

Edition 1/2018

PROconcept^{international}

The magazine for care and nursing homes

THE IN-HOUSE LAUNDRY CONCEPT



Introduced

The laundry at the
Bloherfelde nursing home

Simpler, faster, better

Miele's laundry concept
for nursing homes

Miele



Dear readers,

Climate change is a matter for all of us! That's why Miele is constantly developing new ways to protect the environment. When we develop our durable and efficient products, we always bear these considerations in mind: Our machines must offer clients great benefits whilst at the same time reducing their impact on the environment and excelling in terms of low energy, water and detergent consumption. This is our take on sustainability. In doing so, we are making an important contribution to environmental protection and ensuring that your on-premise laundry is run as efficiently as possible. One current example is the new laundry at the **Bloherfelde nursing home in Oldenburg**. Here, **Miele's care home concept** has been implemented in full (Page 6 ff.). As you will see, we are rethinking functions and processes in a modern laundry on a daily basis, such as correct workplace illumination (Page 12 ff.), and can provide valuable tips from the Klasse Wäsche organisation on laundry care (Page 14 ff.), an association which is this year celebrating its fifth year of operation. Why? Because we always strive to be „forever better, – for you and the environment in which we all live. I would like to wish you all a good read!

Kind regards

Martin Hübner
Head of Miele Professional - Miele Germany



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**EX-PRO PLANS
RETIREMENT HOME**

Ageing affects all layers of society. One person who has given much thought to finding a retirement home for himself and his colleagues is the former German professional soccer player Karl-Heinz 'Charly' Körbel. With his 602 caps for Eintracht Frankfurt, the 64 year old holds the record for the German top division. Now, together with partners, he is planning a retirement home to ensure that former players enjoy good company in their old age and make provisions for when they become care-dependent. The home is intended to allow former professionals to live together and talk about football the whole day long – recalling joint experiences, their greatest victories and their best games. Körbel is planning to build a home for around 50 residents. The former national player (six caps) won the German cup four times with his club Eintracht Frankfurt and the UEFA Cup once (1980, now Europa League). After his active career as a player, Körbel devoted his skills to training budding talent and founded a soccer school in 2001 at his former club in Frankfurt, a team which has still not been relegated from the first division. //



The former professional German footballer Karl-Heinz Körbel is already thinking about retirement and old age.



FOR PATIO AND GARDEN

**TAKING GOOD CARE
OF TABLE LINEN**

Tablecloths used outdoors are at the mercy of the elements. To keep them looking good, they should be properly looked after.

Sunshine beckons residents out into the garden or onto the patio. There they enjoy cold refreshments or a good cup of coffee. Table linen creates a cosy and pleasant atmosphere but has to withstand much more than indoors. For outdoor use, cotton tablecloths and polycotton blends coated with acrylate have proved to be the best choice. The reason: They are impermeable, stain-repellent and can be wiped clean with a damp cloth. Similarly, Teflon-coated table linen is also suitable for outdoor use. Your advantage: It repels stains and has a nice touch and feel at the same time. Both fabrics are easy to maintain. And both can be washed in an

on-premise laundry. To preserve the quality of table linen, large stains should be dealt with immediately by dabbing with a damp cloth. Tablecloths should be washed regularly in a 40°C cycle. The level of mechanical action and, above all, drying should subscribe to the instructions on care labels. Table linen for outdoors last longer, the better it is cared for. That is why they should never be left out overnight. The elements, dirt and tree gum can place great strain on the material. It also promotes mildew stains, particularly if cloths are folded and stored whilst still damp. It is good practice therefore to always ensure that tablecloths are perfectly dry before folding them. //

TOP OVERALL MARKS

**DISHWASHER WITH TOP MARKS
FOR QUALITY AND FINISH**

Much praise in the field has been lavished on commercial dishwashers from Miele Professional: They are overall winners in the 'BestBrand 2017/2018' study conducted by AHGZ, a journal for the hotel and catering trade. This publication polled 837 purchasers of dishwashing technology between mid-July and early September 2017. The outcome was that products from Miele Professional lead the field in terms of quality, image, product

performance, sustainability and service. With respect to both fresh water and tank dishwashers, those polled agreed most frequently with claims of 'consistently high quality' or 'optimum dishwashing results'. Miele Professional's after-sales service, too, came out with top marks. In all, this resulted in a victory based on overall ratings. //

Optimum dishwashing results: The machines from Miele Professional have met with a good reception in the field.



