

## GREEN VALE LAUNDRY CELEBRATES 30-YEAR ANNIVERSARY

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## Introduction

Anthony Hayward,  
Assistant Director -  
Laundry and Operations



**Welcome to the first issue of the Laundry Services newsletter.**

Laundry is one of the few services that has contact with patients throughout their hospital experience and having started my career as an electrician within the service 35 years ago, I fully appreciate how essential Laundry is to the smooth running of operations to the NHS in Wales.

This newsletter aims to provide important information and updates to staff regarding Laundry Services and I do hope you enjoy reading.

### Get in touch!

We would love to receive your feedback and to share your experiences.

Please contact:  
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## What are Laundry Services and why is laundry important?

1st April 2021 saw the creation of the All Wales Laundry Service provided by NHS Wales Shared Services Partnership (NWSSP).

The availability of clean, good quality and decontaminated linen within NHS Wales is a fundamental requirement of high quality patient care which directly contributes to a safe and comfortable setting in which patients can receive treatment and recuperate.

A low quality, unreliable laundry service contributes to a poor patient experience which undoubtedly taints perceptions of other aspects of NHS services.

Linen shortages also negatively impact on the availability of beds in hospitals and may cause procedures to be postponed. Ensuring a regular supply of clean, safe, decontaminated linen is clearly fundamental to the successful functioning of NHS Wales's services.

## Where are Laundry Services based?

Laundry Services within NWSSP are currently split across 3 different sites:

- Llansamlet Laundry Service, South West Wales
- Green Vale, South East Wales
- Ysbyty Glan Clwyd, North Wales.

On 1st October the two laundries in Hywel Dda at Glangwilli and in Cwm Taf Morgannwg at Church Village respectively, became part of the All Wales Laundry Service provided by NWSSP. The two laundries will continue to provide excellent laundry services to its existing customers but will also do so as part of an All Wales Laundry service.





## GREEN VALE LAUNDRY CELEBRATES 30-YEAR ANNIVERSARY

On the 9th October 2021 Green Vale Laundry officially reached 30 years of continuous operation.

Based on the site of the new Grange Hospital in Cwmbran, South East Wales, the laundry was officially opened in 1991 by Mr Geoffrey Canning, Chairman of the Gwent Training and Enterprise Council and started life under the management of the Welsh Health Common Services Authority before moving over to Glan Hafren NHS Trust and then Gwent Healthcare NHS Trust on the 1st April 1999.

Green Vale remained under the management of the Trust and then Aneurin Bevan University Health Board until transferring to the NHS Wales Shared Services Partnership on 1st April 2021.

During its 30 years the laundry has processed over 330 million items of linen which includes bed sheets, pillowcases, towels, operation gowns and scrub suits and has used the equivalent of 374 Olympic sized swimming pools of water in the wash process.

A readily available supply of clean linen is essential to the provision of safe patient care. The laundry is one of the few services that has contact with the patient throughout their journey in hospital from wearing an operation gown prior to a medical procedure to spending a night in a hospital bed the laundry is an essential but often forgotten service within the NHS in Wales.

Only one member of staff remains at Green Vale from the opening day in 1991, Wash House Supervisor Tony Cheadle, who started his career at St Woolos Laundry on 14th February 1983 before transferring to Green Vale when it opened in 1991.

Tony has seen many changes over the years, but he is particularly looking forward to seeing the investment and changes at Green Vale as part of the NWSSP's Laundry Transformational Programme.

As part of Tony's 38-year career he was awarded a special commemorative tankard which was presented by Director of Procurement and Health Courier Services, Jonathan Irvine (pictured below).

