

ACHIEVING IMPROVED SUSTAINABILITY

Sanctuary Supported Living are a care organisation based in the UK who offer housing services to those with support needs. They do so in a number of different ways that extend from the management of single shared house properties to multi-apartment buildings where residents have their own flats and living spaces with shared communal facilities, and access to local amenities.



Professional care and support of residents is underpinned by a rigorous cleaning schedule.

Throughout the day and night, spaces are subject to cleaning processes to ensure that throughout a Sanctuary Supported Living site happy, independent living is supported by cleanliness and healthy spaces.



Like many businesses, Sanctuary Supported Living takes their ecological responsibility seriously and are continually looking for new ways to improve the sustainability of their facilities and reduce their impact on the planet and its resources.

Within a single facility, the spectrum of cleaning needs can be significant and has led to an approach where many different cleaning items, tools, solutions and products are in use to complete routine cleaning tasks.

The lifespan of products in use is not always as long as it could be, and this has a secondary effect of using more ecological and commercial resources than strictly necessary.

They partnered with Rubbermaid Commercial Products (RCP) to review and standardise their cleaning approach.



STEP 1

CLEANING EFFICIENCY AND EFFECTIVENESS

Across Sanctuary's sites, one of the more regular and substantial cleaning tasks is what's known as a void clean.

A void clean takes place when a property, or a space within a property, has recently been vacated and needs to be attended to before a new resident can take up lodgings.

The space may contain various different subspaces such as kitchens, bedrooms, bathrooms and soft furnishing areas, all of which need to be cleaned, preferably within a single pass.

Before assessing the potential sustainability benefits, Sanctuary needed to ensure that the proposed cleaning tools from Rubbermaid Commercial Products (RCP) did the job they were intended to.

Therefore, they performed a time and motion study to review the existing approach during a void clean at their Baskeyfield House site in Stoke-on-Trent.

THIS STUDY TOOK IN A VARIETY OF PROCESSES:

- ! Kitchen and other surface cleaning with **microfibre (MF) clothes**
- ! Wall cleaning with **improvised equipment**
- ! Shower and tile cleaning using **self-made equipment**
- ! Fittings cleaning (windows, skirting) using **damp twine mop**
- ! Sink and toilet cleaning with **MF clothes**
- ! Floor mopping with **twine mop**

At the end of the void clean, 1hr 47mins later, the RCP team had all the data they needed to propose an improved methodology for the cleaning team at Baskeyfield House.

TESTING A REVISED CLEANING APPROACH

RCP returned to Baskeyfield House to meet with the team there. They undertook a detailed briefing on the refined approach they had designed and conducted training on the use of RCP products. They then performed another Time and Motion study using this improved process as well as using RCP solutions to compare with the initial session and current solutions.

The improvements in this second study were significant.

AREA	TIME & MOTION BREAKDOWN		IMPROVEMENTS	
VOID AREA	STANDARD CLEAN	RCP CLEAN	TIME SAVED (MIN)	TIME SAVED (%)
KITCHEN AREA	61	40.33	21.07	34%
BATHROOM	35.04	15.01	20.03	57%
LIVING ROOM WINDOW CLEAN	11.01	3.03	7.58	34%
TOTAL TIME ELAPSED (MIN)	107.05	52.37	55.08	45%



The switch from a disconnected set of cleaning products, and tools improvised based on need, to an integrated set of RCP cleaning materials eliminated 55 mins from a 107 minute clean.

The uplift in products also expanded the cleaning tasks the team could take on, such as cleaning on top of lights, and how safely they could undertake tasks with telescopic equipment.

Crucially, this has meant a significant improvement in the cleaning experience for staff.

Prior to switching to RCP cleaning materials, staff were using inflexible products, and ad-hoc tools, which meant contorting or elevating themselves to ensure thorough cleaning took place. This often led to stressful physical positioning and increased on-the-job fatigue. All of which extended cleaning time.



Overall, the total time for a void space clean has been reduced to under an hour, while increasing the amount of cleaning undertaken with better tools and with greater comfort for those doing the cleaning.



STEP 2

ACHIEVING IMPROVED SUSTAINABILITY

A key focus for the team at Sanctuary Supported Living has been to use this process to improve the sustainability of what they do.

As a result of the RCP implementation, the team have calculated significant improvement in their environmental impact through adopting these new tools.

Comparisons between previous cleaning equipment such as string mops and buckets vs RCP's Pulse™ Mop System reveals the site will save approximately **400kg in mop heads that would otherwise be going to landfill, and will now save approximately 180,000 litres of water** and hundreds of pounds in electricity costs.



Further cost and resource reductions came with the introduction of HYGEN™ Microfibre Cloths as a result of the high number of wash cycles they endure before requiring replacement.

With the testing completed, and implementation a success at Baskeyfield House, Sanctuary Supported Living are in the process of implementing RCP solutions across 24 more sites, expanding deployment to include recycling and waste containers as well as cleaning products.

RCP will continue to support Sanctuary Supported Living on the use of products as well as ongoing post-sales support that includes digital and on-site training, product warranties, sharing best practice and other cleaning guidance.



FEEDBACK



“
ADOPTING RCP MATERIALS HAS IMPROVED OUR CLEANING IN THREE SIGNIFICANT WAYS.

Firstly, we can do more cleaning to a higher standard in less time with less ecological impact, thanks in part to products like the Pulse™ Mop System eliminating the need for a large bucket of water to be carried around as well.

Secondly, safety improvements from using products like the High Level Duster that reaches telescopically while a cleaner can keep their feet on the ground, or a microfibre cover on a flexible head means the tool can twist and turn, rather than our staff having to, reduces physical strain or potential musculoskeletal problems. As well as the reduced fatigue that comes from using a lighter cart and removing heavy buckets of water.

Finally, the savings have been noticeable. There are the financial savings that come from durable products that need less replacement, and there's a saving in time that comes from the efficiency RCP's setup has given us and there's a sustainability saving, where we're using less products and less resources, meaning less is taken from the planet. ”

Dawn Moreton
Housing Team Leader

OUR SWITCH TO RCP MATERIALS CREATES BETTER SPACES FOR OUR RESIDENTS, BETTER WAYS OF WORKING FOR OUR STAFF AND BETTER COMMERCIAL COSTS FOR OUR BUSINESS.



BUYING BETTER

Facilities that implement a connected, well-designed, modern system of cleaning products can reap benefits across broad business areas including budgeting, staff retention and sustainability.

As businesses continue to tackle rising prices and inflation, as well as increasingly taking steps to become more sustainable, RCP can help to redefine not just the cleaning that takes place but what it costs commercially and for the environment.



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Living

Let's do this together