

Ashlands Manor Case Study

Established in 2009, New Care Projects is a development-led care home operator providing 'new generation' care facilities. From the initial concept and design of the building, through to construction, recruitment and care delivery, New Care diligently considers every detail of each facility that it creates and the high level of service that it offers.

The health, well-being and happiness of their residents is always their number one priority. Providing a home-from-home experience in surroundings that provide the highest levels of comfort, each care home provides a safe environment and a warm welcome, whilst their dedicated care team provide professional, person-centred, friendly and compassionate care.

The Challenge

Following the successful collaboration between DDC Dolphin and New Care Projects for the supply and service of sluice room equipment at The Grand, New Care Projects then appointed DDC Dolphin to design 3 sluice rooms for their new specialist care home, Ashlands Manor.

This new generation care facility would provide the highest standards in safety, comfort and care within an expertly designed, purpose-built environment. DDC Dolphin were contracted to design and fully install each of the sluice rooms using the most advanced Panamatic bedpan washer disinfectors, stainless steel furniture and accompanying accessories.

The Solution

DDC Dolphin prides itself on being able to supply a unique, one-stop-shop methodology to sluice room design and installation, and our products encompass a wide range of features to meet our customers' specific needs.

Quality engineered Panamatic Midi bedpan washer-disinfectors were supplied to Ashlands Manor, each featuring patented hands-free technology and antimicrobial surfaces to greatly reduce the risk of cross contamination, along with high-grade stainless steel furniture and accessories.

Upon completion of the project a comprehensive service program would form the basis of an ongoing service and maintenance agreement, fully reinforced by an extensive team of qualified engineers.



The Outcome

“

I spent a lot of time selecting the correct supplier for our care facilities. A crucial factor is the relationship between us and our supplier, and we are confident that DDC Dolphin can supply quality, reliable products and services. The service level we have received from them has been outstanding on both projects; not just from a buying point of view, but also the aftercare and maintenance of the equipment. We have been very impressed with all aspects of our dealings with DDC Dolphin and long-term, on all future projects, DDC Dolphin will be our preferred supplier. ”

Kay Johnson, Commissioning Manager, New Care Projects