



LAUNDRY GUIDE

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1 – GENERAL GUIDANCE

General Guidance

Please follow the guidance in this manual, which has been designed with your safety in mind and to ensure that infection control standards are maintained.

It gives explicit instructions on how to look after yourself, operate machinery and the processes and procedures you should follow for cleaning personal clothing, bedding and polycotton items.

The basis of good laundry practice is to have a logical work flow whereby dirty laundry comes into a wet area to be washed, proceeds through the drying area, is finished, ironed, sorted and stored, and then ultimately leaves as clean laundry.

If you experience any problems with the machines or the programming and are not sure of any process that has to be done, tell your Line Manager and seek further help from them before proceeding further on your own.

Health and Safety

A laundry contains many hazards for a new or inexperienced employee but everyone should be aware of the dangers that exist there. Access should be restricted, especially for service users, and the room should always be locked when it is left unoccupied or work has finished for the day.

Types of hazard:

- Electrical
- Gas
- Burning and scalding
- Chemical
- Manual handling
- Infection control
- Cleaning
- Fire
- Lone working

All of these items should be individually risk assessed by the manager responsible for laundry operations and the results fed back to the staff involved.

Personal Protective Equipment

- When working in the laundry, the correct clothing and equipment must be used at all times.
- Rubber gloves, and any other PPE indicated by product labels, must be worn when sorting laundry, cleaning the premises and handling chemicals.
- Disposable gloves and aprons must always be worn when handling items contaminated with any body spillage.
- Eye protection must be worn when dispensing chemicals and changing the auto-dosing containers.
- Face masks must be worn when cleaning the lint screen on tumble dryers and for any chemicals that give a warning on the label.



Personal Hygiene

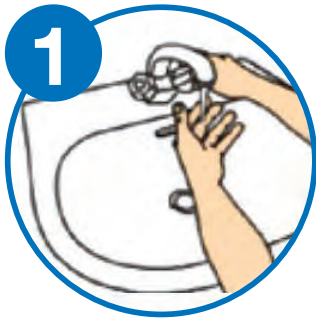
To maintain hygiene at the appropriate level, laundry staff must wash their hands:

- When entering or leaving the laundry
- After removing gloves
- After cleaning
- After handling used, infected or fouled laundry
- Before handling clean laundry (wet or dry)
- Before taking a break





Effective Hand Washing



1
Wet hands with water.



2
Apply enough soap to cover all hand surfaces.



3
Rub hands palm to palm.



4
Right palm over the back of the other hand with interlaced fingers & vice-versa.



5
Palm to palm with fingers interlaced.



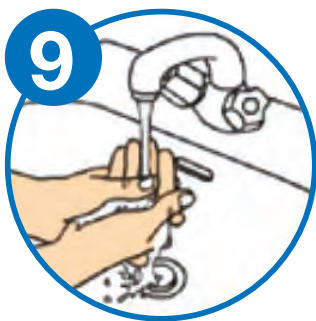
6
Backs of fingers to opposing palms with fingers interlocked.



7
Rotational rubbing of left thumb clasped in right palm & vice-versa.



8
Rotational rubbing backwards & forwards with clasped fingers of right hand in left palm & vice-versa.



9
Rinse hands with water.



10
Dry thoroughly with disposable towel.

Duration of procedure:
15-30 seconds minimum



2 – SORTING LAUNDRY

Sorting Laundry

To comply with infection control guidelines, laundry is sorted into 3 main categories:

1. Used (soiled)

- Items that need washing because they have been used or stained e.g. with tea or coffee stains.

2. Infected and/or fouled

- Items contaminated with a body fluid, such as urine, faeces, blood or vomit or likely to carry infection (special precautions may be required for some infections).

3. Heat sensitive

- Items that will become damaged if washed above 50 degrees centigrade (these items may be used, infected or fouled, and are likely to be more delicate fabrics or coloured items requiring careful washing).