LAUNDRY ABC

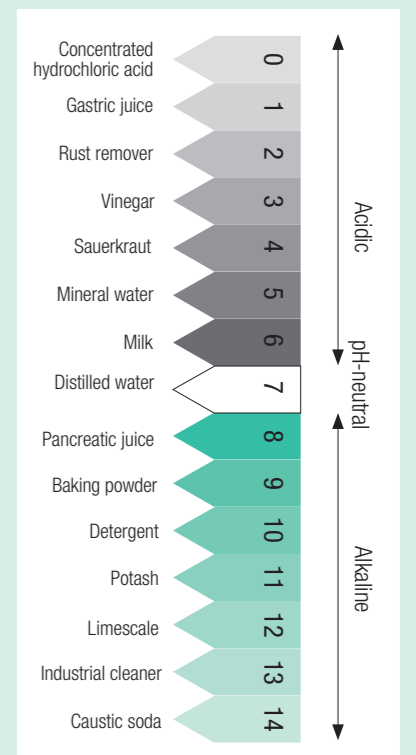
The correct pH value

FOR PERFECT WASH RESULTS

One key parameter in the wash process is the pH value. This not only influences wash performance but plays a key role in the possible damage to fibres. The pH value is measured on a scale of 0 to 14. A solution is deemed neutral if it has a pH value of 7. Anything below 7 is in the acidic range; a pH value of above 7 is alkaline. The pH value in the wash process is set using the detergent or by adding an acid or alkaline separately. When washing woollen garments, the pH value throughout the entire wash process should be slightly acidic to neutral. Silk is less delicate than wool but should also be washed in the pH-neutral range. Microfibrils and polyester should never be washed at high temperatures in a highly alkaline environment as this would result in the degra-

dition of fibres. Cotton items are best washed in an alkaline wash liquor in both the pre-wash and main wash, providing there are no other parameters which impose restrictions. Particularly when washing cottons, wash performance can be improved with an alkaline wash liquor as this contributes to making fibres swell, causes cotton fibres to repel each other and assists, together with tensides, to keeping removed soil in suspension before removal. //

From 0 to 14: the pH value using various substances as examples.





THE IN-HOUSE LAUNDRY CONCEPT

PART 9

Introduced

On-premise laundry at the Bloherfelde nursing home in Oldenburg



The laundry process is perfectly organised in the new premises: Mareike Brüntje loads the 24 kg barrier machine with soiled laundry (1). After drying, clean laundry is either ironed (2) or simply folded (3) and placed on the shelves of a mobile rack.

THE BLOHERFELDE NURSING HOME IN GERMANY

BEING DIFFERENT TO THE OTHERS

The challenge: The renovation of the entire care home, including the laundry which no longer met modern demands. **The solution:** A new-build on-premise laundry incorporating Miele's sustainable concept for nursing homes. **The results:** An efficient laundry process and pleasant working conditions enabling reliable processes and high standards of quality and hygiene.

The Bloherfelde nursing home in Oldenburg the north of Germany is a very special place. This is obvious the minute the historic building comes into sight. Next to the entrance, an engraved stone with the inscription 'Municipal Workhouse for the Poor, Oldenburg 1884' is set in the brickwork. Until the First World War, it was a poorhouse, followed by a home for waifs and strays and, later a retirement home. Since 1974, it has been a care home for the mentally handicapped. It is currently home to 52 men and women aged between 22 and 80 who suffer from depression and psychosis. Residents are taken care of by a staff of 29, 365 days a year around the clock. 'There's no doubt we stand apart from other homes. We celebrate, grieve and live with our residents', says Hermann Dirks, care worker with a diploma, who has been in charge of the home for the past 13 years.

Some five years ago, the idea was born to modernise and refurbish the building which

was in need of renovation. Dirks and his team put a lot of thought into their plans – including the old laundry which at the time was integrated into the living quarters. 'That wasn't a future-proof solution. Installing new machines in the old laundry would not have made any sense. It would have been neither modern nor sustainable', the home manager explains. And there was another challenge: The amount of laundry produced by the residents had grown. So what was to be done? Dirks travelled the length and breadth of the country, visited third-party service providers and on-premise laundries in order to gather as much information as possible. His summary: We can do things better ourselves. Together with the operator, the Oldenburg regional council, he decided to build an on-premise laundry!

Sustainable philosophy

The next step was to contact Miele's sales representative Dieter Hoffmann. A short time later, he presented his first draught plans: The new laundry was to subscribe to Miele's laundry concept for care homes – with three cornerstones – from soft- and hardware to laundry sacks and trolleys to training for staff. 'When we first inspected the plans, we soon realised that Miele's sustainable and holistic philosophy was akin to our own', Dirks recounts. He was enthusiastic about the plans. In the past, his experience with Miele had been positive. The same can be said, too, of the company running the home, which uses commercial machines from Miele Professional in its operations.

