

**Press Release
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Nursing home in Bloherfelde near Oldenburg/Germany with on-premise laundry

From room planning to training of employees: Miele implements laundry concept for nursing homes

Gütersloh/Hanover, March 6, 2018. – 160 m² of space, large windows and rooms conducive to efficient working were the demands on an OPL for the Bloherfelde nursing home which resulted in a decision in favour of new-build premises. The new laundry was created in the course of far-reaching modernisation and renovation work. This also marked the premiere of Miele's new laundry concept for nursing homes. From plans and the selection of machines through to the training of machine operatives: In close collaboration, a working environment aimed at meeting the highest of demands on quality and hygiene was created – which has been welcomed by all who live there.

The nursing home near Oldenburg is currently home to 52 residents, aged between 22 and 80 with mental disabilities. 'Our motto is 'you are what you wear'', says nursing home director Herman Dirks. So when laundry requirements increased significantly, the old machines had to be replaced. Dirks travelled the length and breadth of Germany, gathering information from OPLs and third-party laundries. The conclusion was clear: 'Our best bet is to do things ourselves'. 'We wanted to have a handle on hygiene and quality as this is important to those we look after'. He was then able to convince the organisation running the home that an OPL would be the better alternative. The decision in favour of commercial machines from Miele was an obvious choice in view of the long-standing relationship with 17 of the organisation's homes and the positive experience gained.

Work on the new premises, which are connected to the nursing home via a corridor, commenced in autumn 2016. The laundry was inaugurated in May 2017. Large windows make for bright working conditions and the 3.20 m ceiling under which air can circulate freely ensures pleasant temperatures. With plans created in Gütersloh, the entire laundry cycle was restructured and reorganised with a view to efficiency: Residents' laundry is delivered in blue sacks. White is for bed linen and red sacks are used for employees' workwear. All items are sorted prior to processing by temperature and textile quality. Hygiene-critical laundry is processed in a barrier machine set in a diaphragm wall, dividing the operation into contaminated and clean sides. This machine is able to wash 24 kg of laundry in a single cycle before ironing and folding takes place in the clean room.

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Finished items are placed on the shelves of the laundry rack labelled with the names of residents. Miele also takes care of accessories and of the computer software which allows items of laundry to be catalogued. Each item is equipped with a name tag which, although not visible from the outside, can be machine-read. This allows the whereabouts of each garment to be tracked at all times.

Freshly laundered textiles are distributed to the four residential groups without delay. This is the job of, among others, Mareike Brüntje and Helga zum Buttel, who work here five days a week from 6.00 am until 2.00 pm. 24 kg of clean and dry laundry leaves 'their' laundry every hour. Sometimes, residents help out with folding and sorting. This both speeds up the process and, above all, benefits the residents. 'We even go as far as demanding it', explains nursing home manager Dirks, 'as it represents a step towards normal everyday life. That was not least the reason why we attached such great importance to an on-premise laundry'.

(587 words, 3,585 characters, incl. spaces)

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Company profile: Miele is the world's leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. This line-up is augmented by dishwashers, washer-extractors and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications (Business Unit Professional). The Miele company, founded in 1899, has eight production plants in Germany as well as one plant each in Austria, the Czech Republic, China and Romania. 2016/17 turnover amounted to approx. EUR 3.93 bn with sales outside Germany accounting for 70%. Miele is represented with its own sales subsidiaries and via importers in almost 100 countries. The Miele company, now in the fourth generation of family ownership, employs a workforce of around 19,500, 10,900 thereof in Germany. The company headquarters are located in Gütersloh/Westphalia, Germany.

There are three photographs with this text

Photo 1: Everything spotlessly clean: Laundry employee Mareike Brüntje unloads a tumble dryer. Every hour, 24 kg of laundered textiles leave the laundry. (Photo: Miele)

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Photo 2: Ironed, folded and then placed in the mobile laundry rack: Care assistant Stephan Schönberg ensures that laundry stocks are replenished. (Photo: Miele)

Photo 3: Even demanding garments for special occasions come out clean in the home's on-premise laundry: A costume is handed back to a resident by care assistant Elke Schouwer. (Photo: Miele)

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