

Your Proposal

(Confidential and Privileged)

Presented to:
Paulina Crawford

Prepared for:
Chelsea & Westminster and The Royal Marsden NHS
Foundation Trusts

Prepared by:
Emily Crawshaw

Date:
26.01.2015





Welcome

Dear Paulina,

Specialist Hygiene Solutions Ltd would like to thank Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts for this opportunity to present the DEPROX vaporised hydrogen peroxide decontamination system.

Fresh to the UK, DEPROX is already established in leading hospitals for use in both the prevention and control of infections. As an integral part of the proactive 'Deep Clean' program at Cambridge University Hospitals, studies have shown how the DEPROX delivers a highly efficacious process to a wide variety of surfaces, equipment and environments reducing the risk to patients and in turn the acquisition of Hospital Acquired Infections.

We trust that this document gives us some substance on which to build and work together in the quest to providing cleaner, safer environments in which to deliver care.

I look forward to discussing this further in due course.

Yours sincerely,

Tom Lister

Client Support Team

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Overview

By using DEPROX you can....

- Remove contamination** – DEPROX delivers a log 6 reduction, is effective against a wide range of organisms and is compatible with the most complex of environments
- Reduce risk to patients** – Over 2/3rds of surfaces that look clean are still contaminated with potentially pathogenic micro-organisms
- Reduce Hospital Acquired Infections** – Use of the Deprox routinely has been associated with the reduction of Clostridium difficile infection by around 60%
- Save cost** – Not only the cost of life and extended bed occupancy, save cost in manual cleaning inputs and time.
- Rapid** – prove the benefits of Deprox quickly, decontaminate wards, siderooms, treatment areas or theatres in around 2 hours.

Your Challenge

"...the NHS commits to ensure that services are provided in a clean and safe environment that is fit for purpose, based on national best practice."
NHS Constitution.

The facts:

1. The Government's **Clean, Safe Care Strategy** states that on average, an infection adds three to ten days onto a patient's length of stay in hospital, and for *Clostridium difficile* (*C. difficile*) that stay will be extended further.
2. There is evidence to show that it can cost between £4,000 and £10,000 more to treat a patient with an infection.
3. NHS Commissioners can fine providers who are not making the required improvements on infections.
4. Cleanliness and hospital associated infections (HCAI's) are closely linked, and rightly so – "...cleanliness contributes to infection control, and a clean environment is the best platform from which to tackle HCAs." (*Health and Social Care Act 2008: Code of Practice for health and adult social care on the prevention and control of infections and related guidance.*)
5. The Code of Practice sets out the criteria against which a healthcare provider will be assessed by the Care Quality Commission. Compliance criterion 2 states that a healthcare provider must; "...provide and maintain a clean and appropriate environment in managed premises that facilitates the prevention and control of infections".
6. Furthermore, every healthcare provider must put in place a Decontamination Policy which must demonstrate that:
 - it complies with guidance establishing essential quality requirements and a plan is in place for progression to best practice;
 - decontamination of reusable medical devices takes place in appropriate facilities designed to minimise the risks that are present;
 - appropriate procedures are followed for the acquisition, maintenance and validation of decontamination equipment;
 - staff are trained in cleaning and decontamination processes and hold appropriate competences for their role; and
 - a record-keeping regime is in place to ensure that decontamination processes are fit for purpose and use the required quality systems.

Our Mission:

Hygiene Solutions are dedicated to preventing and controlling infection in healthcare settings. We are a highly specialized business, combining innovative thinking with the latest technology, to supply systems that deliver proven results and are trusted by leading hospitals around the world.

"There is no silver bullet, but **DEPROX** with the support of **Hygiene Solutions**, will gold plate any hospitals cleaning program."

Robert Ayres, Cambridge University Hospitals, Cambridge UK

The Benefits of DEPROX

Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts requires a bio-decontamination system for routine use in its healthcare environment. This will reduce environmental contamination and in turn the risk of infection to patients.

DEPROX is an automated bio-decontamination system that is designed for use in all common healthcare environments. The routine use of DEPROX has helped some hospitals reduce Hospital Acquired *Clostridium difficile* infection by around 60%.

