



Case Study

BWT and Colten Care: Why Providing the Right Service is Essential

Care Home Sector

PROJECT INFORMATION

Customer: Colten Care Homes

Project Summary:

Provide a suitable drinking water solution to meet the demands of a warm care home.

Products and Services:

Description:

BWT Plumbed-In Coolers.

Details:

Manufacturer: BWT UK

Care Homes are starting to recognise the importance of selecting the right facility partners to ensure their Homes run smoothly, that any repairs needed are carried out quickly and efficiently and that the products/services they order not only represent value for money but also more importantly, do the job they are intended for.

BWT have been working with the Home Care Sector since 2010 in identifying and supplying a range of solutions to treat hard water that is likely to cause limescale related issues in the future as well as providing a variety of drinking water solutions. BWT has recently started working with Colten Care. With more than 30 years' experience, Colten Care are a family-owned Care Home company, who own and operate high-quality Care Homes across Hampshire, Dorset, West Sussex and Wiltshire. Their services include residential, nursing and dementia care. Their aim is to be both the south coast's Care Home provider of choice and the Care Home employer of choice.

Quality and quantity go hand in hand for Colten Care



BWT Table Top Plumbed-In Cooler

BWT recently sat down with Fergus Davitt, Colten Care's Hotel Services Manager, to discuss the journey the company takes from one simple idea to a completed, high quality, residential Care Home and the importance of great service.

"The idea develops more so when a buyer has gone out to look at land for a potential Care Home. Usually the buyer will scout areas that fit in near places that are easy for staff to get to and where there seems to be a demand for a Care Home. The board will make the final decision but our aim is to open a new Care Home every two years."

When asked why Colten constantly works hard to improve their services, Fergus had this to say, *"Quality is at the heart of Colten Care. Every Care Home is unique in its way of doing things. Colten has a completely different model compared to other Care Homes. Because we are a family business, we take into account the needs of each resident. From the way the Care Home is designed, to the facilities we have within the Care Home – everything is developed with the residents in mind. Colten Care is all about*

Key Benefits

- Providing a flexible service
- Quality at the heart of every decision
- Regular hydration for residents
- Giving residents a choice

Quotes:

- “Quality is at the heart of Colten Care.”
- “With BWT, it was a simple and easy choice – they provided us with the best solution to ensuring residents stay hydrated.”
- “With our BWT Water coolers, we are allowing residents to have a choice.”

Related Information:

- CQC recently rated four of Colten Care's Homes, as Outstanding with the remaining homes rated as good.

Title of Case Study: BWT and Colten Care: Why providing the right service is essential

Date: 07/06/2019

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References:

Care Quality Commission. 2017. The state of adult social care services 2014 to 2017: https://www.cqc.org.uk/sites/default/files/20170703_ASC_end_of_programme_FINAL2.pdf

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quality, individuality, choice, flexibility and respect. These are our core values and we work hard to instil them in every new Care Home we open.”

Why the comfort of residents matters

We spoke to Fergus about Colten's association with BWT, who recently installed water coolers for the newest Colten Care Home, Bourne View, in Poole. *“One of our main concerns when designing and developing a Care Home is making sure residents are comfortable. When a resident decides to stay in one of our Homes, we want them to feel at home and that means giving them access to the right facilities. Water is essential for our residents, especially as Care Homes can become a warm environment, so constant hydration is key. With BWT, it was a simple and easy choice – they provided us with the best solution to ensuring residents stay hydrated. With our BWT Water coolers, we are allowing residents to have a choice. Giving them an opportunity to decide when and where they want water helps build their personal experience at our Care Homes. Of course, the coolers also ensure that our residents' health stays regulated and their sleeping patterns stay balanced – this is vital for many of our residents.”*

Easy to locate almost anywhere and simple to maintain, BWT's water coolers provide a convenient source of refreshment for Care Home residents, staff and visitors. Not only do BWT water coolers offer ultimate flexibility and quality but BWT itself is a high quality, flexible supplier. With friendly staff that go the extra mile, BWT provides products and services that are truly worth caring about and offer the best solutions for all of their customers.

Colten Care: the feeling of coming home

Taking in the unique design of Bourne View, Fergus reflected that, *“The design of Bourne View was developed to mirror the 'coming home' feeling that residents would have when they first entered. From guest suites and private seating areas to a private hair salon, every part of Bourne View was created specifically to provide a personalised experience for each of our residents. Allowing residents to feel independent is crucial; our care and hospitality staff are trained to provide the highest quality of service for that very reason.”*

The dedication and effort that goes into designing and developing a Colten Care Home is clear to see, every part of the decision-making process focuses on one important thing: making sure residents are happy and comfortable. Part of providing the right service means getting the right facilities and Colten has shown why having the right facilities, allows them to cater to the needs of their residents, more efficiently.

Lessons Learned

- Quality is essential to providing the right service
- A good service, produces positive results
- Welfare and wellbeing of residents is key
- Flexibility is important when it comes to key decisions being made