

# Mariners Park Care Home - Liverpool Case Study

**Mariners' Park Care Home provides residential care and nursing care, as well as short breaks and respite care to retired seafarers and their dependants.**

**The home opened in 2002, and although the history of caring for retired seafarers at Mariners' Park goes back over 160 years, today it is modern, light and spacious, with a naturally warm welcome.**

**They have 32 en-suite bedrooms, each with its own lounge and dining area with one specifically designed for those facing the challenges of dementia with the added benefit of a safe and secure garden.**

## The Challenge

Mariners Park Care Home had 2 DDC Dolphin Panamatic Maxi bedpan washers and 2 Incomatic macerators installed in 2017, but recently they were seeing increased maintenance call-outs. It was discovered that drainage pipes were blocking due to the disposal of non-maceratable and non-flushable wipes through the washer disinfectors and macerators, and despite rigorous staff training the problem was not going away.

Throughout 2020 Mariners Park requested urgent support 5 times with DDC Dolphin engineers identifying wipes blockages in each detailed service report.

The Domestic Supervisor approached DDC Dolphin to help find a solution.

## The Solution

As part DDC Dolphin's established consumables product range, they develop and supply their own Hygenex fully maceratable & flushable wet and dry wipes.

Hygenex wipes are made of advanced non-woven 100% cellulosic material and have passed all 7 tests for EDANA & INDA standards of flushability. The DDC Dolphin account manager recommended a trial of these advanced and plastic free wipes, already convinced they would solve any blockage issues.

Mariners Park switched over to Hygenex Dry wipes in January 2021 and since then, there have been no reports of blockages or maintenance issues arising from the disposal of wipes in the sluice machines or plumbing system.

The team are delighted with how the wipes have been received by their care and domestic staff. They have been rewarded with wipes that are soft when dry, highly absorbent, yet strong and smooth when wet, suitable for both general surface and skin cleansing.

Hygenex wipes can be simply disposed of in yellow bags, flushed down the toilets or in the sluice machines without causing harm to your plumbing system or the environment.



## The Outcome

“ We have had no negative comments from the care or domestic staff regarding the new wipes and they have certainly done what we intended and stopped the frequent service call-outs that we were having. The communication from our account manager has always been quick and informative and the service engineers that attend are friendly, polite, helpful and courteous, we are very pleased with the standard of service we receive from them. ”

**Nicola Burns – Domestic Supervisor – Mariners Park Care Home**