

## Case Study

# Progress Care Solutions, Stourbridge House



**As a care provider, Progress Care Solutions' ultimate goal is to enable positive change for vulnerable children and young adults and help them become more independent. Its care services include fostering, home and community support, residential homes and short breaks services.**

When designing Stourbridge House, Progress gave careful consideration to the new laundry facility. With a daily changeover of residents, managers knew that domestic machines wouldn't be effective enough to meet the requirements. The home needed appliances that could thoroughly disinfect soiled bed linen and clothing. Having large quantities of items to wash at all hours of day and sometimes at night, the home needed machines that would be durable enough for its continuous laundry needs.

Also key to Progress' machines of choice was quiet wash cycles. Progress' ethos is to ensure that residents live or stay in homes that staff would be happy to live in themselves, and that includes ensuring that laundry facilities don't cause unnecessary noise. The machines chosen

installed in the brand new laundry facility. Progress hired Multibrand, an experienced and local provider and installer of equipment to ensure the installation went smoothly. Progress selected a **Miele PW 6065 washing machine** and a **PT 7135C tumble dryer** for both of the homes at Stourbridge House.

With effective, energy efficient and reliable Miele machines now in use, staff at Stourbridge House have a laundry facility that meets their cleanliness standards. The robust Miele machines allow staff to carry out laundry without worrying about wear and tear or breakdowns. As the programmes include sluce washes, the home is well-equipped to deal with dirty items, whether that's as a result of incontinence or children that get messy while playing in the garden. As a result, staff can rest assured that regulatory laundry guidelines are met.



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Claire Rogers | Managing Director at Progress

for Stourbridge House had to cause minimal noise and vibrations, particularly at night-time when residents are sleeping.

A belief held by Progress is that residents able to do laundry should be taught how to do so, as it helps children and young adults become more independent. Staff were keen for Stourbridge House to encourage this, so Progress' managers ensured that the machines they chose were easy enough for all employees and residents to use.

Progress installed Miele machines in one of its first homes 17 years ago, and they are still working efficiently today. Having seen for itself that Miele appliances live up to their 'quality' claims, there was no question what brand to purchase for Stourbridge House's laundry facility. The building work had only just been completed when the machines were

The machines cause little noise and vibrations, which means that they don't interfere with the fun and welcoming atmosphere of Stourbridge House. In fact, they have played a part in helping residents develop, as their ease of use allows children and young adults to do their own laundry. Among Progress' goals is to help residents transition into adulthood and this involves them doing day-to-day tasks for themselves, including laundry.

Claire Rogers, managing director at Progress says: "Opening up a new home was exciting for us, and our laundry facility has an important role to play in the service we offer, and thanks to our new Miele machines we've got off to a good start. Children can be messy little creatures, and that's why we need machines that can thoroughly disinfect even the most soiled items."

### Products installed:



**PW 6065**  
Washing Machine



**PT 7135C**  
Tumble Dryer



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