

Metnor Construction Case Study



Metnor Construction is one of the four principal divisions of the Metnor Group of companies. The company currently operates primarily, but not exclusively, in the following sectors: care homes, student accommodation, hotels and leisure, data centres, commercial and retail. As a principal contractor, they cover traditional contracting, design and build, partnering and management contracting. The company is based in North Tyneside and undertakes projects ranging in value from £250,000 to £25,000,000.

The Challenge

Metnor Construction engaged DDC Dolphin for the supply and installation of sluice room equipment at Rectory Lane Care Home, Little Bookham, Surrey, formerly known as Preston Cross Hotel. Metnor's brief was to retain and convert the 18th century building and construct a 3 storey, 60 bedroom extension, including a basement, to provide a 70 bed, luxury, state-of-the-art nursing home for their client, Gracewell Healthcare. DDC Dolphin supplied and installed Panamatic Midi bedpan washer disinfectors for each of the 3 sluice rooms at the home, along with a variety of accessories to compliment the equipment. The home opened in the summer of 2017.



The Solution

By selecting DDC Dolphin at tender stage, Metnor Construction had complete peace of mind in the knowledge that the home's newly installed washer disinfectors were of the highest quality, provided by a company with over 25 years of experience, who offered comprehensive advice and support throughout the planning stage, as well as thorough aftersales care. DDC Dolphin provided a full-size floor template and pre-installation work pack and catalogue to ensure that the first fix mechanical and electrical works were completed to the correct dimensions. On receipt of DDC Dolphin's pre-installation paperwork, a DDC Dolphin site engineer was deployed to install and commission the new machines.



The Outcome

“ The service provided by DDC Dolphin was exemplary; the idea of the on-site template, making it impossible to get the services and builders work wrong, was a simple but innovative idea. ”

Lee Kirk BSc (Hons), Senior Contracts Manager, Metnor Construction