

CASE STUDY

WRIGHTINGTON, WIGAN AND LEIGH NHS FOUNDATION TRUST

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust (WWL) have partnered with **Arrow** for over a decade, beginning with equipment supply and gradually expanding into additional product areas. The Trust continues to work with **Arrow** due to consistently positive experiences with product performance, communication and customer support. This long-standing relationship reflects **Arrow's** commitment to delivering reliable solutions aligned with the Trust's operational and hygiene priorities.

Following growing concerns about the performance and efficiency of folded hand towels across clinical and high-use environments, **WWL** undertook a review of its existing systems. The Trust aimed to improve product control, reduce waste and enhance infection-prevention practices.

AT A GLANCE



Serve 326,000
Local Population



Consists of three
hospitals



The Trust has
758 inpatient
beds



1,830
Projected
Dispensers

ARROW COUNTY SUPPLIES

Arrow House, Longden Road, Shrewsbury, SY3 9AE
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PROBLEM

The Trust had experienced several challenges with its folded hand towel systems. Dispensers were frequently overfilled to minimise runouts, which caused towels to clump together. This often led to users unintentionally withdrawing multiple towels at once, increasing consumption and generating unnecessary waste, particularly in high-traffic areas. Towels were also prone to falling onto floors or surfaces, resulting in fuller waste bins and additional workload for domestic teams.

Additional infection-prevention concerns were raised, as staff occasionally needed to reach into dispensers to release jammed towels. The design of some older units also allowed items to be stored on top, complicating cleaning processes and impacting hygiene compliance.

“WITH THE FOLDED TOWELS, USERS OFTEN REMOVED SEVERAL SHEETS AT ONCE, WHICH INCREASED CONSUMPTION AND LED TO AVOIDABLE WASTE.”

Wrightington, Wigan and Leigh Teaching Hospitals NHS FT



SOLUTION

WWL trialled the **System 500** roll towel dispensers to address these issues. Staff provided consistently positive feedback, commenting on the product's absorbency, reliability and ease of use. Importantly, no negative feedback was reported during the trial period. The Trust had previously experienced occasional blockages linked to certain towel types, and the introduction of **System 500 roll** quickly resolved the issue.

Arrow supported the Trust with a structured and coordinated implementation plan, including comprehensive site surveys, clear communication and organised installation scheduling. **WWL** reported the rollout process to be efficient and smooth, with minimal disruption to services.

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“STAFF REPORTED THAT THE PRODUCT PERFORMED WELL, OFFERING STRONG ABSORBENCY AND RELIABLE DISPENSING, AND NOTED THAT THE INSTALLATION PROCESS WAS WELL ORGANISED AND COMPLETED SMOOTHLY.”

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OUTCOME

The transition to the **Andarta System 500** is projected to deliver clear operational, environmental and financial benefits for the Trust. Controlled single-sheet dispensing is expected to reduce unnecessary product use, cut waste output and lessen the frequency of dispenser refills. Its larger roll capacity will also reduce the time domestic teams spend restocking and maintaining dispensers, easing pressure on busy schedules.

Early rollout data indicates a substantial reduction in overall product consumption and disposable waste, supporting the Trust's wider sustainability objectives and helping to minimise future waste-handling requirements. These improvements also contribute to more consistent performance across high-use areas.

Staff have reported noticeably improved hand-drying performance. The enhanced absorbency supports colleagues who wash their hands frequently throughout the day, helping to maintain comfort and reduce skin irritation.



“THE ABSORBENCY OF THE TOWEL SUPPORTS STAFF WHO WASH THEIR HANDS REPEATEDLY THROUGHOUT THE DAY, HELPING MAINTAIN COMFORT AND REDUCING THE RISK OF SKIN IRRITATION.”

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