero status by 2030, and we hold ourselves accountable at every stage of our operations. From minimising waste through innovative recycling programs to selecting sustainable materials and incorporating energy-efficient practices, we focus on reducing environmental impact.



ATTENTION TO DETAIL

From our appointment to the final handover, we focus on creating healthcare environments that not only meet but exceed your expectations. Our attention to detail ensures that your space is functional, beautiful, and aligned with your healthcare goals.



WILL WALKINTON

WILLMOTT DIXON INTERIORS
HEALTHCARE EXPERT



With 15+ years of experience and over 100,000 sq ft of projects delivered, Will has been the commercial lead for schemes across health & care, residential, aviation and education. He also oversees portfolio and estates schemes, working closely with large commercial teams to maintain consistency and performance across multiple projects.

Will is degree qualified in surveying and property development, and a Chartered Construction Manager (MCIOB).

15+ YEARS
OF EXPERIENCE

**OVER
100,000**
SQ FT
DELIVERED

**OVER £100
MILLION**
WORTH OF
PROJECTS
DELIVERED





A SAFE PAIR OF HANDS

At Willmott Dixon Interiors we pride ourselves on being a 'safe pair of hands'. Being part of one of the largest **privately-owned** construction and property development companies in the UK, with a **strong covenant**, a **substantial balance sheet** and **successful trading history**. Our strong family values, commitment to **sustainable development** and **unique experience** make us the first choice for customers and consultant teams throughout the UK.



174 YEARS OF SUCCESS:

Long standing reputation & financial stability



AAA RATED INSURANCE:

Peace of mind



28-DAY PAYMENT TERM:

All invoices paid within 28 days



SUSTAINABILITY FOCUSED:

We pledge to be net-zero operational carbon by 2030 and have a net-zero supply chain by 2040



SUPPORT FOR SUPPLY CHAIN PARTNERS:

Dedication to prompt payment and fair treatment

DELIVERING EXCELLENCE FROM DAY ZERO

Our approach begins with Early Contractor Involvement (ECI), where our experienced team collaborates with you from the very outset of the concept of your project. By helping shape designs, optimise budgets, and streamline the programme.

We take the time to consider every detail of your project, helping to ensure a smooth delivery and the best results for everyone involved. We know that navigating funding can be challenging, but our honest, dependable team is here to guide you through it – making sure your project gets the financial support it needs to move forward.

WORKING IN LIVE HEALTHCARE ENVIRONMENTS

We understand how vital it is to keep healthcare services up and running. With plenty of experience working in busy, live hospital settings, we know how to deliver projects with as little disruption as possible. Patient safety is at the heart of everything we do - we are flexible, plan around your needs, and work efficiently so your project moves forward without getting in the way of everyday operations.



EXPERTISE IN MENTAL HEALTH FACILITIES

We have in-depth knowledge and understanding of the specific requirements for mental health environments, including anti-ligature design. We deliver spaces that are safe, secure and functional – taking great care in the detail and end result to meet the unique needs of patients and staff.

At Willmott Dixon Interiors, we are committed to delivering healthcare spaces that improve efficiency and experience - bettering the quality of care, supporting staff, and offering long-term value for the community.





PROCUREMENT

We understand that procurement itself can be a challenging part of the process, with different funding options and frameworks available. We work closely with Trusts to ensure projects are planned and delivered on time and within budget. There are many procurement options available - we work with established NHS and public sector frameworks, ensuring compliance and value for money.

Our approach often uses a 2-stage process, allowing early collaboration to refine designs, manage risks, and optimise costs. By creating a truly collaborative environment with estate teams, staff, and stakeholders, we deliver safe, efficient, and high-quality refurbishments that meet both operational needs and strategic objectives.

**IF YOU'RE LOOKING FOR EXPERT KNOWLEDGE
ON THE PROCUREMENT PROCESS AND HOW
WE CAN DELIVER YOUR PROJECT,
GET IN TOUCH.**





HEALTH & SAFETY

Safety is woven into our DNA. Nothing matters more than ensuring every person works safely and goes home safely - every single day.

Regular unannounced visits by Group Safety Inspectors set new industry standards - combining fines for unsafe practices with awards for best-performing sites. This pioneering approach remains in place today on all our sites.



RIDDOR REPORTED ACCIDENTS



SOCIAL VALUE

We deliver on our commitments through our dedicated, hard-working social value team.

Each project will have a passionate individual working directly with your team consistently to ensure the local community is a priority throughout. All of our people have a responsibility to support this.

A few examples of what we undertake;



Career workshops



Employability sessions



Work experience T-level placements



Local initiatives



Support reducing crime and reoffending



SUSTAINABILITY

Leading in sustainability since 2012 when we became carbon neutral in our own operations, we are passionate about providing our customers with reliable and suitable solutions.

