

Monarch Healthcare

Case Study

MONARCH
HEALTHCARE MANAGEMENT

Monarch Healthcare own and manage 12 homes which provide healthcare services of the highest quality, specialising in treatment for people with dementia and providing exceptional standards of care to promote the health and well-being of their residents. They offer specialist support using personalised plans which allows each individual the opportunity to live life as the person they have always been.

The Challenge

In line with infection control procedures Monarch Healthcare needed to have dedicated sluice rooms in all their homes and wanted to update their current sluice room equipment. When government infection control funding was released it enabled them to move forward with their plan. They had been a customer of DDC Dolphin for over 20 years and recently implemented the DDC Dolphin 360° service offering for their sluice room equipment. DDC Dolphin were asked to supply a full asset and condition report and come up with a plan for updating and supplying new machines all within a set budget.

The Solution

With the outbreak of the COVID-19 pandemic DDC Dolphin's engineers were set the task to continue providing the required maintenance and provide a full asset and condition report on the current sluice room equipment. Having worked at the highest levels, installing sluice room machines in key frontline field hospitals, our engineers are able to operate in full hazmat under the most demanding infection-control regimes. We visited each home working within the government restrictions and with the report complete were then able to make plans. Keeping within the budget we were able to supply 7 new Panamatic Midi Bedpan Washer Disinfectors to the homes. This would ensure that all the sluice rooms, new or old have fully functioning bedpan washer disinfectors and all would comply fully with modern infection control standards.



The Outcome

We have worked with DDC Dolphin for over 20 years but only recently taken out a service contract. We have been delighted with the level of service we have received, especially during these difficult times, and when we decided to upgrade the sluice rooms in our homes, we were confident that they would be able to supply us with the high quality standards of products and services we required.

Hiten Shanghavi - Director - Monarch Healthcare