Mobile Bag Trolley

All laundry should be sorted at source in the bedroom, bathroom, toilets, etc. A mobile laundry bag trolley can be used. The trolley is taken to the source of the laundry. Bags are sorted as follows:

- **Red bag** - for all reusable self-opening bags and red dissolvo sacks.
- **Green bag** - for towels, flannels, all used dry bedding.
- **Blue bag** - for personal clothing.
- **White bag** - for kitchen and dining room linen.



Loading & Unloading

- Fill throughout the night or day
- When filled, take the trolley to the laundry room
- Unhook the full bag and pull the string to seal it
- Remove the bag by pulling the straps at the bottom
- Place bag in the laundry and fix clean bag to the trolley
- Return the trolley to the unit

Dissolvo Sacks

To be used in the following circumstances:

- When laundry is leaving the premises (e.g. short stay residents foul/infected clothes are going home), tell a relative or carer that the red sack must be put into the washing machine without opening.
- For foul/infected linen. Items must be sorted as for reusable bags.





3 – EFFECTIVE WASHING

Effective Washing

4 Key Factors for Successful Washing

- **Mechanical Action** – to break up and emulsify the soiling
- **Time** – to give the mechanical action and chemicals a chance to work
- **Temperature** – to speed up the wash chemistry and help chemicals emulsify any oily soiling and to achieve thermal disinfection
- **Chemicals** – to lower surface tension, emulsify the oily soiling, digest the protein soil and decolour the stains.

Infection Control

To effectively disinfect laundry, and ensure infection control, all items must be washed at the correct temperatures for a sufficient amount of time whilst using the correct mix of chemicals.

Disinfection

Thermal disinfection

Items that must be thermally disinfected

- Handkerchiefs
- All bedding
- All towels and flannels
- Tea towels, kitchen cloths
- Tablecloths and napkins
- Colour coded cloths and mops
- Work-wear/tabards

Chemical disinfection

Chemical disinfection is only to be used when high temperatures will do damage, or the Low Temperature Detergent does not contain a Sanitiser. The Vital Low Temperature does contain a Sanitiser.

Guide to Fabric Care Symbols

 MACHINE WASH			 DRYER			 IRON	
TEMPERATURE Cool/Cold Warm Hot	CYCLE Normal Permanent Press Delicate/Gentle	SPECIAL Do Not Wash Hand Wash	HEAT SETTING No Heat Low Medium Any Heat	CYCLE Normal Permanent Press Delicate/Gentle	OTHER Do Not Tumble Dry	TEMPERATURE Low Medium High	OTHER No Steam Do Not Iron
 BLEACH			 DRY			 DRY CLEAN	
 Any Bleach (when needed)	 Only Non-chlorine Bleach	 Do Not Bleach	 Line Dry/ Hang to Dry	 Drip Dry	 Dry Flat	 Dry Clean	 Do Not Dry Clean



EFFECTIVE WASHING *continued*

Auto-dosing Products

The auto-dosing must be carefully selected for every wash. Failure to check the dosing meter will result in an incorrect wash cycle and compromise infection control.



Vital Premium Laundry Detergent are used for all types of washing. The amount dosed will depend on the level of soiling present.



Vital Low Temperature Destainer is used as a destainer for stain removal and as a cold water disinfectant for use with blue self opening bags.



Vital Encapsulated Softener must not be used when washing any item with a waterproof protection as it makes them non-absorbent. It should also not be used on fire retardant items e.g. net curtains.



Alkaline Boost is available for certain washes, please contact your Newline Technical adviser for further advice.

Please take care whilst handling/replacing 10 or 5 litre containers.

For a quick guide to effective washing, please refer to the guide situated near the machines in your laundry.



Washing

- 1 Do not over load the machine,** this will result in a poor wash.
- 2 Select the correct program** on the touch pad.
- 3 Select the correct wash program** for the load type and temperature required.
- 4 Start the washing machine.**

After Washing

- 1 Place items into dryer** and select the correct drying temperature and time.
- 2 After drying, remove items** from the dryer and iron garments while they are slightly damp.
- 3 Put washed laundry** in a clean dry place.
- 4 Keep the machine doors** slightly open and keep drums clean.

