



The Northern NHS

HOTEL SERVICES TRAINING ADVISORY GROUP

In partnership with *The Society of Hospital Linen Services and Laundry Managers*

Present a **THREE-** day residential event on

HEALTHCARE LINEN SERVICES TODAY

A comprehensive three-day programme covering all aspects of Linen Service provision in today's healthcare environment

to be held on:

**Wednesday, Thursday and Friday,
12th, 13th and 14th November 2008**

at

**THE DE VERE HOTEL, HERONS' REACH,
EAST PARK DRIVE, BLACKPOOL, FY3 8LL**

This course has been designed to assist those with management responsibility for Healthcare Linen Services. It outlines all aspects of the linen cycle in a Healthcare setting and covers, in detail, those areas where savings can be identified, how we deliver assurance to our patients and service users and how we can demonstrate the delivery of our Legal obligations.

This event will be of special interest to Linen Service Managers, Facilities and Hotel Services Managers, Monitoring Officers and Contract Managers.

The cost of attending the THREE-DAY RESIDENTIAL CONFERENCE IS £475.00 per person

Residential conference fee includes attendance at the three-day conference, course information, accommodation (all single occupancy) in comfortable en-suite rooms, all meals/refreshments and membership of *The Society of Hospital Linen Services and Laundry Managers for 2009*.

We are also able to offer places for DAY DELEGATES at a rate of £110.00 per person per day (non residential)

Day delegate rate includes course information, morning coffee/tea and pastries, lunch and afternoon coffee/tea.

A CERTIFICATE OF ATTENDANCE WILL BE ISSUED TO ALL DELEGATES WHO ATTEND THIS NORTHERN NHS HOTEL SERVICES TRAINING ADVISORY GROUP EVENT

HEALTHCARE LINEN SERVICES TODAY

12th, 13th and 14th November 2008

PROGRAMME

DAY ONE – WEDNESDAY, 12TH NOVEMBER 2008

9.30am REGISTRATION – [Network Suite Foyer](#)
[Coffee/Tea & Pastries on arrival –](#)
[Network Suite Refreshment Bar](#)

CONFERENCE TO BE HELD IN NETWORK SUITE 1

10.15am **WELCOME AND INTRODUCTION**

Presenter – ALISON SLATER
(Chair of the Hotel Services TAG)
Assistant Director – Hotel Services,
Lancashire Teaching Hospitals NHS
Foundation Trust

10.30am **HEALTHCARE TEXTILES**

Presenter - IAN HARGREAVES
Laundry Solutions

- Specifcation
- Procurement
- Standardisation
- Identification
- Compatability
- Standards
- Functionality
- Theatre Linen

INNOVATIVE PRODUCTS – *The Sleep Knit Experience*

Presenter – PAUL GIBSON
Linen Services Manager, Bolton
Hospitals NHS Trust

12.30pm Lunch served in the [Park Brasserie](#)

(time to register with hotel at Main Hotel
Reception)

1.30pm

PREVENTION OF INFECTION THROUGH LINEN AND LAUNDRY SERVICES

Presenter – IAN HARGREAVES
Laundry Solutions

- Controls
- Standards
- Systems
- Good Practice
- Chemical Disinfection – Ozone
- Launderettes

3.30pm

Afternoon Coffee & Tea – [Network Suite Refreshment Bar](#)

3.45pm

LINEN CONTRACTS – THE FRAMEWORK AGREEMENT

Presenter – PAUL SHEEHAN
Category Specialist, NHS Purchasing and
Supply Agency

5.00pm

EXERCISE – QUALITY

Presenter – LYNN FORT
Linen Services Manager, East Lancashire
Hospitals NHS Trust

- Setting Standards
- Customer Expectations

7.00pm

Evening Dinner served in the [Park Brasserie](#)

HEALTHCARE LINEN SERVICES TODAY

12th, 13th and 14th November 2008

PROGRAMME

DAY TWO – THURSDAY, 13TH NOVEMBER 2008

7.00am From 7.00am onwards – Full English Breakfast served in the [Park Brasserie](#)

CONFERENCE TO BE HELD IN NETWORK SUITE 1

9.00am MONITORING THE SERVICE

Presenter – PHIL LIVERSIDGE
Linen Services Manager, Airedale NHS Trust

- Quality
- Cost
- Safety
- Service

11.00am Morning Coffee/Tea & Pastries – [Network Suite Refreshment Bar](#)

11.15am SEWING ROOM SERVICES

Presenter – PAUL GIBSON
Linen Services Manager, Bolton Hospitals NHS TRust

- Workload
- Manufacturing
- Repairs
- Targets

12.30pm Lunch served in the [Park Brasserie](#)

1.30pm DELEGATE VISIT TO EITHER A COMMERCIAL LAUNDRY OR NHS LAUNDRY

Presenter – IAN HARGREAVES
Laundry Solutions

Presenter – PAUL GIBSON
Linen Services Manager, Bolton Hospitals NHS Trust

A chance to see a healthcare processing facility

4.00pm Afternoon Coffee & Tea – [Network Suite Refreshment Bar](#)

