

Case Study

The Chace Care Home, Malvern



The Chace Care Group speeds up laundry processes and bolsters infection control with Miele

Providing residents with a caring, hygienic and peaceful environment is a priority for The Chace Care Home. Owned by care provider The Chace Care Group, the home has been run by two generations of Reeley family for over thirty-five years. Taking a family approach to care, they prioritise meeting strict care and hygiene guidelines not just for health and safety reasons, but also to ensure that they're providing the best standards of care for residents.

Every day the dedicated laundry staff take care of the issues faced by a typical care home. The Chace recognised the need for laundry equipment with quick wash cycles that are also highly effective at killing any traces of infection.

Looking to upgrade its equipment, Gillman's, a longstanding partner of Miele advised The Chace that Miele machines would be able to deliver on its speed, noise and infection control requirements. Familiar with Miele, The Chace agreed that this was the brand that could solve its laundry challenges.

The Chace selected two **Miele PW 5105 washing machines** and two **PT 8303 tumble dryers**. Gillman's installed the new machines in a day and a full demonstration of how to use the new equipment was given to staff so that they could use the full functionality on offer by the machines and understand which programmes to use on items that posed an infection risk.

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Cleaning items in a shorter timeframe helps to prevent the spread of infection and ensure compliance with Care Quality Commission (CQC) guidelines relating to hygiene.

The home's previous machines were also noisy, which slowed laundry processes. As bedrooms are located to the laundry room, staff couldn't use the machines or tumble dryers at night otherwise residents would be disturbed. This meant that items would often have to wait until the next day before being cleaned, increasing the potential risk of infection.

Thanks to Gillman's' fast work, The Chace's laundry practices were not impacted so there was no need to outsource its washing while the implementation was taking place.

Domestic staff at The Chace now have more time to focus on their everyday tasks thanks to quicker laundry processes, and this is having a positive impact on residents. The new laundry processes contribute to helping The Chace meet stringent CQC guidelines and the home's own standards for hygiene can now also be met more effectively.

Products installed:



PW 5105
Washing Machine



PT 8303
Tumble Dryer

Gillman's
Appliance Specialists

Gillman's, St Oswalds Road, Gloucester, Gloucestershire, GL1 2SG

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Anthony Reeley, managing director at The Chace Care Home says: *"When my family opened the business, they worked hard to build a reputation in the area as a trustworthy and respectable care home. Having had over 35 successful years since then, I'm keen for this to continue and ensure that our residents continue to receive excellent standards of care. Our cleaning and hygiene procedures are part of this and that's why we installed new Miele machines that can keep the standards high."*

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..... **Anthony Reeley** | Managing director
at The Chace Care Home



Gillman's, St Oswalds Road, Gloucester, Gloucestershire, GL1 2SG