

Barchester Healthcare

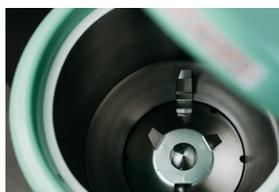
Case Study



Founded in 1992, Barchester Healthcare is an award-winning group of care homes and is now one of the UK's largest quality care providers. Barchester delivers care services to more than 10,000 people in over 200 locations across England, Scotland and Wales and employs more than 17,000 staff.

The Challenge

As one of the leading care providers in the UK, Barchester Healthcare requires sluice room machinery, servicing and ongoing maintenance from a service partner that can cope with all of its requirements throughout the UK.



The Solution

DDC Dolphin has supplied sluice room equipment into many of Barchester's care home facilities and provides ongoing servicing and maintenance across all of its sluice machines in each of its sites.

With in excess of 200 care home locations, the practicalities of providing a high-level of service and maintenance means that DDC Dolphin liaises with regional managers located throughout the UK for all their sluice requirements. DDC Dolphin also completes a quarterly review with Barchester head office in Inverness to make sure that all of the contract requirements for attendance, call-outs and fix rates remain on track and of the highest possible standard.

The relationship between Barchester Healthcare and DDC Dolphin is a key one, which even sees DDC Dolphin happily supporting many of the events and activities organised by Barchester's charitable Trust, which raises vital funds for the range of charities it supports.

The Outcome

“Barchester has always tried to ensure that it builds solid, long-term relationships with its service partners that match the high standards of care and support that it then delivers for its residents. In DDC Dolphin, Barchester has a quality service partner that works across all of our 200 plus sites, and a system in place that reviews ongoing performance to ensure that standards remain high. The relationship is strong and I'm sure it will continue long into the future.”

Bill Wilson, Director of Property Services, Barchester Healthcare