

TAKING THE HASSLE OUT OF CARE HOME LAUNDRY AT FOXES MOON

Based on the benefits we could offer, Foxes Moon decided to make the switch to Elis, and we are now supplying the home with rental linen and laundry services, including the laundering of residents' clothing items.



Foxes Moon is a residential care home set in the restful surroundings of St Ives.

The facility has been operating for many years and the current owners, Christine Ramsey and Jean Lubbock, have been in place for the last 22 of these.

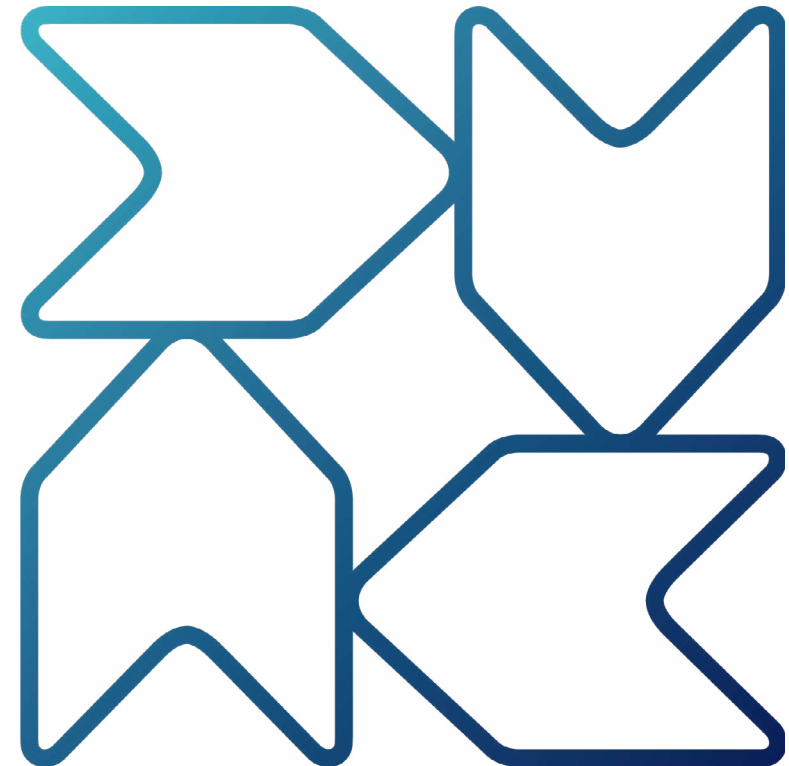
With 31 beds and 35 members of staff, the establishment prides itself on the outstanding level of care it delivers to residents, offering genuine comfort which makes it a true home from home.

Previously Foxes Moon had been carrying out the task of laundry in-house, leasing two washing machines and two tumble dryers to assist with this. It employed two laundry assistants, who worked every day from 8am to 4pm managing the laundry process.

Due to high incontinence levels, the machines were operational most of the working day, completing an average of at least 10 loads during this time. However, continuous equipment breakdowns meant that valuable staff time was being taken up resolving these issues in an attempt to maintain a reliable and consistent laundry service for residents.

Shortly before deciding to outsource the laundry service, it reached a point where at least one of the home's machines was out of use every day. With such a high volume of laundry to complete on a daily basis, this caused significant issues and made it difficult to maintain a reliable and consistent laundry service for residents.

A visit from Elis therefore came at an opportune moment, as staff were dealing with yet another frustrating breakdown. Our representative introduced Elis and explained more about the services we provide. Based on the benefits we could offer, Foxes Moon decided to make the switch to Elis, and we are now supplying the home with rental linen and laundry services, including the laundering of residents' clothing items.



Jenna Songhurst, Deputy Manager at Foxes Moon, explains more about the service:

