

## Case Study

# Twelve Trees, Sheffield



## New Miele washing machines take a load off Twelve Trees' mind.

Twelve Trees is a care provider based in Sheffield delivering physical and emotional care to older people. As well as running a 34-bed home, Twelve Trees offers day care and community-based home care services.

### Challenges

As any care home will know, strict NHS infection control guidelines necessitate high hygiene standards at all times. This includes the effective laundering of bed sheets, towels, staff uniforms and residents' clothing.

Twelve Trees' existing Miele machines had performed well over years of heavy use, but the time had come for a routine upgrade. The home needed new, reliable machines that

programmes that would cover the wide variety of laundry, including both delicate woollens and potentially infectious items.

### Solution

Having used Miele washing machines previously and feeling confident with the brand's ability to provide quality machines that last, Twelve Trees decided to stick with Miele. Goodman Sparks, a partner of Miele, advised Twelve Trees' managers that Miele's PW 6080 washing machines could best deliver the care home's laundry needs, given the amount of programs that the model offers. The managers decided to buy two of these models from Goodman Sparks.

“Given the strict quality and longevity criteria that the management team set, we knew that Miele washing machines would best meet the home's needs.”

James Atkinson | senior sales manager at Goodman Sparks

### Products installed:



**PW 6241**  
Washing Machine



**PT 8407**  
Tumble Dryer

would enable staff to keep on top of stringent laundry standards – often over 24-hour periods. Given that employees regularly have to carry out laundry at night, managers also had to find quiet machines that wouldn't disturb residents while sleeping.

Durability was also a key requirement. Managers needed machines that would provide a 10 year lifespan and withstand constant use. It was also vital that the washing machines offered

One of the key features of Twelve Trees' Miele machines is that they can carry out sluce washes, cleaning items at a high temperature to disinfect them; particularly important for items such as bedding which can get contaminated easily.

Before installation could begin, Goodman Sparks carried out a site survey to establish what needed to be done prior to installing the machines. As the laundry room is based in



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the cellar, Goodman Sparks had to consider the logistics of this installation. Goodman Sparks' experienced team successfully planned the best route for the installation and on completion, it gave a full technical demonstration of the machines and supplied guidelines on how to use the equipment for Twelve Trees' varying needs.

### Results

As a result of clear instruction from Goodman Sparks' installers, all of Twelve Trees' employees regardless of their role can carry

and return it clean to the resident early in the morning, ready for when they wake up. The pleasant smell of detergent is now more evident in clothing, bedsheets and towels, helping make the care home a positive place for residents to live in and families to visit.

James Atkinson, senior sales manager at Goodman Sparks commented: *"Twelve Trees is a well-respected care provider in its community, and we were delighted to work with the team there to improve the home's laundry facilities. Given the strict quality and*

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Simon Mills | Managing Director at Twelve Trees

out laundry duties hassle free when required to do so. They can easily tailor washes for different items, and decontaminate insanitary bedsheets, clothing and towels to control infection and meet guidelines.

Thanks to having quieter washing machines installed, staff and management no longer worry about laundry activity waking up residents at night. Some residents, particularly those suffering from dementia, have a favourite piece of clothing that provides them with comfort and reduces feelings of confusion. Employees can easily wash this item at night

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Commenting on the improvements, Simon Mills, managing director at Twelve Trees said: *"When the time came to look for new machines we had to ensure our new equipment will keep us compliant with infection control guidelines. Goodman Sparks was very prompt to install the machines and brief us on using them, which meant we could quickly start reaping the benefits. We're confident that they will serve us well for years to come.”*