Through innovation, transparency, and collaboration, we;



Tailor solutions to answer your needs, Whether that's sustainable **targets or accreditations**



Support you in finding the **optimum way** to achieve these



Build sustainably to **future-proof** the building, **reducing operational costs** whilst increasing asset value and appeal to **environmentally-conscious** occupiers



Reach **government targets**



DECARBONISE TODAY

We can assess your net zero and decarbonisation progress to date against your outlined plans and commitments; understand your estate, develop or help deliver a decarbonisation plan, identify new funding, design a realistic capital programme, and bring an actionable plan to life:

AT ITS CORE, OUR INTENTION IS TO:

COLLABORATE

to find the solution that works best for you and your wider community of stakeholders.

ENABLE

to bring in-house talent to the fore, providing expertise that can align tangible objectives and realise achievable outcomes.

ACTION

give you the confidence to take positive action right away, embrace the challenge, and make the right decarbonisation decisions.

WE CAN HELP AT ANY POINT OF YOUR DECARBONISATION JOURNEY.

OUR PROCESS

HOW WE DELIVER

We take care of every step of your healthcare fit out, from initial consultation to project completion. Here's how we work:

KEY

- Design & Build
- Traditional procurement



CASE STUDY

ACUTE MEDICAL UNIT, BRIGHTON

UNIVERSITY HOSPITALS SUSSEX
NHS FOUNDATION TRUST



DURATION: 78 weeks

VALUE: £12 million

SIZE: 1,495 sq m

CONTRACT TYPE: Design & Build

PROJECT BRIEF

We were appointed to deliver an expansion and refurbishment of the Acute Medical Unit (AMU) at Royal Sussex County Hospital in Brighton.

Awarded via the SCAPE framework, the project formed part of a wider reconfiguration of the Emergency Department and Acute Floor, aimed at increasing capacity and efficiency to meet growing demand for urgent and acute care.

Works were to be completed with the hospital remaining operational throughout, requiring close collaboration with clinical teams to minimise disruption and maintain patient safety at all times.



PROJECT SOLUTION

The refurbishment delivered new medical assessment and emergency care spaces at the AMU, improving circulation throughout the space and enhancing patient flow.

The redesigned layout provides upgraded clinical environments that better support patients and NHS teams, creating a setting that fully supports the high standards of care delivered on the Acute Floor. Works encompassed a full replacement of mechanical, electrical and public health systems, including refurbished and new air handling plant, strengthening the hospital's long-term infrastructure.

PROJECT OUTCOME

- **EXPANDED ACUTE FLOOR CAPACITY:** To better support critical patients and meet increasing demand
- **REDESIGNED SPACE AND LAYOUT:** for efficient patient flow
- **MODERNISED FACILITIES:** Enable teams to work in an environment that supports the high standards of care delivered
- **£10 MILLION SROI:** Including wellbeing workshops for NHS staff across the Trust



CASE STUDY URGENT TREATMENT CENTRE

UNIVERSITY HOSPITALS SUSSEX
NHS FOUNDATION TRUST



DURATION: 32 weeks

VALUE: £2.85 million

SIZE: 340 sq m

CONTRACT TYPE: Design & Build

PROJECT BRIEF

We have been working with University Hospital Sussex NHS Trust to upgrade buildings across their Trust, to improve staff and patient experience.

The Royal Sussex County Hospital required an update to their Urgent Treatment Centre to provide additional clinical treatment space within the emergency department to support critical patients, and improve the environment for patients and staff.



PROJECT SOLUTION

Procured via Scape, we used modern methods of construction to create a two-storey modular build outside the main A&E department. Groundworks, piling and foundation works were completed in preparation for the delivery of the building's modular shell. An internal fit out of the building ready for clinical use was also carried out.

Completed within a live hospital environment, the refurbishment provided five ground floor treatment rooms, a new reception waiting room, accessible toilets and a utility room. There are offices and a training suite on the first floor, a comms room, and multifunctional office space.

PROJECT OUTCOME

- **MET DEMAND:** Creation of an urgent treatment centre through modular build outside main A&E
- **INCREASED CAPACITY:** within the main A&E for patients
- **IMPROVED PATIENT FLOW:** through all parts of the department
- **MINIMISING PRESSURE:** the NHS is currently under
- **INCREASED CAPACITY** to support critical patients in A&E



CASE STUDY

ROYAL ALEXANDRA'S CHILDREN'S HOSPITAL – AUDIOLOGY

UNIVERSITY HOSPITALS SUSSEX
NHS FOUNDATION TRUST



DURATION: 32 weeks

VALUE: £2.1 million

SIZE: 174 sq m

CONTRACT TYPE: Design & Build

PROJECT BRIEF

Willmott Dixon Interiors were appointed by University Hospitals Sussex NHS Foundation Trust to deliver the design and build refurbishment of the Audiology department at Royal Alexandra Children's Hospital (RACH). The project was awarded through the collaborative Procurement Hub framework.

