

**Miele**

**Commercial
appliances
for extra
care**

The ultimate commercial appliances guide **for extra care.**

Whether you're building a brand-new extra care or assisted living facility, or revising provisions for an existing site, appliances play a vital role in the quality of care offered to residents. Not only do you need to provide adequate and appropriate facilities for residents, but also cater for a range of different abilities and levels of independence, from those that require full time care to those that live almost entirely independently.

As well as the equipment and facilities required for residents in their own self-contained apartments and on-site communal facilities, you also need to consider all the behind-the-scenes equipment that staff use to run the services and social areas for residents. Miele has compiled this short guide as a handy reference tool to help you ensure you've got all these vital equipment and design considerations covered.

The
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laundry

Central
laundry

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The communal laundry

Installing a communal laundry for residents not only means less washing to be managed centrally, but also gives residents more responsibility and day-to-day routine.

Here are our recommendations:

Commercial vs domestic equipment

Design and layout

Educating residents

Usage

Take a look around

Opting for commercial machines is crucial. Cycle times are a lot shorter than comparable domestic ones; usually lasting around 45 minutes. This means that more residents get the opportunity to use the machines throughout the day, and sites don't need to purchase as many machines to accommodate the laundry requirements of all the residents.

Domestic
Full cycle
= **210 mins**

Wash cycle approx
120 mins

Dry cycle approx
90 mins

Professional
Full cycle
= **81 mins**

Wash cycle
45 mins

Dry cycle
36 mins

Central
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We'd recommend a number of Little Giant washing machines and dryers. These models have the same look and feel as a domestic machine and are simple to use, therefore they're not too dissimilar to the domestic models residents may have had in their own homes.

Little Giants offer a number of specialist programmes, and can be tailored to the preferences of individual residents for ease of use. They also come with a choice of control panel depending on the site's preference; either a digital panel with four direct access buttons or a rotary dial, which is similar to a domestic control, and can be turned to select pre-determined programmes.

During a survey conducted by the Professional Division of Miele at the Chartered Institute of Housing event 2019, respondents were asked what services were essential for residents of social housing to achieve a high quality of life. Laundry came top of the list at 56%, followed by cooking facilities (22%), social spaces (11%) and outdoor space (11%).

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[Commercial vs domestic equipment](#)[Design and layout](#)[Educating residents](#)[Usage](#)[Take a look around](#)

The communal laundry



Working space

It's important to ensure you factor enough working space into your plans. We often find that sites overlook space beyond that for the machines and forget the need for clear surfaces and tables where residents can sort and fold their laundry.



Space to move around

The facility not only needs to factor space in for residents to do their laundry and work around other residents, but also to accommodate those with disabilities that may use walking aids or wheelchairs.



Machine height

The appliances need to be at the right working height for residents so they can easily load and empty machines without bending down or straining. All Miele machines can be installed on plinths to bring the operating level higher, or some machines can be stacked.

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While site staff will be on hand to help those with their laundry that need it, independent use of machines is key to the effectiveness of the resident laundry. Make sure that new residents are trained to use the machines by carers or managers on-site when they move into the village or new equipment is installed, and that residents know where they can get assistance if they need it.



When Miele machines are installed in an extra care environment, the engineers or partners help residents and managers set up the favourite programme settings so it closely matches what residents would be used to using with a domestic machine. Miele can also supply wall charts which give clear and simple step-by-step instructions on how to use the machines, which can be useful to display in the communal laundry facility as a handy reminder for users.

MACHINE OPERATION. Step by step guide



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- 2. Step two** raecusa nderum quibus commolore doluptas dolorum quoniam quatincienis denda que repret ion
- 3. Step three** lit peris et pos qui officab iusapel endunt, sitiuriam ea quas etur aut voluptatia deruptatet mos
- 4. Step four** accumetur aut et pro tem ut ex eatum que volo quat ut unt omolorem et a nis con restibusam, sani vendio. Nam
- 5. Step five** rere sus rae nem numquia conserferia corrovi tationsedis iminimust vollore cuptas

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Implementing a rota

A communal laundry is usually managed on a rota basis where residents are given a time slot to do their laundry. This not only ensures fair use of the facilities but the security of a routine also appeals to residents. However, assigning people set times each week means that it's more vital that the machines are reliable and don't experience downtime. If the washing machine or tumble dryer is broken when a resident comes to use them, it can be frustrating or even unsettling for them, and also means that managers have to make costly alternative arrangements. While high quality appliances can seem more expensive than alternatives on the market, their longevity and reliability ensure vital continuity for residents and also provide long term value for money.



