

A better welcome. A clearer direction.



First Impressions & Refurbishment Review

Reception. Bistro. Family waiting areas.

A visual opportunity report for care home providers.

01 / YOUR JOURNEY

From first visit to a clear brief.

See what is included, what you receive and where a project could lead.

COMPLIMENTARY • ONE HOME PER PROVIDER

01 Request a review

You: tell Wilo which home you have in mind and what you hope to improve.

02 Agree the home and priorities

You + Wilo: confirm location, access, who will attend and the report delivery date.

03 90 minute visit

Wilo + your manager: review the arrival and viewing route, then discuss needs and opportunities.

04 Receive your visual report

You receive: findings, priorities, initial design direction and potential Wilo project scope.

05 30 minute findings and project discussion

You + Wilo + your decision maker: choose what is worth exploring and agree a next action.

06 / OPTIONAL NEXT STAGE • SEPARATE AGREEMENT

Develop the design and quotation

Scope, any design fees and further surveys are agreed before paid work begins. There is no obligation to proceed.

About this demonstration

Fictional scenario; no visit or interviews took place. All interiors are generated design ideas, not completed projects or measured proposals. The images are complementary concepts, not views of one surveyed room.

02 / EXAMPLE FINDINGS

Focus the investment where it helps.

A worked example for an established home planning its next refurbishment.

The example brief

This scenario assumes an ageing reception desk, a tired family waiting area and an underused space that might support a small bistro. The aim is a more organised, comfortable welcome that reflects the home's character.

DEVELOP FIRST

Reception • page 4

A purpose designed desk could address storage and visitor interaction together.

COORDINATE ALONGSIDE

Family waiting area • page 6

Consider furniture, finishes and circulation as a complete refurbishment.

TEST FEASIBILITY

Bistro • page 5

Only progress if the space, services and operating arrangements support it.

How the 90 minute visit works

The first 90 seconds are the opening observation within the visit, not the full assessment.

0 to 10 min Arrival and first impression

10 to 40 min Viewing route and shared spaces

40 to 60 min Manager and staff discussion

60 to 80 min Explore project opportunities

80 to 90 min Confirm priorities and next steps

Photographs only with the home's permission.

03 / RECEPTION

A more welcoming reception.

DEVELOP FIRST



Illustrative design direction • Subject to measured design and suitability checks

EXAMPLE FINDING

The scenario assumes limited enclosed storage and no considered place for seated visitors to speak with reception.

PROPOSED RESPONSE

Explore a new bespoke desk with storage, a lower visitor counter and a coordinated backdrop. A curved teal front, oak detailing and pale counter soften the arrival.

WHY IT MATTERS TO YOUR HOME

An organised welcome point and a more comfortable first conversation for residents, families and staff.

POTENTIAL WILO SCOPE / CHECKS

Design, supply and installation of agreed joinery and associated finishes. Confirm dimensions, counter heights, knee space, staff workflow and access before specification.

04 / BISTRO

A place to pause and spend time.

FEASIBILITY FIRST



Illustrative design direction • Subject to measured design and suitability checks

EXAMPLE FINDING

The scenario includes an underused area near the lounge, with no dedicated coffee setting for family visits. Services and staffing are unconfirmed.

PROPOSED RESPONSE

Test a compact bistro with fitted cabinetry, tables and supportive chairs. Teal cabinetry, oak and soft upholstery connect it to the contemporary scheme.

WHY IT MATTERS TO YOUR HOME

A welcoming place for conversation and shared time, if it can operate comfortably alongside the home's daily routines.

POTENTIAL WILO SCOPE / CHECKS

Potential joinery, furniture, finishes and installation. Agree equipment responsibilities; check utilities, food service arrangements, cleaning and circulation before taking the scheme forward.

05 / FAMILY WAITING AREA

Make comfort part of the arrival.

COORDINATE WITH RECEPTION



Illustrative design direction • Subject to measured design and suitability checks

EXAMPLE FINDING

The scenario assumes tired, mixed seating and a waiting position close to the main route, giving families little sense of a dedicated space.

PROPOSED RESPONSE

Develop a full waiting area refurbishment: coordinated seating, tables, flooring, decoration, lighting and window treatments. Use muted teal, warm oak and soft neutral fabrics.

WHY IT MATTERS TO YOUR HOME

A calmer, more comfortable place to wait and talk, with furniture and finishes that feel part of the home.

POTENTIAL WILO SCOPE / CHECKS

Design, supply and installation of agreed items. Review furniture with the care team, confirm circulation and cleaning needs, and plan temporary waiting arrangements during works.

06 / FROM REPORT TO PROPOSAL

From priorities to a proposal.

The report opens an informed discussion. It is not a firm quotation.

Suggested sequence for this example

01 Reception and waiting area

Explore these together so joinery, furniture and finishes form one scheme. Confirm an investment range and the provider's approval process.

02 Bistro feasibility

Establish the operating brief and services before committing to a fit out. It can be deferred or excluded if it does not suit the home.

03 Design and quotation

Agree measured information, design scope and any fees. Wilo then sets out the specified products, supply and installation scope, exclusions and commercial terms.

04 Delivery after acceptance

Agree procurement, access, protection, temporary reception or waiting space and the sequence of works with the home. Set handover responsibilities.

Your decision at the findings meeting

Which opportunity should we develop, who needs to be involved, and what is the agreed next action?

07 / YOUR NEXT STEP

Let's discuss one of your homes.

Request your complimentary First Impressions & Refurbishment Review.

A USEFUL STARTING POINT

One home. A 90 minute visit.
A visual report. A 30 minute discussion.

WHAT TO BRING

The home's address, the spaces you want to improve and any refurbishment plans. Arrange time with the manager and invite the property decision maker to the findings discussion.

WHAT WILO WILL CONFIRM

The location and visit date, access and permissions, your priorities and the report delivery date. We agree timings with you before confirming the next stage.

What is included, and what follows

The complimentary service covers the initial visit, visual opportunity report and findings discussion. Measured surveys, detailed layouts, technical advice, specifications and any refurbishment works are outside that offer and agreed separately.

The review concerns the physical environment and visitor experience. It is not a care quality inspection or technical survey. Wilo is a commercial refurbishment provider and may quote for suitable work. There is no obligation to commission it, and no promise of an occupancy increase.

Speak to Wilo at the show to request your review.