How to replace a container:

- 1 To replace the Vital laundry products,** check the remaining level of product in the container.
- 2 If the product is empty,** it needs to be replaced with a new container of the same product.
- 3 Use the PPE specified by your employer** and refer to the MSDS sheets of the product.
- 4 Set a new full replacement** of the product in place next to the empty container.
- 5 Loosen cap** on full container.
- 6 Remove the cap and tube** from old container.
- 7 Transfer cap and tube** to the new full container.
- 8 Never mix or add water** to any of our products.
- 9 Clean any spills** immediately and rinse with water.
- 10 Wash and dry** hand thoroughly after changing container.

A32.727
Vital Premium Detergent
10ltr



A32.728
Vital Encapsulated Softener
10ltr



A32.722
Vital Low Temperature Destainer
10ltr



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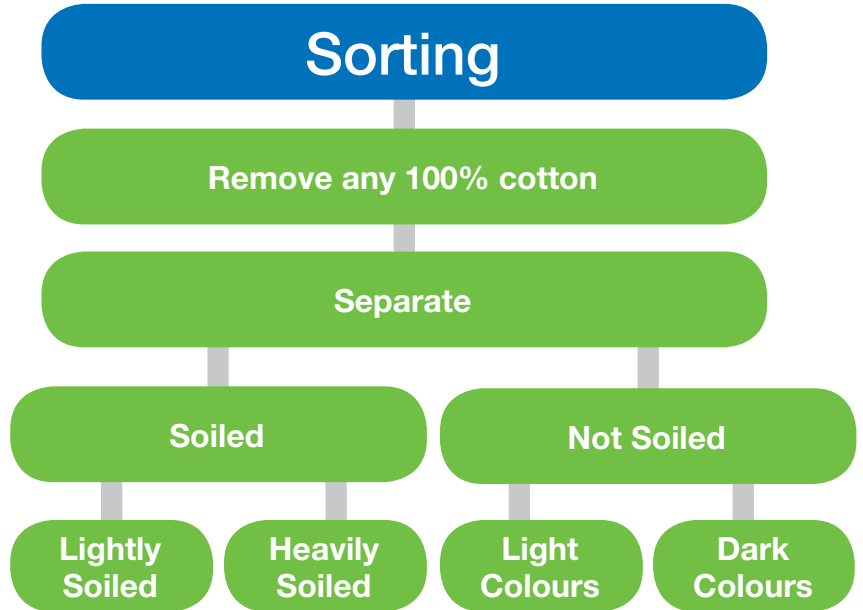
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4 – CARE OF POLYCOTTON

