

Bradwell Hall Nursing Home and JLA

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TESTIMONIAL

'An absolutely brilliant laundry system'

Bradwell Hall Nursing Home is a 156-bed home in Bradwell, Newcastle-under-Lyme, Staffordshire. With three Elderly Mentally Ill units and a number of residents who are classed as young physically disabled, the home has a high percentage of incontinence. Housekeeper Carol Ashley says:

'Three months ago, we decided to opt for a JLA Total Care Plus package which, among other things, offers fantastic service cover. We made this decision because we had been getting extremely poor service from our previous supplier. Engineers would come out and fix a machine and the same problem would arise again a couple of days later, causing a lot of backlogs.

'Soon after we started with Total Care, JLA introduced us to OTEX and within weeks we were already identifying areas where we were making substantial savings – it's an absolutely brilliant laundry system.

'Before OTEX was installed we would get through 60 litres of detergent and 60 litres of fabric conditioner a week – but now we don't use anywhere near as much.

'We are also saving a lot on electricity because the system uses hardly any hot water. Because cycle times are reduced, it uses less water, too, so that's another saving in utility costs. And as the system cuts down on drying times, we're saving on gas as well.

'Stains are always a problem in a home such as ours and we usually had to wash stained items at least twice. But now a single OTEX cycle invariably removes all stains.

'OTEX is also extremely user friendly – it has made the laundry a much nicer working environment. The system cleans effectively on every wash cycle – in mostly cold water - so items no longer have to be sorted and can be washed together, saving staff the unpleasant task of sorting them.

'There are now no longer any unpleasant odours in the laundry thanks to OTEX. When

items have been processed they smell nice, just like they have been dried outside on a line, and the whole room smells clean and fresh.

'The laundry is so much tidier, too. Before we started using liquid detergent, the place often looked a mess because of the spillage of powder. And the backlog of washing we used to have added to the untidiness.

'Six part-time staff run the laundry and although OTEX saves a lot of time, we have not cut down their working hours. Instead, they are now able to spend more time ironing, so the quality of finished laundry is so much better.

'The fact that OTEX kills all bacteria on every cycle is one of its biggest benefits, of course. All of the laundry staff are fully trained, but previously there was always the slightest chance that a soiled item might slip through and not be thermally disinfected.

'All our sheets and towels are kept in a pool stock, so someone with an infection can use these items one day and then someone else without an infection can use them the next day. Now, there is no risk whatsoever of cross infection from laundry which has not been thoroughly disinfected.'



Housekeeper Carol Ashley outside one of the wings of Bradwell Hall