

After badly performing machines and the added aggravation of poor service caused constant disruptions to the increasing workload at Royal Lancaster Infirmary's HSDU, Sue Kysh, head of sterile services for University Hospitals of Morecambe Bay NHS Trust, told *Inside Hospitals* how she turned to Dekomed and solved her problems.

"Following concerns over HAIs and broader issues of infection control within the NHS, the Department of Health carried out decontamination audits in 2000," explained Sue. "Decontamination facilities were rated on a traffic light system to indicate the quality of service provision. Both Furness General Hospital and Royal Lancaster Infirmary got a 'green' light.

"When the government moved to set up decontamination supercentres the trust already had robust plans in place to upgrade its decontamination units and made the decision to retain in-house facilities. The board has been fully supportive and invested £1.2m across the two accredited sites at Furness and here at Lancaster.

"The washer-disinfectors we'd installed during the refurbishment at Lancaster caused many problems and we suffered from a total lack of service."

In addition to the trust's decontamination requirements the department was now processing instruments for an increasing number of local PCTs and about to extend the service to private healthcare providers too.

"In order to accommodate the increased workload we need reliable machines with minimum downtime. I also require really good back-up service," said Sue. "Others had failed to meet my expectations and their machines did not



Two World firsts for Royal Lancaster Infirmary

Proven reliability and a dependable back-up service has led Sue Kysh, head of sterile services at University Hospitals of Morecambe Bay NHS Trust, to install the World's first DEKO D32 Excel washer-disinfectors



asking when the new machines were going in and now they're absolutely delighted with them. They're easy to use and so reliable."

Sue's sentiments were echoed in the loading area where HSDU assistants Mandy Babij and Carly Stone were equally enthusiastic about the new machines.

Having worked at the department for 13-years, Mandy certainly appreciates the benefits. She said: "You get more baskets in, which is good with the workload we've

perform to standard."

The problems at Royal Lancaster were in stark contrast to the experience at Furness Hospital, where Sue had been recruited to oversee the move to a fully accredited facility, and where reliable Dekomed D32

carriage.

"My intention was to replace with D32s, as we have at Furness, but the D32 Excel is a bonus - the timing couldn't have been better," explained Sue.

"The Excel is a higher capacity model and we were able to get the machines in really quickly.

"We can process more trays, but the beauty is they don't have fixed racking, so you can, for example, take out a shelf and accommodate larger items such as some orthopaedic equipment which come on preformed trays and requires more space."

The hospital's estates department and contractor undertook the utilities side and pipework, while installation and commissioning were handled by Dekomed's service manager, Steve Townsend, and his team.

One of the poorly performing machines and a pass-through hatch were removed to accommodate the new D32 Excels. However, by phasing the opening of the doors the D32 Excel can double-up as a pass-through hatch if required.

"It's a rolling replacement programme. In the fullness of time we will replace all the machines with three more D32 Excels," said Sue. "Staff kept

got. They don't break down and are a lot easier to clean. They certainly help the department work more smoothly."

Carly agreed, adding: "These machines are a lot better. You can get a lot more into each load."

As if to underline the problems the department had faced, one of the old, soon to be replaced machines was again out of action - this time due to a door not closing.

Commenting on the new DEKO 32 Excel, Royal Lancaster Infirmary's HSDU manager Praph Chohan, said: "It's a real workhorse and very user-friendly, with high volume capacity, and we've had excellent service

"They've all the latest technology - touch screen operation and automatic downloads to the hardware and automatic print outs on the clean room side for product release."

The D32 Excel's memory card is connected through the Ethernet to the department's two PCs and offers data archive and real time viewing.

Like Sue, Praph has a high opinion of Deko equipment. Having worked in NHS sterile



Reliable performance: Sue Kysh, head of sterile services University Hospitals of Morecambe Bay NHS Trust, and Praph Chohan, HSDU manager Royal Lancaster Infirmary

washer-disinfectors set the benchmark for performance and service.

"I've had a long and happy relationship with Dekomed and I have to say their service is second to none, and I spoke to them about replacing the equipment," said Sue.

The busy department now boasts the World's first installation of Dekomed's D32 Excel washer-disinfector-dryers with a 16 DIN basket capacity - there's 20 DIN capacity available if you opt for the electric trolley with a fixed

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services for 20 years at Preston - which also has DEKO machines - and then at Chorley, he joined the team at Lancaster six months ago. Praph added: "They've got an absolutely fabulous record - there are so few problems. The training was also very helpful and didn't take long."

Happy to be home to a World's first, Sue Kysh said: "We like to be pathfinders. When it became available, I made the NHS National Decontamination Training Programme e-learning package mandatory for all staff. They have two-hours protected learning time per week when they can use the facilities in the departments' training room. They've all completed NVQ Level 3 in decontamination and sterilization through Utilise, the government funded agency. We are the first trust in the country to have done it. The portfolio-based work experience course is monitored by an external provider."

Sue adds: "Staff have picked it up and run with it - they find it a real benefit. It gives them ownership and a recognition that they have a trade and an



Teamwork: Praph Chohan, Sue Kysh, and Mike Bowden, sales director Dekomed

important role to play."

Dekomed's Andy Kimber delivered the hands-on training for the new D32 Excels to each member of staff on the three shifts the trust operates at Lancaster, with separate training for the hospital's engineers.

The department operates 24-hours a day Monday to Saturday morning. Saturday has a normal day shift and Sunday 9am to 3pm. There's 24-hour call out cover for both sites.

"This is the third generation of Deko machines I've worked with," concludes Sue, who has been in NHS sterile services for ten years. "The machines absolutely work for ever, they're very reliable, and now we've validation and increased capacity."

Taking a wider view of healthcare decontamination,

Dekomed's sales director, Mike Bowden, said: "We now have solutions for any department and any capacity."

"The D32 model is still very popular and we've many successful hospital installations and happy customers across the UK, but the arrival of the D32 Excel 16 DIN capacity washer-disinfector extends our product offering in terms of capacity and will allow everyone to benefit from our high level of customer care."

"The Excel complies fully with EN ISO 15883 parts 1-2, with verification level C - the highest standard."

Mike added: "In my opinion, due to the demands for throughput that sterile service managers have had to meet over the last few years, hospitals have mainly based their decisions on machine capacity rather than reliability and after sales service. Although we understand their choices, we have found it frustrating as all

our clients know that Dekomed offers such a high level of customer care.

"Now that the DEKO range extends to 16 DIN capacity we can offer busy sterile service departments a high capacity, fully compliant solution and the best level of service with 100 per cent attention at all times."

For further information, call Dekomed on 0161 483 7333, e-mail deko@dekomed.co.uk or visit www.dekomed.co.uk



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