Construction work commenced in 2016. As early as May 2017, the expansive new 160 m² laundry was commissioned. In a new and separate building linked via a ground-level corridor to the home, wide-ranging measures were implemented in order to facilitate good working conditions: Air is circulated in the rooms with a ceiling height of 3.20 m for a pleasant micro-climate. Large windows let in ample light and create an agreeable atmosphere.

CHECK LIST: BLOHERFELDE NURSING HOME LAUNDRY

Types of laundry

- Flatware (bed and table linen, laundry to be ironed, etc.)
- Towelling
- Outerwear (residents' laundry)
- Workwear

Transfer of washing from residential blocks to laundry

- Yes No

Is residents' personal laundry collected in laundry sacks?

- Yes No

Separation of laundry by type

- Flatwork and towelling
- Residents' laundry/workwear

Acceptance scan of residents' laundry

- Yes No

Final scan of residents' laundry

- Yes No

Sorting of residents' laundry

- Yes No

Washed in

- Front-loading washing machine with protective screen
- Barrier washing machine in diaphragm wall

Heating type

- Steam Gas
- Electricity Solar

Specialised wash processes

- e.g. WetCare (aqueous wash)
- Miscellaneous: Mops and cleaning cloths

Are items ironed?

- Yes No

 05

laundry team members

Two full-time employees and three part-time staff work five days a week from 6 a.m. until 2 p.m.

 34

rooms

The double and single rooms are handicapped accessible, barrier-free and fully furnished.

 52

care places>

According to the attachment figure model, each resident is cared for by two carers.



HERMANN DIRKS,
MANAGING DIRECTOR OF
THE BLOHERFELDE HOME

RIGHT AND PROPER

Two years ago, the courageous decision to build an on-premise laundry was taken. Why?

Not only was it a brave decision, it was also a sensible and right decision as we can now offer our residents top quality and the highest standards of hygiene. I visited many third-party laundries and realised that, given increasing demands on hygiene, the way forward was to take full control of the process ourselves.

Why?

By contracting work out, we would not be in full command of the process, standards of quality or the reliability of reprocessing. Dealing with complaints would have cost us a lot of time and money. Moreover, outsourcing would have meant that we would have had to lay off our own staff. We definitely didn't want to go down that route. The Oldenburg district government association is a reliable employer.

Have there been reactions on the part of residents?

In a psychiatric care home, laundry is a highly sensitive factor. More than anywhere else, you are what you wear. Our residents attach great attention to who takes care of their clothing. Several of them even request to work in the laundry - something we actively promote as this marks a step towards normal, everyday life.

Why did you decide to work so closely with Miele in implementing your ideas?

There are many compelling reasons: Miele machines are long-lasting and reliable and service is prompt and good. Besides that, Miele adopts a holistic and sustainable approach and is privy to expertise to help us master new challenges.

What challenges would those be?

Volumes of laundry are likely to rise over coming years. Today, we wash for 50 residents; in two years' time, it may well be 70. Given demographic changes, the proportion of elderly citizens in society is growing and many of them aren't as fit as younger persons. So we must be prepared to rise to the challenges this presents.

Another positive side-effect: 'Each employee can see through the windows and residents can look in and see their laundry being washed', Dirks explains.

With the aid of Miele's concept, the laundry cycle was also restructured and rendered more efficient: Residents' laundry is now supplied in blue sacks, bed linen in white bags and employees' workwear in red ones. These are then sorted by temperature and textile quality and washed in two washing machines (1 x 24 kg barrier machine and 1 x 10 kg front-loading machines) and dried, ironed and folded on the clean side.

The finished textiles are placed on the shelves of a mobile rack. These are labelled with the names of residents, and each item of clothing is tagged with its owner's name. This simplifies and speeds up allocation, allowing fresh laundry to be redistributed fast. Miele also took care of accessories and of the computer software which allows items of laundry to be catalogued. This allows the whereabouts of each garment to be tracked at all times.

And, what's more, residents sometimes even help out in the laundry, laying and folding laundry. 'We actively encourage it', explains home manager Dirks, 'as it represents a step towards normal everyday life. That was not least one of the reasons why we attached such great importance to an on-premise laundry'. //



Once finished, laundry is transported to the residential groups and handed back by care assistants such as Elke Schouwer (right) to residents.



Hertha Harms (80):

'Not too slow, please!'

Her life is the stuff of novels: Hertha Harms grew up with 9 siblings in Luther's city of Wittenberg. But there was no future there. That's why she took a step of faith into a new life at the age of 26 and fled communist East Germany via Berlin to arrive in the West. Her first port of call was the industrial Ruhr conurbation. But life was so grey and lacklustre that she was about to return to her home country if her friend from Oldenburg hadn't knocked on her door one evening. He took her along to the plains of northern Germany, between the Weser and the Ems rivers. Here, the pair set up a family with three children, and Hertha worked in restaurants and bars. For 15 years now, she has been a resident of the Bloherfelde care home, acts as a spokesperson for residents, and still indulges her passion for dancing. 'My favourite is Rock'n'Roll. The music should never be too slow.' At evening dance events, she always wears her favourite clothes: a black and beige three-piece suit consisting of a jacket, a blouse and a skirt. The 80 year old is thrilled that her costume is always perfectly laundered and ironed by the home's on-premise laundry.