Regulation

Washing machines need to be compliant with the Water Regulations Advisory Scheme (WRAS), which insists upon hardware measures to prevent backflow of contaminated water. Due to the volume of laundry that's washed in a communal setting, its machines are required to meet category 4 standard. With category 5 WRAS approval, Miele's Little Giant washing machines go above and beyond, so you can rest assured knowing that your facility is fully compliant.

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**Take a tour around
Chantry Dale, our
fictitious care village, to
find out how its residential
accommodation and
communal facilities offer
consistent quality and
cater to every type of
residents' needs.**

[Click to view the guide](#)



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A warm welcome to Chantry Dale

– a luxury assisted living village situated in the rural heart of England

The village's 300 residents range from the highly independent to those needing constant care and assistance. Chantry Dale's appeal is its ability to offer the highest levels of service, personalised care needs, and a great retirement lifestyle. To achieve this, both its residential accommodation and communal facilities must offer consistent quality and deliver every type of residents' needs.

Supplying the best possible white goods and appliances to their customers is key. At Chantry Dale, Miele's commercial and domestic products help ensure top-class catering, impeccable cleanliness, and excellent hygiene.

Take a tour around the village to find out more.
Simply click on the highlighted buildings to see what's inside!

NOTE: Chantry Dale, as featured in this infographic, is a fictitious care village. Any resemblance or likeness to a real care village is purely coincidental. With thanks to Inspired Villages for supplying the main building image.

Visit our [Care Hub](#) to see how Miele can enhance your care environments quality, cleanliness and hygiene.

Share:



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Central laundry

While it's great to get as many of the residents using the communal laundry as possible, a central commercial laundry is still crucial for those residents with higher care needs who may produce high volumes of soiled laundry. This requires different laundry equipment and processes to reflect infection control best practice.

Here's what we'd suggest:

Working out machine requirements

Process-led design

Additional infection control equipment

Case study

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 **KG**
0.5 - 0.75kg |  **Resident** |  **Hour**

To calculate how many residents your central laundry needs to cater for, we normally recommend provision for half a kilo per resident in a residential home and three-quarters of a kilo per nursing home resident per hour.



Opt for commercial machines that offer specific hygiene programmes that ensure the right wash cycle times, temperatures and agitation of laundry required to kill infectious diseases. These also need to be paired with specialist infection control detergents.



Drum size is also a crucial factor when the laundry needs to handle large loads such as duvets. Obviously the bigger the drum the more laundry you can achieve within the machine's footprint. However it's important not to overload the machine as this could mean items are not properly cleaned and need to be rewashed, reducing efficiency. It's important to leave enough space in the drum to enable the water and chemicals to penetrate the fabric and get the best agitation to remove stains. Also look for quick cycles and think of having multiple machines to spread the load, so that any downtime is minimised should one machine need repairs or servicing.



All our appliances go through stringent testing procedures to ensure they're ready to be put through their paces in a commercial environment. **Our washing machines are tested to 30,000 cycles.** That's the equivalent of eight cycles a day, seven days a week for over 10 years. With Miele, you can rest assured that you have reliable, durable, quality equipment.

