

CASE STUDY



Richmond Villages is an award-winning retirement village operator with over ten years of experience creating care communities across the UK.

The retirement villages offer an alternative to the conventional residential care setting, with purpose built facilities ranging from independent and assisted living to care homes.

The company's relationship with Envesca started back in 2010, initially booking one course for their facility in the Cotswolds. Their criteria, at the time, were for location, availability and appropriate range of courses, professionalism, reputation and the ease of booking and subsequent administration. However having organised one course, they were so impressed with the organisation and the staff involved, Envesca is now provide audits and support for the whole village group across the country.

Richmond Villages now work hand in hand with Envesca to carry out annual audits in both health and safety and food safety. Recent training courses attended by hospitality staff members include food safety, healthier food and special diets.

Susie Oakley, Operations Director said, "Whilst we offer expert and professional facilities and services within the care industry, we recognise our own limitations when it comes to the training and development of our staff. We consider this to be a specialist area and want the reassurance of knowing that we are working with experts in the field. Envesca are definitely those experts!"

"Hospitality is a key part of our business and, as such, so is food safety. We deliver a large number of meals every day to our residents, some of whom are immune-compromised, as well as to members of our Wellness Spas and members of the public. We pride ourselves in what we provide and want to ensure that we follow best practice at all times."

“ Our employees who have undertaken training are always impressed with the training delivery and feel confident and knowledgeable as a result. ”