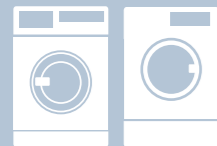
'Before the dance starts, the laundry always irons my 3-piece costume perfectly. The laundry always takes perfect care of my three-piece suit.'

Hertha Harms

EFFICIENT PROCESSES IN A MODERN LAUNDRY

3.8 tonnes per month

Soiled washing from residents and employees are processed in the laundry.

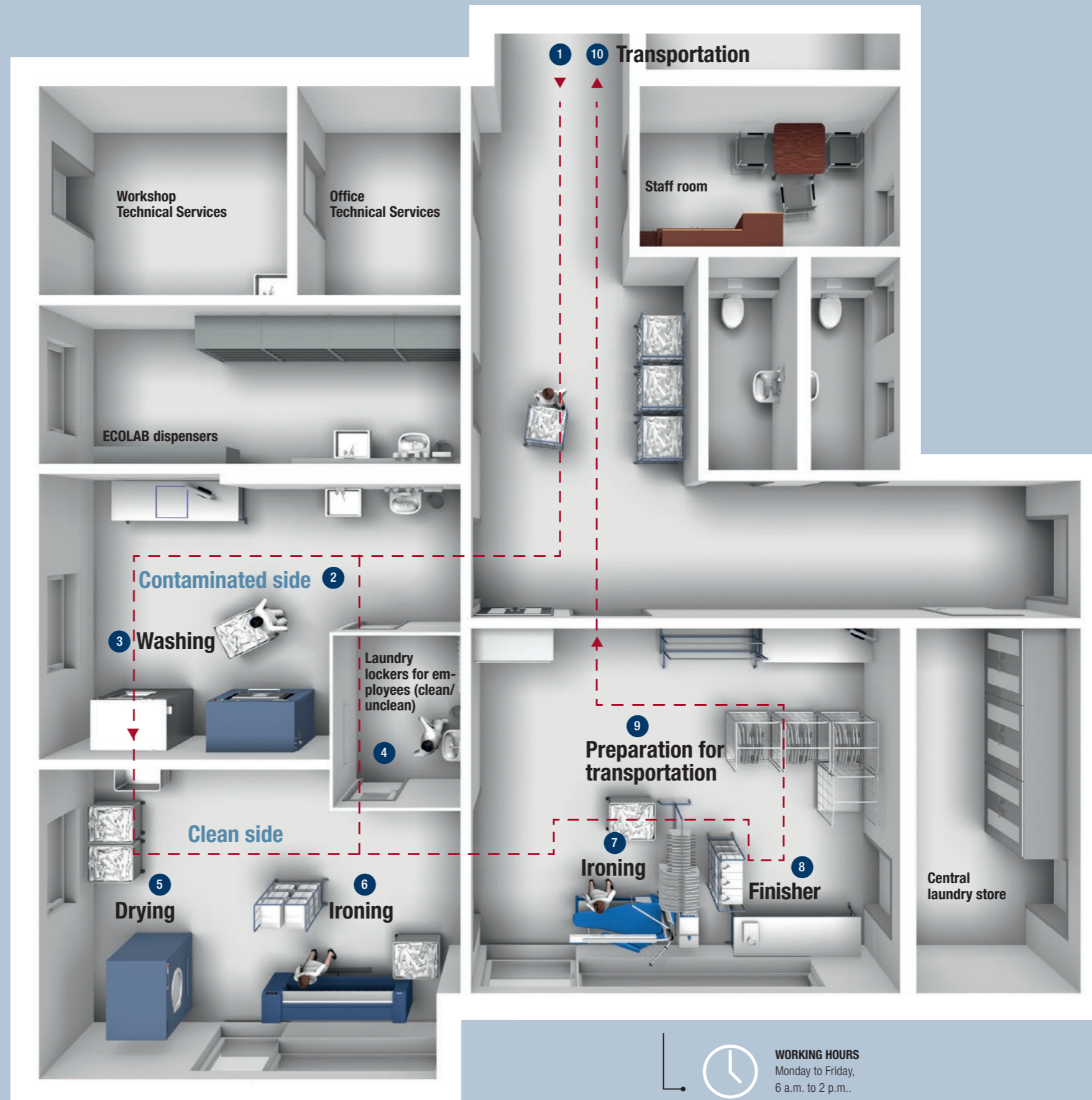


WASHING MACHINES, TUMBLE DRYERS AND FLATWORK IRONERS

- 1 Miele PW 6243 barrier washing machine with a load capacity of 24 kg
- 1 Miele PW 6101 mop washer with a load capacity of 10 kg
- 1 Miele PT 8507 tumble dryer with a load capacity of 20–25 kg
- 1 Miele PM 1217 flatwork ironer



OF LAUNDRY OPERATION
Of the five female employees, two work full-time, the other three part-time.