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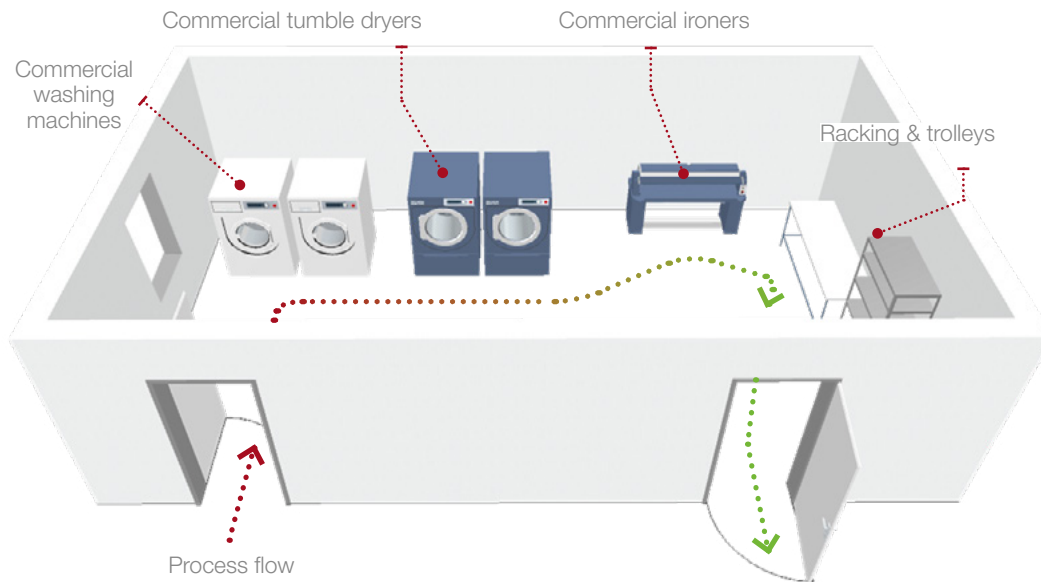
Case study

Scoping out the processes required gives you a good idea of the equipment and machine selection, their footprint, and the most practical way for them to be laid out. Consider the following factors:

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- ✓ Having a clear 'dirty to clean' flow is important to avoid contamination and ensures that there is enough room to manage all of the laundry required. For example – washers, to dryers, to ironers to storage.
- ✓ The facility needs to be well ventilated, with the air flowing from the clean side of the laundry to the dirty side to avoid recontamination.
- ✓ Is there ample space for staff to manage the volume of laundry they'll receive? Don't forget to incorporate any additional equipment (listed on the next page) that may need to be factored into floor plans.

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Soiled laundry equipment

Personal protective equipment (PPE) such as disposable gloves and aprons, bins, dissolving washing bags and tongs are all useful protective measures for staff that need to handle soiled linen.



Drying equipment

Effective drying can help to further reduce the spread of infection, helping to ensure that wet laundry does not back up.



Handwashing facilities

With many infections transferable by touch, staff should be encouraged to wash their hands thoroughly when they enter and leave the laundry room.

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Housing 21 trusts Miele with growing laundry needs

Housing 21 is one of the UK's largest not-for-profit providers of retirement housing and extra care services. Operating in nearly 200 local authority areas, the organisation currently manages around 20,000 properties. Chosen for the quality of its equipment and service, Miele has provided commercial laundry equipment to Housing 21's properties across the length and breadth of the UK for over 12 years.

Housing 21 currently has over 150 courts of extra care properties throughout the UK, all of which are fitted with Little Giant washing machines and tumble dryers. The reliability and longevity of Miele appliances has enabled the organisation to make huge savings.

[Read the full case study here](#)

Housing 





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Catering & hospitality facilities

On-site restaurant and coffee shops provide residents with socialising opportunities to improve quality of life and encourage interaction.

The
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Restaurant ready: dishwasher checklist

Compact, process-led design

Coffee shop considerations

A busy restaurant needs a capable, reliable, quality dishwasher to ensure that pots, pans and serveware are turned around quickly so it's ready in time for the next customer.

Look out for the following factors;



Low consumption

To avoid rocketing utility bills, opt for an environmentally friendly model that will optimise energy and water consumption. Not only will this be more beneficial for the business' pocket but also contribute to reducing its carbon footprint.



Exceptionally high standards of hygiene

It goes without saying that high levels of hygiene are crucial in a catering environment, but this is even more the case in a care setting, where elderly residents or those with medical conditions typically have weaker immune systems. In a care environment, we'd recommend Miele's unique freshwater system, which operates with fresh water in every cleaning cycle, achieving high standards of hygiene with high rinse temperatures in excess of 80 degrees.



