

Maria Mallaband Case Study

One of the UK's largest independent care home providers, Maria Mallaband Care Group employ thousands of staff in over 80 care homes across the UK. They offer a wide range of care and support across all of their care homes and investment in innovative technologies alongside a solid staff training program has helped establish a reputation for the highest quality in care provisions.

The Challenge

With the recent release of government infection control funding within the care sector, Maria Mallaband wanted to make sure that they utilised the support wisely. Their first priority was to allocate a proportion of the funding to ensure they were able to continue to provide safe travel and facilities for their staff.

Next they decided to utilise the funding to upgrade and enhance sluice room equipment in their homes, as many of the machines were outdated without modern infection control features.

Having recently switched service provider to DDC Dolphin, Maria Mallaband had been impressed with the way we had seamlessly worked throughout the COVID-19 crisis providing required maintenance within government restrictions. They were therefore confident that they could rely on us to provide a rapid response to their request for a full asset report to help them identify any problem areas and where essential upgrades were needed.

The Solution

DDC Dolphin were able to act quickly, and within 24 hours had delivered a full asset report, detailing and reporting any areas of concern. The DDC Dolphin and Maria Mallaband team could then work together to establish a strategy for replacing the sluice equipment where necessary.

A selection of machines from the Panamatic washer disinfecter range will ensure that all the sluice room machinery is CQC compliant. Site surveys will be carried out before installation to ensure each room is ready for the new machines, and working closely with Maria Mallaband we will ensure all 24 installations are all completed within the specified time frame.



The Outcome

“Our relationship with our suppliers is important to us and having recently switched to DDC Dolphin as our service provider we have been impressed with their professionalism during these challenging times, maintaining our machines and keeping our sluice rooms functional. The speed of their response to our requests for asset reports was no surprise to us and we are confident that we have chosen the right partner to supply us with high quality reliable products and service and we look forward to a long and mutually beneficial relationship.”

James Burgan – Commercial Director – Maria Mallaband Care Group | Countrywide Care Homes