WORKING HOURS
Monday to Friday,
6 a.m. to 2 p.m..

Laundry processing stages

- 1 Each day, care workers and other staff collect soiled laundry from the 34 rooms and 4 residential groups, and sort items into blue (residents), white (bed linen) and red (employees) sacks. The sacks are then taken down to the laundry on the ground floor.
- 2 On the infeed side, soiled laundry is then sorted once again according to wash temperature, type of fabric and degree of soiling.
- 3 Soiled laundry is washed in two machines: one is a barrier machine (24 kg PW 6243), the other is a front-loading unit (PW 6101 EL FT for a 10 kg load). Both are machines which pre-date the new on-premise laundry. These will soon be joined by a second barrier machine. 24 kg of soiled laundry are reprocessed every hour. This amounts to 192 kg a day.
- 4 The employees switch from the infeed to the outfeed side, passing through a hygiene cubicle as they do.
- 5 Washed textiles are always removed from barrier machines on the clean side (barrier machine) or via a hygiene passthrough (front-loading unit) and transferred to the tumble dryer (PT 8507) for drying.
- 6 Bedding and outer wear are finished after drying on a flatwork ironer (PM 1217).
- 7 Blouses, shirts and trousers are finished on a Veit ironing table.
- 8 Items which do not require ironing such as vests, socks, and hand/bath towels are folded, put into piles, and then sorted onto shelves, each labelled with the resident's name.
- 9 The racks with fresh laundry are ready to be picked up.
- 10 Care workers pick up the trolleys and wheel the laundry to the residential groups. There, laundry is distributed to residents.

**SAFETY
WORKPLACE
Part 1: LIGHT**

Correct workplace lighting is not only important in producing good-quality results. It also protects the health of employees and is important in creating a sense of wellbeing. Good lighting also helps prevent accidents. But what is good workplace lighting?

NOT ONLY GOOD FOR THE EYE

IN THE RIGHT LIGHT

It is not just about the feel-good factor: Daylight is better than artificial light in many respects. Natural light has a positive effect, keeps body and spirit fresh; artificial light, on the other hand, results in the faster onset of fatigue and tiredness. People see daylight as being pleasant, and that alone raises spirits. In general, though, closed rooms do not provide sufficient daylight. And what's more, daylight changes: clouds and sunshine, the time of day and the season make light appear brighter or duller. Daylight cannot be scheduled. So artificial light is indispensable. And therefore at workplaces – such as for instance in a laundry – good-quality artificial light is hugely important.

Daylight for workplace illumination

It isn't simply about subjective opinion. Light can be measured (c.f. Info Box), and the amount and quality of light for workplace illumination has been the subject of international standards since 2011: In Europe, the DIN EN 12461-1 'Lighting of workplaces – Indoor workplaces' applies. Worldwide, the similar ISO 8995/CIE S 008 applies. But what does that mean in practice? All workplaces should be equipped with large windows, skylights and other translucent elements to let in natural light. The amount of daylight in workplaces should be at least 2% or at least 4% in rooms fitted with skylights.

Workplace lighting should be warm or neutral white.



But workplaces require different amounts and types of lighting. A surgeon requires brighter light than a warehouse worker. In laundries, **300 lx** is required for **washing, ironing and pressing**. **Inspection and repair work** needs brighter light: In this case, **750 lx** is recommended. Both activities require a colour rendering index of **80 Ra**. Otherwise there is a risk of colours and warning signs not being properly interpreted.

Avoiding reflections

For **healthcare professions**, a minimum colour rendering index of 90 Ra is preferable. **Care work in healthcare institutions demands a colour accuracy of at least 90 Ra. In the case of low-risk medical and healthcare activities without direct contact with bodily fluids, excrement or contaminated objects, the intensity of light in a laundry should be at least 300 lx.** In the event of an **increased risk** posed by contact with bodily fluids, contaminated objects or sharp, moving or hot



A light intensity of 300 lx is sufficient for ironing and pressing.



