

Southend University Hospital

Case Study



Southend University Hospital was founded in 1888 at the Southend Victoria Hospital site. The present hospital opened in 1932 and serves a catchment area with a population of approximately 350,000. The facility has been awarded 'Cancer Centre' status and gained Foundation Trust status under the name Southend University Hospital NHS Foundation Trust.

The Challenge

The hospital provides a comprehensive and varied range of general medical and acute services across its site, meaning that the prevention of healthcare associated infection is one of the top priorities as the hospital continually strives to introduce new services to help patients recover faster and hopefully leave hospital sooner. The hospital's focus on patients, research, education and innovation meant that they required a sluice room partner with knowledge, experience and a core understanding of what the facility is trying to achieve.

The Solution

DDC Dolphin has been working with Southend University Hospital since 2005, when 43 Panamatic Optima 3 washer disinfectors were supplied and installed in their sluice rooms. Since then DDC Dolphin has carried out regular HTM revalidation, maintenance and servicing. DDC Dolphin's latest range of completely hands-free equipment was of particular interest to Southend University Hospital, especially the Pulpmatic Ultima macerators. A number of these machines have now been installed within the hospital and are proving to be a real asset in the fight against HCAs.



The Outcome

“ We are delighted to be working with DDC Dolphin for the supply and maintenance of our sluice room equipment. DDC Dolphin understands of the importance of fighting the transmission of HCAs, and together with their completely hands-free, high-quality and comprehensive range of washer disinfectors and macerators, helps to support our commitment to infection control and patient wellbeing. ”

Geoff Walford, Estates Manager, FES Facilities Management

“ DDC Dolphin's HTM testing, maintenance and service programme is second to none. All the hassle is taken out of the process by their quick, compliant response times, competent and professional engineers, and comprehensive spares stock held in their vans. DDC Dolphin also keep us completely up to date by preparing detailed reports on each machine's usage and condition. We look forward to working with DDC Dolphin for many years to come. ”

Steve Taylor, Facilities Maintenance Supervisor, Southend University Hospital