

Addenbrooke's Cambridge University Hospital Case Study

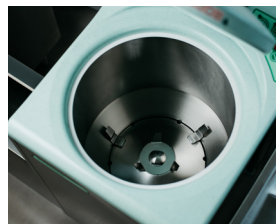
Part of the Cambridge University Hospitals NHS Foundation Trust (CUH), Addenbrooke's Hospital is a centre of excellence, providing expert care in a safe, clean, comfortable and friendly environment.

The Challenge

Back in 2007, DDC Dolphin supplied its first bedpan washer to Addenbrooke's Hospital and then explored further opportunities within the facility after the initial successful installation proved popular. Shortly after the initial machine was supplied DDC Dolphin started to discuss the ongoing maintenance of all sluice room and dirty utility room machinery at the CUH hospital site.

The Solution

DDC Dolphin was commissioned to carry out the service and maintenance work on all bedpan washers, before the contract was expanded to include macerators. The service and maintenance contract, now is its third year of a five year agreement, includes the quarterly testing and annual revalidation of all bedpan washers as well as weekly machine tests. DDC Dolphin keeps spare parts onsite in order to ensure fix rates, conducts quarterly breakdown and running reports and provides onsite machine training for ward staff and the mechanical team. DDC Dolphin has supplied several other bedpan washer and macerator units into the facility, including into the Accident & Emergency Department and the Trust's major trauma centre.



The Outcome

“ DDC Dolphin has supplied and installed a number of bedpan washer and macerator solutions to Addenbrooke's since 2007 and also provides a responsive and reliable maintenance and repair service. It is of the utmost importance to the smooth running of the machinery onsite that the units are regularly serviced and tested to ensure performance remains high. DDC Dolphin is contracted to carry out this work and continues to provide a first-class service. ”

Richard Borthwick, Mechanical Delivery Manager, Addenbrooke's Hospital