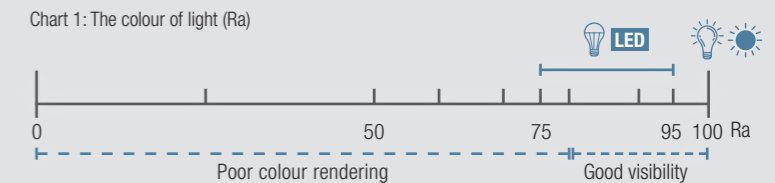
The amount of light entering a workplace through windows is subject to regulations in Germany.

instruments, a light intensity of at least **500 lx** provides adequate conditions. Artificial light is at its best when its colour is close to that of natural light (cf. info box). When replacing old lamps, the light colour for workplace applications should

be warm or neutral white. High-quality LED lighting not only saves energy but is also very accurate in its rendering of colours. Further, it is important when installing lighting that there are no reflections and that light is glare-free. //

QUALITY DECIDES: THE COMPOSITION OF LIGHT

(1) THE COLOUR OF LIGHT: RA
Light possesses various qualities when it comes to accuracy in the reproduction of colours. If all colours of the spectrum are contained in light, the colours of all objects are properly rendered. In a workplace situation, this means that warning signs and lights are properly heeded. The colour rendering index determines the quality of light.



(2) THE INTENSITY OF LIGHT: LX
The standardised international unit for light intensity is lux, Latin for light, and abbreviated as lx. This describes the incidence of light, luminous flux, on an area of 1 m². Luminous flux is measured in lumen. Lumen divided by m² gives a value in lx.



FIVE YEARS OF KLASSE WÄSCHE

SERVICE FOR CARE HOMES

Independence, quality, economy, hygiene, environmental friendliness, sustainability and the preservation of values – all are factors in favour of an on-premise laundry. 'Our objective is to support the operators of on-premise laundries and to promote interest in the subject. They should be provided with advice in a holistic and comprehensive manner, says Martin Hübner, spokesman for Klasse Wäsche. These include service tips which can be called up round the clock on the www.klassewaesche.com website. Reports and video clips on successful business operations and homes which do their laundry in-house are just as much part of this website as training documentation and notification concerning forthcoming events. 'Often, only quality problems and cost aspects associated with laundry care are the subject of discussion in care and nursing homes. Solutions and approaches aimed at optimisation are often lacking. This is where Klasse Wäsche adds expert knowledge and new impulses to the equation', Martin Hübner stresses. Klasse Wäsche also regularly conducts market studies and runs

competitions which address the subjects of economical laundry reprocessing and the creature comforts laundry offers. The latest competition centred on stories submitted by readers on the subject of 'My favourite garment' aimed at the residents of care and nursing homes.

Direct control and independence

Taking direct control over laundry-care processes and laundry quality and the independence from third-party service providers are the key factors behind setting up an on-premise laundry from the point

Klasse Wäsche celebrates its birthday. For the past five years, this information platform has been providing valuable advice and background knowledge on the benefits of on-premise laundries in care and nursing homes as well as in hotels and restaurants. This provides an independent source of information not linked to a specific brand to companies from the laundry, laundry technology and detergents branches.

of view of home managers and hoteliers. A survey among hotel guests revealed that 61% view OPLs as being environmentally friendly as laundry spends less time on the road than outsourced laundry. 55% were convinced by the personalised laundry services which an in-house solution allows hotels to provide their guests. Klasse Wäsche therefore also supports homes and hotels in their communications on the subject of laundry and on the benefits of on-premise laundries. Laundry operators can order cards, door handle tags and posters free of charge from www.klassewaesche.com.

Positive response

This information platform is directed at all businesses and institutions with an interest in commercial laundry care. Much positive feedback is received from privately run care homes and family-owned hotel businesses. But more critical responses are just as welcome. //



'Our objective is to support the operators of on-premise laundries and to promote interest in the manner', says Markus Wendlinger (third from left) and Martin Hübner (fourth from left), spokespersons for Klasse Wäsche. The birthday cake to celebrate the anniversary was also presented by Nadja Lüdke, Walter Ecker, Manuela Kleon and Jasmin Wöhr (left to right).

subject. They should be provided with advice in a holistic and comprehensive manner', says Markus Wendlinger (third from left) and Martin Hübner (fourth from left), spokespersons for Klasse Wäsche. The birthday cake to celebrate the anniversary was

CLASSY TIPS FROM KLASSE WÄSCHE: WASHING PILLOWS AND DUVETS



From the perspective of hygiene alone, pillows and duvets should be washed regularly. In homes, particular attention should be paid to hygiene and a disinfecting wash. Bodily residues such as perspiration and dead skin cells offer bacteria and dust mites the ideal conditions in which to propagate.