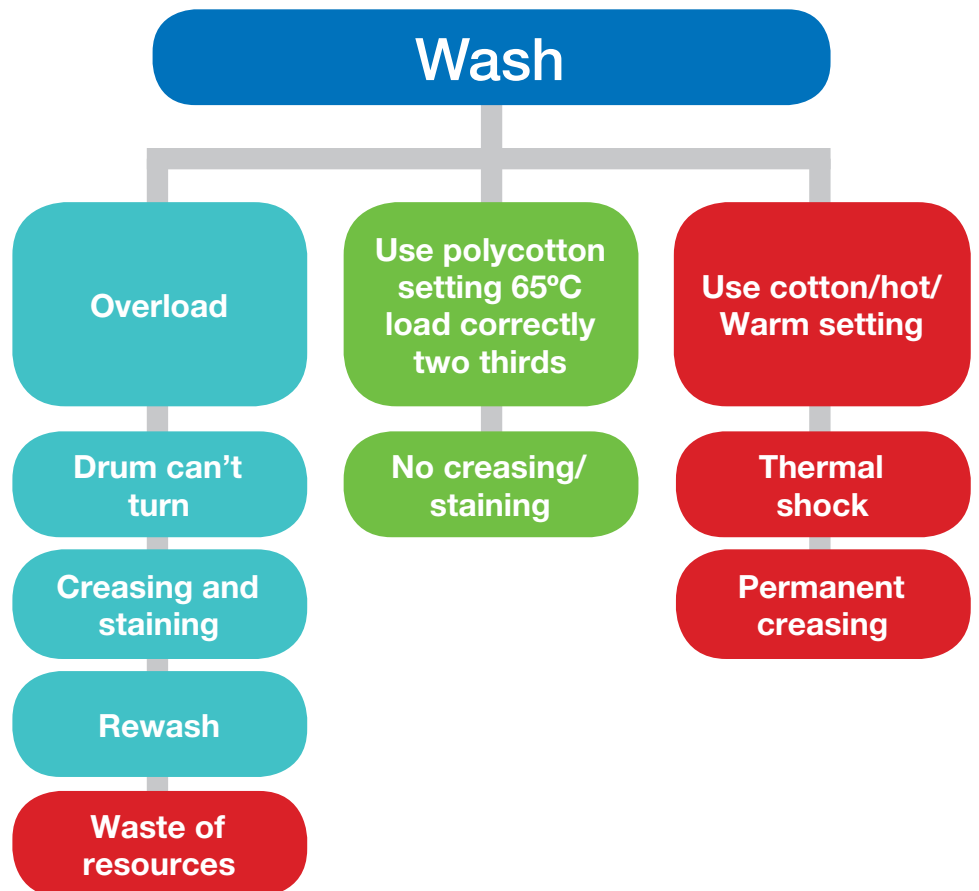
Care of Polycotton

- Polycotton is an easy care fabric made from a mixture of polyester and cotton, e.g. a 50:50 or 60:40 mix.
- Polycotton combines the warmth and comfort of cotton and the non-iron properties of polyester. However the higher the cotton mix the more likely it is to crease.
- Polycotton is usually manufactured so that it will stay crease free but this attribute can be damaged by a process called thermal shock if it is washed too hot. Once this happens the fabric will stay permanently creased.