A fast turnaround

Quick cycles are vital to ensure that the pot washing function doesn't stall the speed of service in the kitchen. Miele dishwashers have extremely short programme cycles and are capable of completing a full freshwater wash cycle in as little as five minutes.



Reliability

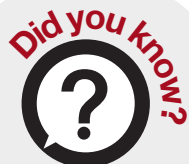
Breakdowns can have a big knock-on effect on food service. When choosing your machines, reliability and good service history should be essential deciding factors.



Gentle care of crockery, cutlery and glassware

Your dishwasher needs to provide a thorough clean without damaging its contents. This will keep serveware looking better for longer and improve the longevity of items so replacements aren't required as regularly.

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We conducted a survey of 100 UK restaurants workers, which found that they are experiencing efficiency issues as a direct result of equipment downtime, impacting operations, customer experience and reputation.

Dishwashers are one of the main culprits, with half of respondents suffering a breakdown at least once per quarter, and 26% having experienced dishwasher downtime for more than 20 business hours.

As well as increasing staff workload (64%) and causing slower service (55%), this is likely to cause patchy service, impacting the customer experience and restaurant reputation.

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On-site restaurant and coffee shops provide residents with socialising opportunities to improve quality of life and encourage interaction.

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Restaurant ready: dishwasher checklist

Compact, process-led design

Coffee shop considerations



- ✓ A compact design is key so your machine takes up as little room as possible while delivering a quick turnaround and a high throughput.
- ✓ Apply process-led design – allow space for food disposal, room for loading trays before the dishwasher, and space for unloading after.
- ✓ You may also want to consider a hose over the sink to help dislodge stubborn bits of food from serveware before it enters the main wash cycle.

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While communal areas take up valuable space that could be used as another profit-generating bedroom or apartment, facilities like communal laundries, restaurants and coffee shops are a worthwhile investment for the quality of life of residents. A [Joseph Rowntree Foundation study](#) found that nearly two-thirds of residents reported they had a good social life after moving to an extra care housing scheme, whereas half of the residents said they felt lonely and socially isolated in their previous homes. Residents also reported increased feelings of control and safety.

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Coffee shop considerations

A small, fast under-counter glass and cup dishwasher is key for quick turnaround of everything from cups and saucers to teapots and tall latte glasses. If your café serves snacks and light bites, we'd also recommend having a small under-counter ProfiLine dishwasher to cater for the crockery.

Opt for a model with the following features:



Speedy cycle

Make sure your chosen model has fast cycles so items can be processed quickly. Cup and glass dishwashers from Miele feature programme speeds as low as 45 seconds.



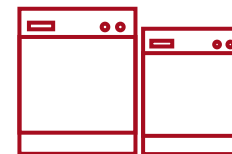
High standards of clean

You require exceptional cleaning performance to ensure that everything from stubborn lipstick stains to sticky cake crumbs are removed from cups and crockery.



Quiet and discrete

As the dishwashers are often tucked away behind the counter with the baristas, it's important that it's not too loud during the cycles so residents can relax and engage in conversation.



A compact, slimline design

High service speeds and order turnaround are crucial to a busy coffee bar, and baristas require design to be as functional and space-saving as possible. However, don't forget to factor in ample space for doors and draws to be opened and closed, as well as working and preparation space.

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The Miele logo is displayed in white text on a red rectangular background. The background of the entire advertisement features a woman with blonde hair, wearing a white shirt, smiling as she pulls a white towel from a Miele commercial washing machine. The machine is silver and has a control panel with a large dial and several buttons. The Miele logo is also visible on the machine's control panel.

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Commercial equipment requirements for extra care and assisted living vary from site to site, so there's no one size fits all approach. However, for most space is the most challenging factor and often dictates a lot of equipment and design requirements. Therefore, functionality and efficiency should be at the heart of every equipment and design decision. We realise that not every space is the same, so we offer free design consultancy with site visits to advise you on the products best suited to your needs and tailored plans to make the most of the space you have.

Our dedicated Care Hub is full of useful insight and information on running an efficient care home. Visit it here: www.mielecarehome.co.uk

To discuss your extra care/assisted living equipment and design requirements in further detail, simply get in touch.

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