



Case Study: West Midlands Ambulance Service

The Issue

West Midlands Ambulance Service University NHS Foundation Trust (WMASUFT) came to BCHS for support in search of a solution during the COVID-19 pandemic to sanitise their fleet of operational ambulances safely and quickly.

The Story

In January 2019, BCHS approached WMASUFT to enquire if they needed any support with their cleaning and hygiene supplies, as at the time they were purchasing from one of our competitors.

We began to develop a relationship with the Ambulance Service by visiting site staff to understand their needs. Once a rapport was developed, we arranged a meeting with senior West Midlands Ambulance Service staff to gain a better understanding of their requirements.

During the meeting, we conducted an intensive analysis of the Ambulance Service's business, which included the completion of a Customer Needs Analysis, whereby we identified the Ambulance Service's needs, priorities, long-term and short-term goals. During this assessment, we identified the need for a more effective disinfectant for use at their sites and ambulance vehicles.

The WMASUFT were previously using Chlorine tablets to disinfect their ambulances, however, the downtime required after cleaning the ambulances meant they needed to be taken off the road for long periods of time. Additionally, Chlorine tablets pose other risks such as damage to surfaces and viral and bacterial resistance as viruses and bacteria can become used to the biocides and chemicals within the bleach. We recommended the Clorox Total 360 as a more suitable option and demonstrated the machine to the Ambulance Service.

During this time, the Ambulance Service had been facing challenges due to the COVID-19 pandemic and needed assistance to find the right solution to keep Ambulance staff and patients safe.

The WMASUFT were impressed with the machine and its capabilities as a real asset to infection prevention & control requirements, along with minimum downtime of an operational ambulance resulting in an order for the Clorox Total 360 being placed.

The Result

Clorox Total 360 has been a huge success and has significantly improved the ways of working for the Ambulance Service. This includes the use of the machine and chemicals to sanitise the Trust's offices, crew rooms, kitchens, and toilet facilities.

The Clorox Total 360 is now being used on all ambulances that have responded to both confirmed COVID-19 patients and those patients that are showing COVID-19 symptoms. As a routine ambulances go through a 28 day deep clean process. They are sanitised with the Clorox Total 360 prior to being deep cleaned and on completion of this task by the vehicle preparation operatives (VPO).

“Using the Clorox Total 360 machines we have been able to reduce the down time of operational vehicles”

- Logistics Manager WMASUFT