The Trust wanted to modernise and improve the environment of its Audiology department. They took this opportunity to relocate Audiology from the adjacent Barry Building and to integrate its existing services with the main children's hospital.



PROJECT SOLUTION

Creating space for the new centre saw the demolition and strip out of former administration and office areas at RACH. We installed new structural steel in the building, alongside new raised floors, fire doors and live services. Built to a high acoustic standard, finishes include acoustic vinyl flooring and acoustic ceilings throughout.

Four purpose-built audiology booths have been created in the new testing facility, as well as new office space, a repair room and a vestibular room for balance and sensory testing.

PROJECT OUTCOME

- **STREAMLINED SERVICE:** Provides a more efficient streamlined service, improved patient flow and a modern environment for staff and patients
- **IMPROVES PATIENT EXPERIENCE:** Transformed the Audiology department into a modern space within the main hospital, improving patient experience
- **AHEAD OF SCHEDULE:** Completed ahead of programme by 2 weeks



CASE STUDY PRINCESS ROYAL HOSPITAL

UNIVERSITY HOSPITALS SUSSEX
NHS FOUNDATION TRUST



DURATION: 48 weeks

VALUE: £7.6 million

SIZE: 768 sq m

CONTRACT TYPE: Design & Build

PROJECT BRIEF

Willmott Dixon Interiors have delivered a new urology investigation and treatment centre at Princess Royal Hospital for University Hospitals Sussex NHS Foundation Trust. Awarded via Procurement Hub.

We have added 250 sq m extra space to an existing facility through the delivery of modular units which form the new building's superstructure.



PROJECT SOLUTION

The project saw the demolition and strip out of an existing day surgery unit with the replacement of redundant services and a completely new M&E arrangement, including a new plant deck and plant installations. The new space consists of specialist facilities including ultrasound, laser treatment, cystoscopy and consultancy rooms, as well as a new reception. There are also several new amenities for NHS staff, with separate nurse stations, storage areas, modern open plan office space and training facilities. Externally a safe pedestrian route has been installed around the perimeter of the hospital, with wayfinding and landscaping. This is the fourth project we have completed for University Hospitals Sussex NHS Foundation Trust, as we work to deliver multiple projects to improve and upgrade their buildings and services.

PROJECT OUTCOME

- **INCREASED PATIENT ACCOMMODATION:** Expected to be able to accommodate an additional 2,800 patients per year, a significant increase
- **ADDITIONAL 250 SQ M SPACE ADDED:** To the existing modular structure
- **IMPROVE PATIENT FLOW:** provides a more efficient streamlined service



CASE STUDY ST MICHAEL'S HOSPITAL

COVENTRY AND WARWICKSHIRE
PARTNERSHIP NHS TRUST



DURATION: 80 weeks
VALUE: £5.6 million
SIZE: 8,000 sq m
CONTRACT TYPE: Traditional

PROJECT BRIEF

Willmott Dixon Interiors are proud to have delivered the refurbishment of five wards located at St Michael's Hospital in Warwick on behalf of Coventry and Warwickshire Partnership NHS Trust. St Michael's Hospital is a purpose-built facility providing inpatient mental health care. Secured through Procurement Hub.



PROJECT SOLUTION

The works at these five wards included the upgrade of existing anti-ligature fixtures and fittings to provide a safe environment for patients.

Specific works included: internal doors and lighting replaced, sanitaryware upgraded, new external windows installed, new vinyl flooring laid, all ventilation grilles and radiator covers replaced, redecoration throughout.

During these projects, pre-planning, communication, and good customer relations were vital to success and our priority.

PROJECT OUTCOME

- **MULTIPLE REFURBISHMENTS DELIVERED:** Successful completion of multiple refurbishments to support Coventry & Warwickshire NHS Trust's redevelopment scheme
- **ANTI-LIGATURE DESIGN:** Specialist refurbishments to provide an enhanced safe environment for patients
- **WELLBEING:** Improving health and wellbeing for patients and staff



CASE STUDY

CALUDON CENTRE WESTWOOD WARD

COVENTRY AND WARWICKSHIRE
PARTNERSHIP NHS TRUST



DURATION: 32 weeks
VALUE: £4 million
SIZE: 970 sq m
CONTRACT TYPE: Traditional

PROJECT BRIEF

The Caludon Centre is a mental healthcare facility in Coventry operated by Coventry and Warwickshire Partnership NHS Trust.