4.30pm UNIFORMS

Presenter – IAN HARGREAVES
Laundry Solutions

- Procurement
- Issue
- Distribution
- Control

5.00pm CURTAINS – TEAM CHANGE

Presenter – IAN HARGREAVES
Laundry Solutions

- Procurement
- Changing
- Monitoring
- Systems
- Identificaiton
- Single Use Option

5.30pm FEEDBACK ON SITE VISITS

7.00pm Evening Dinner served in the [Park Brasserie](#)

**HEALTHCARE LINEN SERVICES
TODAY**

12th, 13th and 14th November 2008

PROGRAMME

DAY THREE – FRIDAY, 14TH NOVEMBER 2008

CONFERENCE TO BE HELD IN NETWORK SUITE 1

7.00am From 7.00am onwards – Full English
Breakfast served in the [Park Brasserie](#)

9.00am **LINEN DISTRIBUTION**

Presenter – IAN HARGREAVES
Laundry Solutions

- Aims
- Options
- Advantages / Disadvantages
- Targets / Guidelines

10.00am **BED CHANGE POLICY**

Group Work

- When should linen be changed?
- Trusts responsibility

11.00am **GROUP FEEDBACK**

Discussion

12.00 noon **CLOSE OF COURSE AND FEEDBACK**

SAFE JOURNEY HOME

HEALTHCARE LINEN SERVICES TODAY

12th, 13th and 14th November 2008

ABOUT THE SPEAKERS

ALISON SLATER

Chair of the Hotel Services TAG and Facilities Manager, Lancashire Teaching Hospitals NHS Foundation Trust

Alison has worked for over twenty years in the NHS across the North West, initially within catering services but moving across into Hotel Services in 1986 when this new role was starting to be developed. Prior to joining the NHS, Alison was a restaurant manager for FW Woolworth in a number of large stores across the country. Outside of work, Alison is an enthusiastic football supporter and a National Trust Volunteer. Alison feels that the profile of Hotel Services within any hospital or clinic setting is linked to Patient Choice and Customer Satisfaction and that the Hotel Services Training Advisory Group has an important role in supporting the development of front line service staff.

IAN HARGREAVES

Laundry Solutions

Ian has over 30 years experience in the management of Linen & Laundry services in both the public (Healthcare) and private sectors of the laundry industry. Ian is a strong believer in the "hands on approach" to linen services management and has regularly presented papers at regional and national conferences on a wide range of topics. Following extensive market research, which indicated a high demand for cost effective consultancy work, Ian formed Laundry Solutions. He has recently undertaken project work throughout Europe, USA and China, the majority of which was linked to the processing of Healthcare work. Ian is presently a member of the technical group reviewing and updating HSG (95) 18 on behalf of the Department of Health.

PAUL GIBSON

North West Regional Chairman, The Society of Hospital Linen Services and Laundry Managers

Paul joined the NHS from the commercial laundry sector in 1986. He is currently employed as Linen Services Manager for Bolton Hospitals NHS Trust. Paul has been an active member of the Society of Hospital Linen Service and Laundry Managers for 29 years. Paul was Regional Chairman of the North West branch of the Society for 12 years and has been National Chairman since 2003. The Society of Hospital Linen Service and Laundry Managers has represented the views of Laundry and Linen Service Managers for over 50 years. Promoting the development of a professional linen service within the NHS by the provision of training, impartial advice; both to its membership and the broader NHS; Benchmarking and representation on National Committees within the NHS and within the laundry industry. The Society is committed to the development of national laundry and linen standards within the NHS by developing and promoting Best Practice from all service providers. The Society also provides an independent consultancy service to provide technical support, advice on service development, cost control and measurement of standards.

PAUL SHEEHAN

Category Specialist, NHS Purchasing and Supply Agency

Paul has been in NHS procurement for over 30 years and is currently employed as Category Specialist by NHS PASA in services and outsourcing, with particular reference to the PASA Laundry Framework arrangement. He is also responsible for advising Trusts on procurement matters relating to the outsourcing of Hotel Services.

Paul has also worked on capital equipping where he was responsible for a number of large-scale projects working to fixed budgets. Paul is a member of the OGC food strategy teamwork group that is looking at collaboration across the public sector into the procurement of food, catering services and catering equipment.

LYNN FORT

Linen Services Manager, East Lancashire Hospitals NHS Trust

Lynn is the Linen Services Manager with East Lancashire Hospitals NHS Trust. Her duties include managing one of the newest laundries in the NHS at the Royal Blackburn Hospital. Her career in Linen services started as a North West Regional Linen Services Management Trainee. After working as a Production Manager in the Laundry at Middlewood Hospital, Sheffield, she became Assistant Manager at Blackburn being promoted to Manager 18 years ago. The laundry is accredited to ISO 9001 – 2000 and quality and systems management is considered an integral part of providing an efficient and effective Linen Service. As the current Regional Chair and National Secretary of the Society of Hospital Linen Services and Laundry Managers Lynn was involved in developing the recently published Good Practice Guide.

PHIL LIVERSIDGE

Linen Services Manager, Airedale NHS Trust

President of Society of Hospital Linen Services & Laundry Managers. Phil has managed the laundry at Airedale since 1988. His background lies in the work study discipline, across a broad spectrum of Industries: Health Care, Textiles and Poultry. Airedale laundry processes linen for a range of customers both private and NHS and satisfies ISO Accreditation.