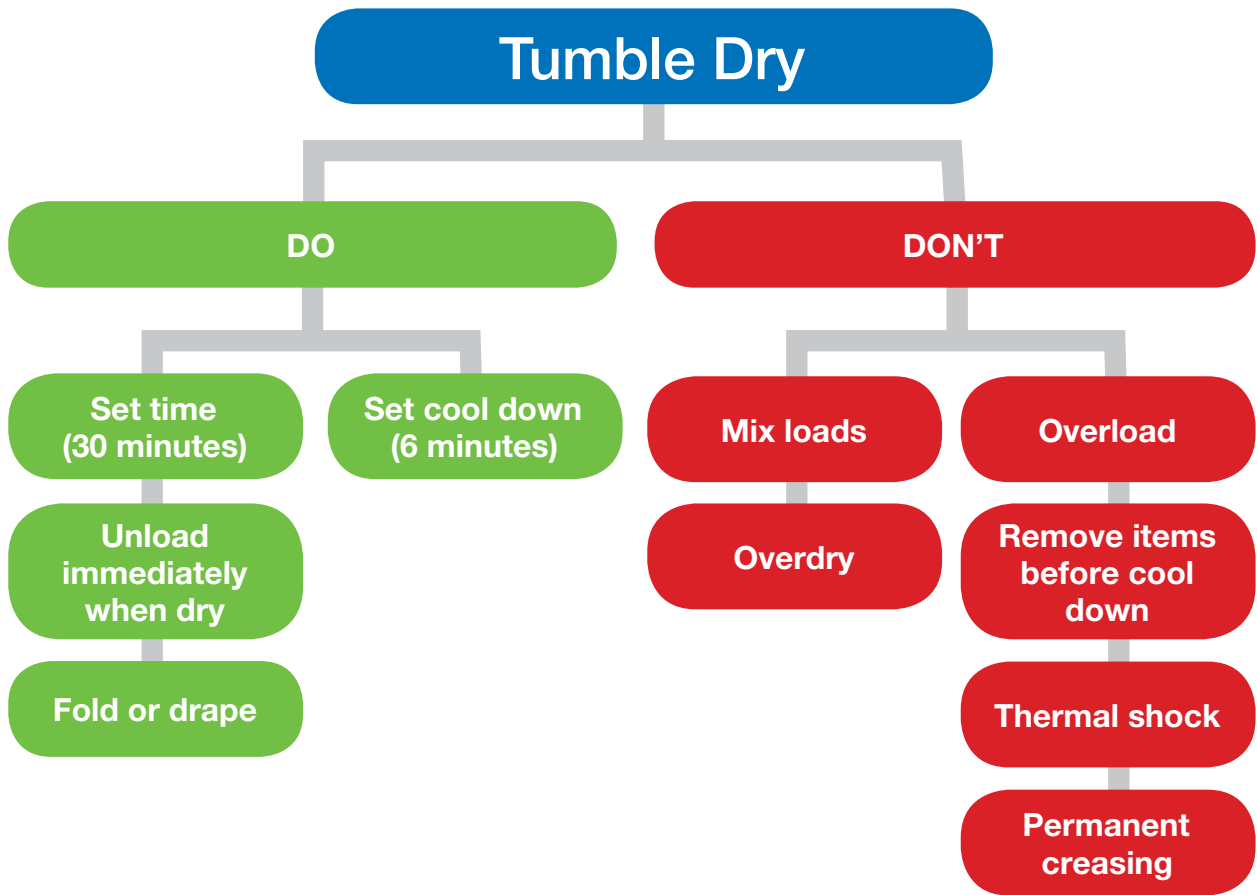
Washing

- Polycotton items do not dampen down during washing so if the washing machine is overloaded there may not be enough space for the load to turn causing creasing and stains will not be removed effectively.
- Some wash care labels say not to wash polycotton items above 50oc. most machines have a programme especially for polycotton washes.



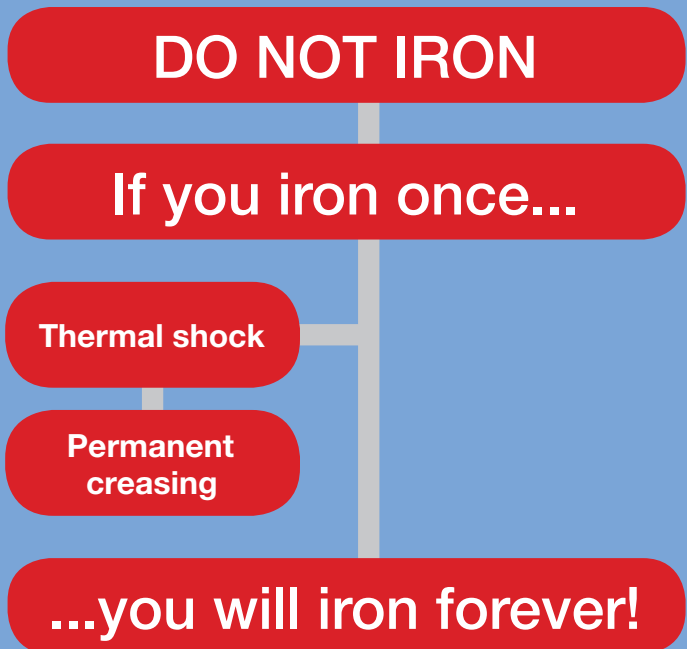


CARE OF POLYCOTTON *continued*



Ironing

The only items that should be hand ironed are residents' clothes which have been ironed in the past e.g. items brought in on admission. Where possible laundry staff should not iron new residents clothing. It may be advisable to mark new items on the label or name tape to assist with this. Staff should unload washing machines and dryers promptly and not allow items to over-dry. The need to iron polycotton clothes may be reduced even for older items.