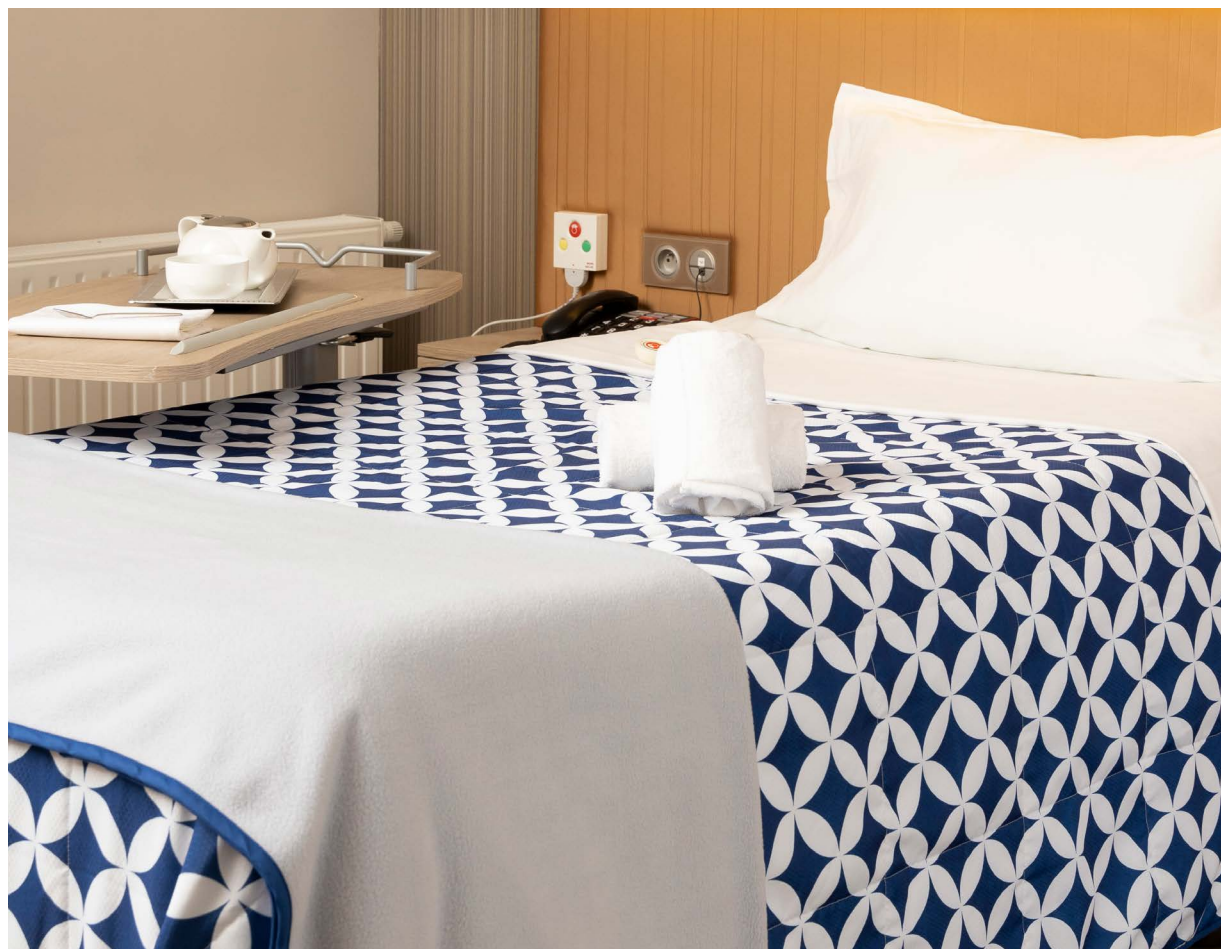


Our deliveries and collections are twice a week, on Mondays and Thursdays. We pre-order our linen a few days before the delivery, and our domestic team count our linen to ensure we always have adequate stock. If we have a shortage, or if anything has been missed on our part, then we call Elis and they will deliver either later that day or earlier the following day.

“Moving to Elis has been a huge change for us as we have never outsourced our laundry. Clint Buncher, the Elis Regional Sales Consultant, initially came in and talked us through everything, and our Account Manager Demi Baker has also been in contact with us frequently to make sure we are running efficiently. Even now, we have phone calls and visits from Clint and Demi to make sure everything is going well, and we find them both very approachable and friendly.

“Elis also offered us the opportunity to go and have a look around both of the laundries where all the magic happens, which we gladly accepted. It was really interesting to see where the clothing and linen is laundered and learn more about the process. Outsourcing has worked out cheaper for us in the long-run, especially with increases in utility rates.

The laundry area we had previously is now used as a general store room, as well as an place to store cages of fresh laundry when they come in.



Helene Jones, Head of Care Homes at Elis, comments:



It is fantastic to be working with the team at Foxes Moon, and great to know we have made a positive difference in terms of the efficiency of day-to-day laundry operations. Dealing with equipment breakdowns is always frustrating, but thankfully this is now something Foxes Moon need no longer worry about.