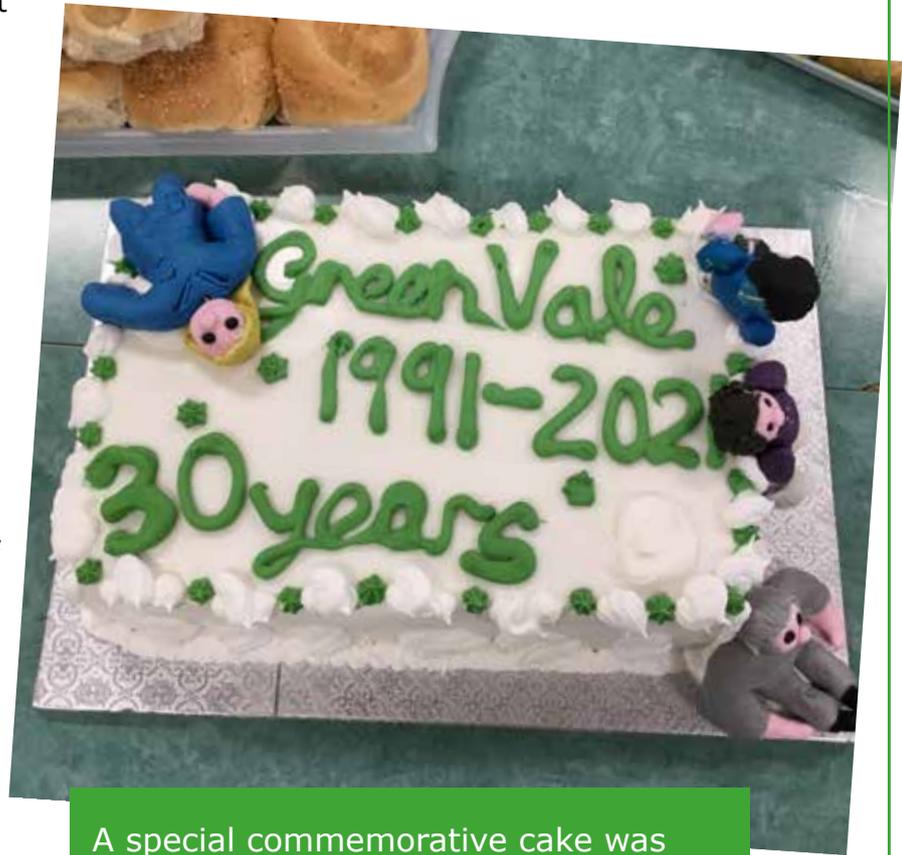


Laundry staff also celebrated the anniversary of Green Vale with other members of the NWSSP Senior Leadership Group (pictured above) including Managing Director Neil Frow; Assistant Director of Laundry and Operations, Anthony Hayward; Laundry Manager Peter White; Head of NWSSP Project Management Office Ian Rose and Unison Convenor Alwyn Hockin.

There are exciting plans for the laundry service which will be initiated over the next 18 months where the site will be refurbished and upgraded with new equipment and machinery to provide a modern linen service for the NHS in South East Wales. Here's to the next 30 years of Green Vale!

On the anniversary of Green Vale Laundry Assistant Director of Laundry and Operations, Anthony Hayward said; *"Having started my career in St Woolos Laundry 35 years ago as an apprentice Electrician it gives me a great sense of pride to part of the laundry team again especially at this time-of-service transformation. We should be very proud of the achievements over the last 30 years and look to the future with a great deal of excitement."*

Laundry Manager Peter White said; *"I am very proud of the team here at Green Vale who provide an essential service to the NHS in South East Wales. The laundry has a very bright future ahead with a significant investment planned as part of the Laundry Transformation Programme. We are all looking forward to seeing the refurbishment of the laundry and the upgrades planned to take Green Vale forward for the next 30 years."*



A special commemorative cake was made to celebrate Green Vale's 30th anniversary



Green Vale Laundry, Cwmbran

# GETTING TO KNOW YOU: CATCHING UP WITH OUR LAUNDRY SERVICES COLLEAGUES ACROSS WALES



**Since the transfer of Laundry Services to NWSSP we have caught up with a number of our fantastic staff at sites across Wales to find out who they are, what they do and what makes them tick....**

**Name:** David Jones

**Occupation:** Laundry Engineering Manager

**Laundry Site:** Green Vale

**Years in service:** 16 years

I first started in the Green Vale Laundry at 18 years old as an apprentice multi-skilled engineer in 2005 undertaking my work whilst maintaining my promising boxing career outside of work. Unfortunately, my boxing career was cut short, however my engineering career went from strength to strength.

Starting as an apprentice provided me with the opportunity to get a full understanding of how a laundry works and operates which has been an invaluable experience in my career ever since. Since completing my apprenticeship and working in the laundry as a full qualified engineer I have had the opportunity to work with some of the best laundry equipment available in industrial laundries.

My career has led to me being appointed the Laundry Engineering Manager for Green Vale which is one of my proudest achievements. I look forward to sharing some of the knowledge and experience I have gained with apprentices and new engineers we take on here in the future.

Having an understanding of a laundry needs from undertaking my entire engineering career within a hospital laundry has also given me the opportunity to consult with some of the leading companies that produce laundry equipment across the world.

The transfer to NWSSP has provided me with an opportunity to be a part of the development of new laundries which is something I have not yet experienced in my career to date, but I am looking forward to this and being able to share my expertise.

Whilst my boxing career ended prematurely, I am proud to say my engineering career did not and it's all thanks to the Laundry.