5 – GOOD HOUSEKEEPING



Handling Laundry Chemicals

- Regularly check detergent levels in containers and detergent stocks.
- You must wear appropriate clothing, including apron, gloves and goggles.
- Always ensure new drum is in place before removing lid. Do not move drums unless lids are fully in place.
- Remove pipe(s) from empty drum and place in new drum, screwing down the cap. Replace lid on empty drum and dispose of in accordance with your local authority regulations.
- Never mix chemicals. Only change over one drum at a time to avoid confusion. Read the product label to ensure you are placing the correct feed tube in the correct product, otherwise chemicals could be mixed accidentally.
- Treat all concentrated chemicals with care
- Check labels/adhere to guidelines in coshh data sheets and coshh training.
- Keep training up to date.

Daily Cleaning & Disinfection

Daily cleaning tasks

- clean dirt and debris from all surfaces.
- clean all sinks and draining boards with a sanitiser.
- empty waste bins, replace bin liners.

Daily disinfection

- work surfaces, sinks, taps, trolley, tops of washing machines and door handles.
- use sanitiser solution.
- wash laundry bags on a thermal disinfection programme.

If in doubt, ask your supervisor or consult your Newline technical representative.

Cleaning Tasks



WEEKLY cleaning tasks

- shelves
- trays & baskets
- paint work
- drains & pipes



DAILY floor cleaning tasks

- vacuum or sweep floor
- clean the floor using the correct cleaning equipment
- display the caution sign.



MONTHLY cleaning tasks

- cupboards and drawers
- use a long handled duster to clean high level pipes
- clean behind equipment
- remove cobwebs
- clean internal glass (microglass cloth or glass cleaner).



WEEKLY floor cleaning tasks

- vacuum behind machinery
- vacuum vents.



6 – CARE OF EQUIPMENT

Maintenance

- Ensure all laundry equipment, both gas and electrical, are regularly serviced.
- The detergent dosing system is serviced and repaired free of charge by Newline.
- Report all faults to the duty manager immediately and put a warning label on the machine.
- Do not use any faulty equipment.

Washing Machines

- Do not under or overload the machine.
- Ideally the machine should be two thirds full.
- Daily clean the machine using a sanitising solution and your coloured coded zone cloth.
- Weekly run the machine empty on the hottest wash with no detergent.
- Turn the machine off at the wall at the end of the day.

Tumble Dryers

- When using a tumble dryer, it must never be opened and/or unloaded without completing a cool down, this is a major cause of fabric damage.
- Always set time and temperature.
- Always remove items from tumble dryer at the end of the cycle (danger of fire/creasing).
- Fold and drape items immediately.
- Never leave items in basket (spontaneous combustion/creasing).
- Turn off at the wall at the end of the day.
- Never put items on top or sides (danger of fire).
- Do not leave running and unattended for long periods, e.g. at night.
- Clean filter with a soft brush at least once daily (wear the PPE mask).
- Daily wipe top, sides and door with a Sanitising solution and your coloured coded zone cloth.
- Weekly vacuum the lint screen and drum carefully using the soft brush attachment on the hose.



Hot Irons & Ironing Boards

- Do a visual electrical check before use.
- Store a hot iron safely while it cools.
- Don't leave unattended and still turned on.
- Display a 'hot surface' sign as necessary.
- Clean regularly.
- Boards – ensure the covers are fitted correctly.
- Do not iron any polycotton bedding, tablecloths, or napkins.



NOTES

CARE
 RELIABLE
 TRADITION
 CARE
 SUSTAINABLE
 SERVICE
 TRADITION
 FORWARD THINKING
 INNOVATION
 RELIABLE
 INNOVATION
 SERVICE
 CARE
 RELIABLE
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 LONG STANDING
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