The project focused on Westwood Ward, a 20 bed female assessment and treatment unit, with the aim of improving the quality of the environment while supporting patient safety and clinical care.

Works were required to upgrade existing accommodation to better meet modern mental healthcare standards and anti-ligature requirements.



PROJECT SOLUTION

We completed a £4 million refurbishment, upgrading 970 sq m of accommodation to support patient safety and experience, and staff operations. The scope of works included upgrades to patient bedrooms, staff areas, social spaces, and a seclusion room. New shower facilities were installed, alongside internal partitions and door sets to improve layout and functionality. Mechanical and electrical works were carried out as part of the refurbishment, in addition to roofing improvements and external landscaping works.

Procured via Procurement Hub, the project forms part of our ongoing work with Coventry and Warwickshire Partnership NHS Trust, supporting the delivery of safe and modern mental healthcare environments.

PROJECT OUTCOME

- **IMPROVED SAFETY** across the ward through anti-ligature design and refurbishment
- **ENHANCED PATIENT EXPERIENCE** through upgraded bedrooms, social spaces, and facilities
- **IMPROVED WORKING ENVIRONMENTS** for clinical and support staff
- **REFURBISHED ACCOMMODATION** aligned with modern mental healthcare standards



CASE STUDY

EPSOM & ST HELIER

EPSOM AND ST HELIER
UNIVERSITY HOSPITALS NHS TRUST



DURATION: 73 weeks

VALUE: £9.8 million

SIZE: 2,777 sq m

CONTRACT TYPE: Design & Build

PROJECT BRIEF

Willmott Dixon Interiors are currently delivering the remodelling & fitout of an NHS rehabilitation centre in Surrey for Epsom and St Helier University Hospitals NHS Trust as part of the Procurement Hub Framework.



PROJECT SOLUTION

The works comprise of alterations to the internal fabric to create new wards and clinical facilities and a new 3 storey extension to the west of the existing Langley Wing building for a new adult and paediatric physiotherapy department, new larger reception, waiting area and toilets. As part of the project, we have completed a pedestrian Link Bridge on the 2nd floor of the Langley Building. This allows patients to be transferred internally from the main hospital A&E department to Langley Wing instead of externally having to cross the road prior to bridge installation. Due to the sheer size of the link bridge modular unit and considerations and impact of delivering to site, the link bridge frame was constructed onsite. This allowed the main shuttle bus between Epsom and St. Helier Hospital to remain operational throughout service and minimise the impact on the road through the hospital. This also eliminated the need for large load escorts and impact of the surrounding residential streets to accommodate a large load. The currently unoccupied Britten Ward will be overhauled to create 18 new beds for a new stroke ward.

PROJECT OUTCOME

- **LIVE ENVIRONMENT:** Operated and delivered in a live environment with minimal disruption
- **SECTIONAL COMPLETION:** Phased delivery to ensure efficiency
- **PATIENT SAFETY:** Measures in place to protect patients and staff from disease transmission



CUSTOMER TESTIMONIALS

"There was nothing that was too much trouble. They were so accommodating. That goes for both the precontract and site teams. I just felt that they were so accommodating, they went above the call of duty."

Anthony Percival - Capital Projects Manager,
Coventry and Warwickshire Partnership Trust

"The newly remodelled and extended Urology Consulting Department at Princess Royal Hospital, has created the extra space needed to manage patient care efficiently. We expect it to be able to accommodate at least 1,000 new patients each month, which is more than double the previous capacity. The department will also be increasing the size of its clinical team to make sure as many patients as possible can benefit from these improvements."

James Millar, Deputy Director of Capital Development and Property, University Hospitals Sussex NHS FT

"The refurbishment works at the Royal Sussex County Hospital will prove invaluable in supporting the need for greater capacity in the A&E department, while also enabling better patient outcomes. We are, therefore, pleased to be working on such an important and significant project with our partner, Willmott Dixon Interiors helping to accelerate this project forward, and provide improved NHS services for the community."

Mark Robinson, Group Chief Executive, SCAPE

"Safety and comfort of our patients is paramount, so we understand how important it is to invest in the refurbishment of our hospitals. St Michael's Hospital is one of our main mental health facilities and these improvements ensure we will continue to provide safe and therapeutic environments to support the recovery of our patients now and into the future."

Sonya Gardiner, Chief Operating Officer at Coventry and Warwickshire Partnership NHS Trust

GET IN TOUCH

Let us help you create a functional, beautiful space that works for your healthcare needs. Get in touch with a member of the team today.



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