David Jones



Joyce Davies

**Name:** Joyce Davies  
**Occupation:** Linen Services Assistant  
**Laundry Site:** North Wales Linen Services  
**Years in service:** 40 years

Hi, my name is Joyce Davies and I have been working as a linen operator in North Wales since November 1982. I live with my son Jack about 8 miles from the Laundry near Denbigh.

I started working as a Linen Services Assistant on a work experience placement when I was 16 years old.

During my 6 months' work experience I learnt the importance of being a Linen Services Assistant within the Laundry as we have the responsibility to process and provide clean linen to all community and acute hospitals throughout North Wales for patient's needs. I enjoyed working in this role and applied for a permanent position. I have made many friends and seen much change to the Laundry throughout my time here.

I am proud of how we have all adapted to the challenges we have faced with the current pandemic and the impact this has had on our service. We have all been key workers during this hard time and have all worked throughout the pandemic as a team to ensure the continuity of the service.

I am happy that I will be celebrating my 40 years' service on the 15th November 2022 and I look forward to seeing the new development of the North Wales Laundry and being a part of a wider team with other laundries within NWSSP.

**Name:** Ellen Martin  
**Occupation:** Linen Services Assistant  
**Site:** Llansamlet Laundry  
**Years in service:** 14 Years

I first came to work for the NHS in 2006 as an agency worker at Hill House Hospital in Swansea. In 2007 I was taken on permanently, prior to this I was working in the Windsor Café -some of you may remember it for the great fish and chips in Cradock Street within Swansea city centre. As much as I enjoyed working there, I was given the opportunity to have a career within the NHS and haven't looked back since.

Hill House Hospital was a little gem of a place - it was a small 'oldie worldie' building with only five Wards all together. I and many others loved it and I was lucky to have worked there for 5 years as a Linen Assistant, delivering the linen around the wards. Sadly, Hill House Hospital closed for good in 2011. Little did I know this was just the start of my travels within the NHS. I went to work at Cefn Coed Hospital in their Baywash Laundry for almost a year before moving onto Morrision Hospital to work back in the linen room - delivering the linen back onto the wards.

After some years working part time and looking after family members, the time came where I was able to change my hours to full time employment and that's where I found myself working at the Llansamlet Laundry.

I'm not going to lie - it was a shock to the system as it had been a long time since I stepped onto a factory floor (25 years in fact). I thought to myself I'm not going to last six days never mind six years until I met all the staff there. They continue to supply a very good standard of linen and meet the demand and supply the best they can with pride, laughter and banter and are always there for each other. If anyone needs a friendly chat or support, we always help each other with compassion and six years on that's what I love about the place.

In April 2021 we went over to NWSSP and have already seen many exciting changes. I have also had the opportunity to become an organisational well-being champion, and I'm really enjoying my role. I am really looking forward to going into the future with my work colleagues and Shared Services.



Ellen Martin

# CELEBRATING 38 YEARS OF SERVICE WITH WASH HOUSE SUPERVISOR TONY CHEADLE



Wash House Supervisor  
Tony Cheadle...today!

As part of the 30th anniversary of the Green Vale Laundry we caught up with Wash House Manager Tony Cheadle who is celebrating 38 years of continuous service within NHS Wales Laundry Services.

Tony has seen much change during his career having worked in different roles across multiple sites, whilst adapting to new practices along the way.

Clearly proud of what he does, Tony took time to speak to us to reflect on his career and tell his story.

I began my career on Valentines Day, 14th February 1983 as a Laundry Assistant at St Woolos Laundry, Newport. It was a challenging role with only 5 staff (including myself) covering the whole laundry process which in itself was totally manual or what we used to call 'hand-balling' - it was hard and quite often unsanitary work - a far cry from the automated systems we have today.

After almost 8 years in St Woolos I moved to the Green Vale Laundry in 1990 which was billed as the most modern laundry in Europe at the time. In 1995 I was promoted to Supervisor in charge of Calendars before moving to my current role which I have undertaken for the past 20 years.

Looking back I would like to thank my first Laundry Manager Garth Phillips for putting me on my career path and also former Assistant Manager Pat Jordan also at St Woolos. Pat was a 'no-nonsense' character and helped to instil the values that I hold dear today.

With transfer of Laundry Services to Shared Services and seeing some of the investments already being made, I see exciting times ahead. I'm really looking forward to the next stage in my career - although I'm not quite ready to retire....yet!



Tony Cheadle....circa 1983

# LAUNDRY GATEWAY REVIEW: AN UPDATE



The Laundry Transformation Programme (LTP) was recently subject to a Gateway Review – Strategic Assessment.

