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# Black Country Partnership NHS Trust

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> Case Study





*The Black Country Partnership NHS Foundation Trust is a major provider of mental health and learning disability services to people of all ages and was created from the amalgamation of mental health, learning disabilities and children's services from Wolverhampton, Walsall, Sandwell and Dudley. The Trust manages 75 sites, some of which have been fully refurbished, and all with their own unique challenges in regards to cleaning, with both the environment and the circumstances of those using the service having an impact.*

#### > BLACK COUNTRY PARTNERSHIP NHS TRUST

Although the Trust did not manage an acute care service, it was vital that all cleaning equipment to be used in the facilities were carefully selected, due to regulations in place to protect the safety of the service users, such as no wires or sharp fittings being allowed.

In common with other healthcare sites, the premises often had high foot traffic and are in use by patients and the public during the day, so minimum moisture and minimum chemical cleaning was required to prevent accidents from slippery floors or overexposure to cleaning chemicals.

The major issue being faced was that each of the services, which had been amalgamated, had its own particular cleaning methods and equipment, which was not efficient or cost-effective. The decision was made to standardise systems and methods across the Trust, while restructuring the work to provide a 12-hour service, depending on the facility.

SYR initially provided equipment and new solutions for trial at The Lighthouse, the Trust's sector-leading resource hub for people with dementia, in West Bromwich. Based on quality, ease of use, outcomes from trials and with support from infection control, the decision was made to specify a range of SYR products, including chemicals, trolleys, high-level equipment, dust control, disposable mops, buckets, the Rapid Mop and the MST, for the entire Trust.



Upon successful completion of trials, key factors in the success of SYR solutions were:

- > Success of SYR chemicals in preventing overdosing, saving time and money, as well as having a positive effect on the environment through reduced water and chemical usage
- > Built-in portion control pods on SYR Bulldog buckets to further facilitate accurate dosing
- > A reduction in the amount of equipment needing to be stored with the SYR Interchange range, as all handles fitted the disposable medical mops along with other tools.
- > Colour coding of equipment and chemicals to prevent cross-contamination when cleaning and allowing for the correct equipment to be selected quickly and easily.

**180**  
cleaners



across  
**70**  
sites



equipment  
supplied

#### > HANDLING THE ROLL-OUT

With a major roll-out of the new standardised equipment to around 180 cleaners across 75 sites, the client required extensive support from SYR to ensure a smooth transition. This was achieved by:

- > A training day at SYR for managers from facilities, nursing and estates in the Trust;
- > Five days of on-site training by SYR's healthcare manager and SYR TechTeam members for supervisors;
- > Supervisors were then equipped to train their cleaning staff;
- > SYR provided bespoke training videos and support literature including posters and leaflets, tailored for each site's needs;
- > On-going support from SYR TechTeam was provided wherever needed.



**It ticked every single box for cost saving, infection prevention and manual handling. "One thing I loved with SYR is that it never mattered if you had one bottle of solution or a million, you get exactly the same level of customer service. And SYR is continually progressing."**

**ALISON POTTS - HOUSEKEEPING MANAGER AT THE LIGHTHOUSE**



## Contact Us

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