Observe care notes and basic rules

- Items should be washed at intervals of once or twice a month.
- Pillows and duvets should be washed in accordance with the manufacturers' care labels.
- Avoid the use of fabric conditioner in order to prevent the filling from clumping together.
- Several commercial laundry machines feature special programmes for pillows and duvets. These programmes use particularly high water levels. This ensures that no detergent residues are left behind on the items.
- Micro-fibre pillows and pillows with a synthetic filling are particularly easy to reprocess and can even be washed at 90°C.
- Pillows containing a large proportion of Tencel, a modern fibre, are ideal in managing moisture levels. Bacteria do not stand a chance as moisture is quickly extracted and discharged.
- Spare pillows and duvets are important: They should be stored dry and well ventilated, ideally in boxes or bags.
- When purchasing bedding, it is important to take note of the material and care labels. It must be ensured that bedding can be both washed and dried in an on-premise laundry.
- A further key criteria is the design of bedding. For example, the quilting on duvets should be able to withstand washing with ease without the filling being damaged or the random-spun material tearing.

Klasse Wäsche

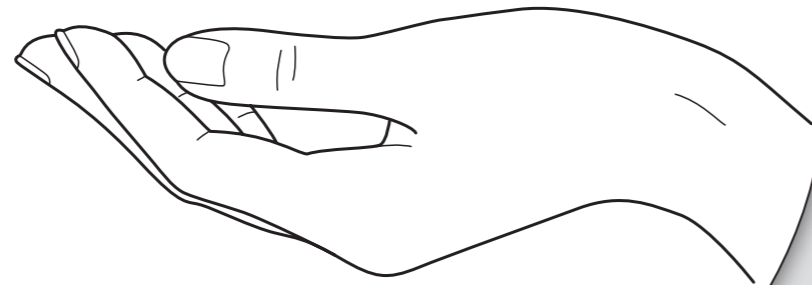
www.klassewaesche.com

QUALITY'S CALLING CARD

MIELE'S SEAL OF QUALITY

Before people go into a retirement or care home, they and their loved ones search around for the best place available. After all, future residents should feel at home in their new environment. This includes the care of items of clothing and the meticulous treatment of personal laundry. Miele's seal of quality with the caption 'Your laundry in the best of hands' sends out just this message. This logo is provided to care and nursing homes in the form of an adhesive label or file for use in their entrance area or in a home's brochure presenting their business as well as on the Internet as proof of their attention to hygiene. Any webpage should also address the subject of an on-premise laundry.

Your
laundry
in the best of hands



Miele



A recent video from Miele containing valuable tips on laundry care is available here:
https://youtu.be/OKKsO-XD_BI



Gently cleaned, carefully sorted: Residents' own laundry is in the best of hands in an on-premise laundry.

Their own personal laundry and outerwear are often the only possessions left when they move into their new environment. They are their keepsakes and mementos, reminding them of more active times – and they obviously wish for them to be subjected to the utmost care. **Smart apparel and appearance continues to play a very important role well into old age.** Moreover, personal laundry is a very special treasure which brings back memories of beloved encounters and special events.

Compelling arguments for an on-premise laundry

An on-premise laundry from Miele Professional offers those running care and nursing homes a whole armoury of benefits.

- The first is **independence**. A home is no longer reliant on the pick-up and drop-off times of a contract laundry. **A laundry on the premises is available at all times.** This allows all homes to find their own pace and rhythm which suits them best.
- Perfectly laundered linen promotes **quality**. Laundry processes are subject to control and scrutiny and improvements can be implemented directly and therefore fast. **Furthermore, each item of laundry can be tracked and**

traced. The likelihood of items going missing is negligible.

- An on-premise laundry allows the better deployment of staff and helps keep laundry-care costs down. **This has a net positive effect on efficiency.** It also achieves freedom from external factors such as the rising cost of logistics. **The managers of on-premise laundries have full cost control over operations.**
- One very important aspect is hygiene. **Through sound selection and certified and customised wash processes and programmes, in-house laundries are able to subscribe to hygiene standards which meet current legal requirements in full.**
- A laundry on the premises avoids unnecessary transportation. Thanks to the latest technology, sparing use is

also made of valuable resources. **This protects the environment in many respects.**

- Laundry subjected to careful treatment lasts much longer and retains its value. **In this sense, an OPL contributes towards sustainability and helps preserve values.**

High-level cleaning

Miele's seal of quality makes these benefits visible to all. **It is a home's calling card and evidence of the cautious treatment of residents' laundry.** It symbolises the satisfaction of residents and their relatives who can rely on laundry being reprocessed with the utmost care. //

PROOF OF EXPERTISE

An on-premise laundry resulting in satisfied residents is a compelling argument for the expertise and skills of any institution. This is the message the Miele Seal of Quality sends out. Hygienically clean laundry makes a decisive contribution towards the well-being of the residents of care and nursing homes.



