

Case Study

Oak Lodge Care Home, Hampshire



FOREST CARE

Oak Lodge stays infection free thanks to Miele machines and Allsop & Francis. How an 'outstanding' rated care home ensured infection control standards were met through effective laundry practices

Hampshire based Oak Lodge is a care home that looks after elderly people with varied needs, from individuals too frail to live alone, to those who have impaired physical abilities after suffering from strokes. With an average age of 90 years' old, Oak Lodge offers tailored care to each of its 60 residents, which makes processes such as managing infection control a challenge.

It's vital that a laundry backlog doesn't build up so that soiled items are cleaned quickly and effectively to avoid the spread of infection. Laundry staff work from 8am until 3pm, spending the following two hours distributing the items across the home.

market, which can meet required standards of hygiene. Allsop & Francis, Miele's No. 1 Professional Partner in 2017, has supplied Forest Care's laundry equipment for seven years. When an upgrade was due, Allsop & Francis recommended the **Miele PW 418 washing machine** and the **PT 8403 tumble dryer** due to the large maximum load capacity of 20kg and the quick yet thorough cycles. The washing machine's automatic door lock and the tumble dryer's easy to clean large fluff filter ensured the appliances were simple enough for both laundry and non-laundry staff to use. Grace Adan, manager at Oak Lodge says, "We were confident that these two models could deliver

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We strive to be on top of our laundry so that our already vulnerable residents aren't faced with the threat of infection. The Miele appliances fitted by Allsop & Francis have helped us make this a reality.

Grace Adan | Manager at Oak Lodge

Forest Care, Oak Lodge's parent company, ensures that the infection control policy followed by each of its four homes adapts and takes into account infection outbreaks that particularly pose a threat. The home altered the procedures to ensure that all staff receive full training on how to wash items while meeting high infection control standards.

Forest Care routinely upgrades the washing machines and tumble dryers in each of its homes to ensure that it only uses the highest quality and most efficient machines on the

on our demanding laundry requirements, so our company directors selected two of each model."

Allsop & Francis installed the new machines in just four hours, which minimised disruption to the laundry processes for that day and kept the threat of infection low. Their installation team gave a demonstration of the equipment to all employees, from laundry staff to carers. All staff were trained to use the machines to get the full benefits of the features they offers, including the various programmes, such as sluce washes.

Products installed:



PW 418
Washing Machine



PT 8403
Tumble Dryer

allsop & francis
LAUNDRY & DISHWASHER EQUIPMENT

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Having never suffered from an infectious outbreak, Oak Lodge's stringent laundry processes ensure that residents' vulnerability to infection is kept to a minimum. Thanks to the capacity and speed of the machines, laundry staff meet their 3pm washing deadline daily without fail, preventing contaminated items from building up and spreading infection. Given that the washing machines offer programmes that can disinfect heavily soiled items, Miele has helped Oak Lodge meet its own cleanliness policy, which in turn enables it to conform to NHS infection control guidelines.

All employees are trained by Allsop & Francis to reap the full benefits of the machines and easily select the right wash programme according to

how soiled items are. Receiving an 'outstanding' rating in its latest Care Quality Commission report, Oak Lodge has proved itself as a home that provides a clean environment for the elderly.

Grace Adan says: "We don't treat our laundry facility as just an overhead – it plays a key part in how we deliver care at Oak Lodge. It's vital for us to have machines and tumble dryers that can carry out laundry quickly and to a high standard, without compromising on either of those two vital factors. We strive to be on top of our laundry so that our already vulnerable residents aren't faced with the threat of infection. The Miele appliances fitted by Allsop & Francis have helped us make this a reality."

