

Affintiy Trust Kings Lodge Centre Case Study

Affinity Trust has been supporting adults with learning disabilities since 1991. They have eight operational divisions, support over nine hundred people with learning disabilities across England and Scotland and employ around 2,000 people.

Supported living is their preferred model of support, however they also deliver outreach, opportunities, and residential services.

The Challenge

Affinity Trust had purchased 2 Panamatic Midi bedpan washers from DDC Dolphin in 2014 for the Kings Lodge Centre in Redhill. In 2017 they took out a service contract on their Panamatic Midi machines, but with the onslaught of the pandemic and covid restrictions the contract was not renewed.

After a 3-year gap they suddenly found themselves in a position where none of the bedpan washers in Kings Lodge Centre were working. All their machines from a variety of manufacturers had all broken down. They needed a quick cost-effective solution and ideally someone who could fix all their machines, regardless of manufacturer.

DDC Dolphin were contacted by John White, and DDC Dolphins' personal account manager for Affinity Trust, arranged to meet John at Kings Lodge Centre along with one of our engineers to assess the issues and see if we could get any of the machines up and running.

The Solution

DDC Dolphin are the only UK manufacturer able to repair, maintain and service all makes and models of bedpan washers disinfectors and pulp macerators, and pride themselves on being able to maximise the lifecycle of machines to help customers get more from their investment.

The home had 4 machines that need attention, none had been used for some time. DDC Dolphin engineers are all fully trained on all makes and models of bedpan washer disinfectors and pulp macerators and it did not take long for the engineer to sort out the problems, getting 3 out of the 4 machines back up and running on the first visit and the fourth one on a second visit.

John was delighted that DDC Dolphin were able to get these machines working again. So delighted that he has now asked DDC Dolphin to look at all their assets across the group and the servicing of all their sluice equipment.



The Outcome

“ All dealings with DDC Dolphin since our first contact have been extremely professional and informative. My days are extremely busy through work commitments and I deal with many companies and people over the course of my day. I can offer no higher accolade than to say our account manager was a delight to deal with, very knowledgeable, reliable and punctual and DDC Dolphin are a great company to deal with, and they provide an excellent service. ”

John White – Facilities Coordinator – Affinity Trust