In Europe, people have access to far more water than they actually use – but two-thirds of the world's population today live in areas which suffer from a lack of water for at least one month in every year. For many, conserving water is therefore tantamount to saving life, as was made so eminently evident by the Earth Summit convened in Bonn last year.

CONSERVATION AND RESPONSIBILITY

THE WAY FORWARD: SAVING WATER

REDUCING CONSUMPTION

There are untold ways of reducing water consumption:

- Reduction in the consumption of meat.
- Use of regional produce.
- Use wholefood products as chemical fertilisers and pesticides are avoided in production.
- Use seasonal produce, for instance citrus fruits only between December and April, or European vegetables in winter, etc.
- Pay attention to the quality of textiles, and wear garments longer.
- Use computers and other electronic devices for longer and hand them in for recycling when they reach the end of their useful lives.
- Cycle instead of going everywhere by car.
- Use modern domestic appliances in a meaningful way.
- Only water the garden using rain water.

On average, each European consumes 150 l of tap water per day. This figure has been in decline over recent years. So, given the abundance of resources in Europe, does it make sense to push for further water savings? Yes! Because clean drinking water costs money and waste water has to be treated. Particularly in care and nursing homes, water represents a significant cost factor, and potential savings are high.

Options open to care homes

Dishwashers and washing machines should, where possible, be loaded to capacity. Modern machines consume considerably less water and electricity than older ones. When it comes to personal hygiene, showering uses less water than taking a bath. Remember to turn off the tap while cleaning your teeth! Aerator reduces water flow on taps by mixing

water with air. The result is lower water consumption although the net water volume is perceived to be the same. It makes sense to install dual-flush toilets with a separate button for flushing with only half of the usual amount of water. Repair leaking cisterns and dripping taps immediately. **Rain water** is far superior to tap water for watering flowers and for garden use as it contains far less lime and is free.

Virtual water

The average consumption of 150 l per person does not include 'virtual' water. This is the volume of water required in the production of a product. 1 kg of beef, for example, requires the use of 15,000 l of water; a computer requires 20,000. For the kitchen in a home, this would mean avoiding ingredients from countries where water is in short supply. In such cases, water is used in production and not for the provision of the population at large. //

SHAKING OFF WINTER LETHARGY

EATING FOR FITNESS

When winter takes its toll, people long above all for warmth and lighter food. Nutritionist Sascha Kühnau knows that eating the right food plays a central role in achieving such a sense of well-being. Here are a few inspirations!



Spring salad with asparagus

**BRIEFLY
NOTED
SEASONAL TIPS**

Fresh appeal can be achieved through a choice of seasoning. Eclairs with aniseed, for instance, is a light refreshment to raise spirits. These are made from a light mixture for making biscuits. After baking they are dipped in chocolate and strewn with aniseed.

Eggs are always an ideal source of protein. Cooked to perfection, they are easy to digest and particularly tasty. Whether as light scrambled egg with cress, a delicious omelette with leek rings or appetisingly

served as fried eggs with diced peppers: They are always a valuable source of the protein needed for a properly functioning immune system. Any hygiene risks are manageable if eggs are bought newly-laid, processed fresh and consumed immediately.

Another valuable source of energy is porridge. This dish made from cereals is an ideal source of fibre and protein, and also tastes good, to boot. Barley, for example, is a source of numerous vitamins for muscle build-up and beta-glucans to bind and remove cholesterol from the digestive tract. Crushed barley can be used to replace a large proportion of the minced meat in stuffed peppers or meatballs, without the substitution even being noticed. This way, the filling remains moist and succulent, has full-bodied taste and is a key source of roughage, manganese and B vitamins.

Pearl barley is traditionally used in soups and stews, but can also be served as a side dish like rice. Rolled barley is ideal for muesli or for breading. It has a fuller taste than breadcrumbs and is more valuable from a nutritional point of view. Where required, barley can be prepared as a vegetarian or vegan dish. What is important, though, is

Barley porridge with raspberries



Sascha Kühnau offers support throughout Germany in the form of advice and training in the field of nutrition, home economics, hygiene and quality management. Together with his clients and always on the lookout for practical solutions, he develops catering, laundry and workflow processes. In doing so, he is always guided by the wishes of his customers. www.kuehnau.net

that taste is added using strong seasoning, sheep's cheese, dominant types of vegetables and intensive herbs. Alongside barley, buckwheat, with its nutty taste, or oats, milled or rolled, can be used for grits and porridge. //

More nutritional advice from Sascha Kühnau will appear in the next edition of PROconcept.

*'Miele takes care of my
knitted cardigan'*

*Elisabeth Claes,
Hardehauser Hof, Paderborn*