## **What is a Gateway Review?**

The Gateway process examines programmes and projects at key decision points in their life-cycle on behalf of the Senior Responsible Officer (SRO). It looks ahead to provide assurance that they can progress successfully to the next stage.

Gateway Reviews deliver a "peer review" in which independent practitioners from outside the programme/project use their experience and expertise to examine the progress and likelihood of successful delivery of the programme or project.

The review uses a series of interviews, documentation reviews and the teams' experience to provide valuable additional perspective on the issues facing the project team, and an external challenge to the robustness of plans and processes.

## **What are the benefits?**

Programmes and projects provide an important vehicle for the efficient and timely delivery of government aims. Procurement expenditure through programmes and projects is therefore a significant, and increasing, proportion of total government expenditure.

Good and effective management and control of programmes and projects is, therefore, essential to the successful delivery of objectives. The Gateway Process is designed to provide independent guidance to SROs, programme and project teams and to the departments who commission their work, on how best to ensure that their programmes and projects are successful.

## **What was the outcome?**

The Gateway Review establishes a Delivery Confidence Assessment based on a RAG status of Green; Amber/Green; Amber; Amber/Red or Red.

The LTP has been assessed at Amber/Green indicating that successful delivery appears probable. However, constant attention will be needed to ensure that risks do not materialise into major issues threatening delivery. This is a very positive rating for a first Gateway Review.

A series of recommendations are included in the Gateway Review and these have been accepted by the Programme Board. Implementing these recommendations will occur over the next few months and will help to strengthen programme delivery and confidence in the robustness of plans and processes. The next Gateway Review - Delivery Strategy - is anticipated in early 2022.

# ALL WALES LAUNDRY PROGRAMME UPDATE

## Project Team Setup

The All Wales Laundry Programme Team is now fully mobilised with our contractor partners to allow progression to full design of the refurbishment at Green vale and to gather all the detail required for the two new build laundries in North Wales and South West Wales. This includes selection of a Supplier Chain Partner - Tilbury Douglas to design and build the new laundries and refurbish Green Vale.

## Laundry and Supplier Visits

We concluded the round of supplier visits in August and this has been a great success. Project teams, staff side and designers along with NWSSP personnel have all had opportunities to go to laundries across the country to gather a view on what our NHS Laundry facilities should include and help us gauge the quality of some of the suppliers and their equipment.

Our advisers on this programme Laundry Specialists, LTC, led these visits and have ensured all lessons learnt have been collated and are being used effectively.

## Site Selection

As approved in the Programme Business Case back last year, there were three sites that were chosen to provide Wales with its NHS Laundry Service.

These were selected as being:

- Green Vale (South East Hub) subject to refurbishment
- A new site to be selected in the South West Region near the existing facility
- A new site to be selected in the North Region near the existing facility.

The programme Team are very pleased to announce that great progress has been made on site selection. Utilising design criteria based on experts proposals, possible future equipment layouts, staff travel distances and user workshop information (obtained in August from the NWSSP laundry workforce) has led to this successful selection of preferred sites.

Laundry user engagement sessions has also proved very useful and helped the team to discover NWSSP Laundry user requirements enabling us to specify customer output criteria and gauge front line opinion of what user facilities and laundry conditions should be like. As a direct result of all this hard work, preferred sites have been selected.

Although not secured yet, and subject to planning and changes out of our control, we can announce that along with Green vale, the following sites are now the All Wales Laundry "preferred sites" that will be subject to scrutiny and business case approval and are:

**South West Region:** Millstream Way - land at Millstream Way, Swansea Vale, Swansea

**North Wales:** Tir Llwyd Employment Parc - land at Tir Llwyd Employment Parc, Kinmel Bay, Rhyl

Both sites are new build sites and they do not have any constraints in regards of existing buildings or facilities already constructed on them.

## Programme Timeline and stages

The Project Team are very busy now gathering all the data required to enable a robust and efficient design for both building and laundry equipment. The detail will allow plans to be finalised and costing to be gathered from suppliers. This information then goes into the three business cases for approval. User groups, laundry engineers and site managers will be able to comment and have discussions around the design when we have the initial proposals from the laundry suppliers. This will be late 2021/Early 2022.

Programme timelines are now being agreed and we envisage that the Business Cases will be finalised with all the work and detail will be ready for review in Quarter 1 2022.

The OBC (Outline Business Cases) then needs full Welsh Government Approval.

If approved, we can then move the new site proposals to the next stage whilst also beginning refurbishments at Green Vale once budgets are agreed and released.



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