

ELIS AND ADL SOUTHGARTH RESIDENTIAL CARE HOME

A longstanding
partnership with
exceptional service

For more information, please contact Elis on 0808 1969 160
or email uk-carehomes@elis.com.



elis
Circular services at work

Southgarth Residential Care Home, part of ADL Care, accommodates 25 residents in a homely and welcoming setting. Based in Exmouth, it has been working with Elis for over six years, initially for its flat linen service and, more recently, expanding to include residents' clothing laundry.

Karen Bousher, Registered Manager at Southgarth, explains more: "We've used Elis for flat linen rental and laundry for years – sheets, towels, duvet covers, pillowcases – and we've never had an issue. The quality is consistently good, everything arrives clean and fresh, and the service is flawless."

Flat linen is delivered and collected weekly, always on time, with delivery drivers praised for their professionalism and courtesy. In March 2025, following a successful trial at another ADL Care Home, the home added residents' clothing laundry to the service.

Discussing the implementation of the new service, Karen says: "I'd never outsourced residents' laundry before, so I had some concerns – particularly around infection control and trip hazards with laundry bags in residents' bedrooms. Elis's Head of Care Homes, Helene Jones, arranged on-site visits and quickly sourced laundry baskets that look good and fit perfectly into en-suites. This made the process so much easier, and completely put my mind at ease.

Residents' clothing is now collected and delivered twice a week. Items are returned clean and clearly labelled, with a reliable supply of laundry bags for new residents.

Karen Bousher also praised the Elis team for their support:

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Customer Service Advisor Caroline is always available on the phone in Newton Abbot, and couldn't be more helpful if she tried. Even when I forget to place an order or ask something silly, she's always friendly and efficient. Helene's personal touch during the setup process was invaluable, and Key Account Manager Claire is always there for any support we need – quick, responsive and helpful.

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Commenting on the partnership, Helene Jones adds:

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The relationship between Southgarth Residential Care Home and Elis demonstrates the value of consistent service, responsive support, and a personal approach that truly understands the needs of care homes. It is a pleasure to work with Karen and the team, and we are delighted that they have chosen to entrust us with their residents' clothing laundry.

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