

Care UK Case Study



Care UK are a leading independent provider of health and social care and have been providing high quality care for older people for over 30 years. With over 100 care homes and day clubs across the UK, they provide a wide range of expert care to older people including day and residential care nursing for respite, dementia and end of life care. This enables more than 7,000 people to continue living active and independent lives in warm, safe and comfortable surroundings.

The Challenge

Care UK embarked on a project in March 2015 to replace a large number of existing bedpan washer disinfectors and medical pulp macerators sourced from various suppliers over the years throughout Care UK properties. DDC Dolphin had already been servicing Care UK machines for a number of years and were invited to tender for the project. The successful tender would need to remove and dispose of existing equipment and supply and install new equipment, with all work to be completed by the end of August 2015.



The Solution

DDC Dolphin's tender was a winner with Care UK. Care UK selected DDC Dolphin to have complete peace of mind by knowing that their newly replaced washer disinfectors and pulp macerators were of the highest quality, provided by a company with over 25 years' experience, and able to offer comprehensive advice and support.

With a dedicated project manager assigned to the project, the first undertaking was a site survey on each property by a DDC Dolphin trained site engineer. The site survey would check the suitability of plumbing and waste outlets in preparation for the removal of old, and installation and commissioning of new machines. All machines would then be scheduled for replacement within the agreed time scales.

The solution from DDC Dolphin included a two-year service and maintenance contract, specifically tailored to the budget and requirements of Care UK. With a service contract in place, Care UK would benefit from faster response times for call-outs and regular maintenance and service visits, ensuring minimum downtime for the machines and time and cost savings.

The Outcome

“ We have been really impressed with the service and professionalism shown by DDC Dolphin in all aspects of this project. Having visited their site offices and factory, we were impressed by the culture of the business and their complete dedication to the supply of sluice rooms to the care industry. Their ability to give comprehensive support and advice on planning throughout the project convinced us that we have definitely selected the right people for the job, and we look forward a long and mutually beneficial relationship with them. ”

Steve Appleton, Head of Projects, Care UK