

CASE STUDY

NOTTINGHAMSHIRE HEALTHCARE NHS TRUST

Nottinghamshire Healthcare NHS Trust provides critical healthcare services across a range of settings, including medium and high-security units, community centres, and acute wards.

Given the diverse nature of these environments, ensuring chemical safety is paramount. As a longstanding supply partner, Arrow County Supplies was the obvious choice to support the Trust in rationalising chemical use across all sites.

"FOR US, CHOOSING ARROW FOR OUR CHEMICAL ROLLOUT WAS A NO-BRAINER. THERE ARE LOTS OF COMPANIES WE COULD BUY OUR PRODUCTS FROM, BUT YOU WOULDN'T BE ABLE TO GET ARROW'S LEVEL OF INVOLVEMENT AND SUPPORT ANYWHERE ELSE."

Nottinghamshire Healthcare NHS Trust

AT A GLANCE



**100% health
and safety
compliance**



**50+ staff
trained**



**30% efficiency
savings**



**Achieved
fastest-ever
chemical rollout**

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
T 01743 283 600 E askarrow@arrowcounty.com W www.arrowcounty.com

PROBLEM

The Trust required a carefully considered approach to chemical selection due to the varying risk levels and application requirements across different locations. From the outset, Arrow worked closely with site managers and cleaning teams to identify the most suitable chemicals for each environment.

Sourcing the right products while ensuring compliance and effectiveness was a complex challenge, but with Arrow's expertise, the Trust was able to develop a tailored range of chemicals that met each location's specific needs.

"THE ARROW TEAM ARE ALWAYS SO WILLING TO LISTEN...THEY'VE COME UP WITH IDEAS FOR US, HELPED US IMPLEMENT THEM, AND TOOK THE TIME TO MAKE SURE EVERYTHING MET ALL OUR REQUIREMENTS STRAIGHT OFF. WE COULDN'T HAVE DONE THIS WITHOUT THEIR SUPPORT."

Nottinghamshire Healthcare NHS Trust

SOLUTION

To facilitate a smooth transition, Arrow provided bespoke Chemical Awareness Training alongside custom chemical wall charts for each site. Training was delivered via Arrow's online training portal, allowing for a simplified yet comprehensive approach to upskilling staff. This ensured that cleaning teams were trained to the highest standards while minimising disruption to daily operations.

"THE FACT THEY PROVIDED VIRTUAL TRAINING WAS BRILLIANT – ALL I HAD TO DO WAS SEND IT OVER TO TEAM LEADERS AND SUPERVISORS AND WAIT FOR IT TO BE COMPLETED."

Nottinghamshire Healthcare NHS Trust

OUTCOME

With Arrow's support, the Trust successfully executed its smoothest chemical rollout to date. The collaboration led to enhanced cleaning performance, increased operational efficiencies, and improved chemical safety across all sites. By working with Arrow, Nottinghamshire Healthcare NHS Trust established a more effective cleaning process, ensuring a safer environment for both patients and staff.

"FROM THE START, THE ARROW TEAM HAVE JUST BEEN AMAZING. I KNOW IF I NEED ANYTHING, I CAN JUST CALL THEM AND I'LL HAVE MY ANSWER IN MINUTES... OTHER THAN DO MY JOB FOR ME, THEY COULDN'T HAVE DONE BETTER!"

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