The Hygiene Solutions Technical Support Team will train operators, work with management, report to supervisors and validate processes to ensure the maximum and immediate benefit of DEPROX to the **Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts**.

DEPROX – an overview

DEPROX is a regulated vaporization system for the controlled application of DEPROXIN to surfaces within an enclosed space for the purpose of high level disinfection and eradication of micro-organisms.

DEPROXIN is a formulated Hydrogen Peroxide solution of 5% concentration. By engineering a low concentration fluid, DEPROXIN can be handled, transported and stored in the hospital environment following common janitorial chemical protocols and does not require any special precautions.

The DEPROX system consists of three main components, the Main Vaporisation Unit, Process Monitor and the Process Analyser. These components work together to ensure the safe bio-decontamination of enclosed spaces, the accurate delivery of vaporized DEPROXIN and the successful completion of the bio-decontamination cycles.

Easy and safe

1. Single start button

From the press on a single button the DEPROX will calculate and regulate a bio-decontamination cycle to suit the particular environment. This removes opportunity for operator error and guarantees consistently high levels of efficacy.

2. Safety features

To maximise the benefit of the DEPROX system to your organisation it should be used routinely to minimize environmental contamination and the risk of cross contamination and associated infection. Designed to be integrated into your routine cleaning procedure, the onboard monitoring and calibrating features of the DEPROX system ensure the safe completion of decontamination cycles with consistent levels of efficacy. Programmed to detect parameter changes such as air change, humidity, temperature, power inputs, DEPROX monitors and checks its parameters constantly and instantly switches to 'fail safe' mode in the event of unpredicted readings.

3. Easy to manoeuvre

Placed on four easy run, lockable castors, the DEPROX is a one person task to move around the hospital and avoids any unnecessary lifting and related strain risks.

4. Captive cables

The DEPROX travels complete with Monitor stowage and captive power and communication cables, so that operators will always have what they need to hand.

5. Safe chemical handling

DEPROXIN is the only chemical licensed for use with the DEPROX vaporization system. Operators safely load DEPROXIN into the keyed refilling port when indicated to do so from the front control panel. This ensures that only the correct chemicals are used for maximum efficacy every time.

6. Visual indication

Providing clear visual indication, the Process Monitor is located outside the enclosed space throughout the bio-decontamination process. From here the operator, staff, visitors, and patients and in fact anyone in the area adjacent to that being treated can clearly see the status of the bio-decontamination process.

7. Monitored and adjusted

By monitoring the ambient parameters of the space being treated, the DEPROX adjusts the vapour delivery to suit. Throughout the bio-decontamination cycle the DEPROX

monitors these outputs and analyses the process. From this data the DEPROX system can detect leakage of vapour, or unexpected disturbance to the airspace being treated and adjust or terminate the process appropriately.



Rapid:

1. Quick to set up

Set up the DEPROX equipment, position the contents of the room correctly, seal the room following the guidelines and turn the Process Start key.....

In around 8 minutes your operator will set up and start a bio-decontamination process on a typical ward or side room environment.

2. Rapid decontamination cycles

Using low concentration hydrogen peroxide formulation and ultrasonic vaporisation technology the DEPROX will deliver full bio-decontamination cycles on a variety of environments and have them ready for the next patient within 2 hours. Operators are trained in the correct set up of environments for maximum efficacy of the disinfection process.

3. Consistent

The efficacy of manual cleaning has long been debated. How much cleaning do you have to do before you can declare a room free from contamination? What efficacy do your cleaning processes achieve? Does the quality of your cleaning vary at different times of day? How do you validate your cleaning processes?

With DEPROX there is no debate. By monitoring the process outcomes, DEPROX ensures the same consistently high level of bio-decontamination irrespective of where ever, whenever, who ever.

4. Immediate results

DEPROX starts working from the first process. Routine use of the DEPROX system throughout the hospital will reduce contamination levels and in-turn reduces the likelihood of your patients acquiring an organism that could cause infection.



Flexible

1. Suitable for a variety of environments

From the smallest toilet areas to whole wards, the DEPROX system will monitor the space, analyse the ambient parameters and deliver a bio-decontamination cycle that best suits that environment. DEPROX will operate as a single unit for areas up to 350 cubic meters or multiple units for larger areas.

2. Compatible

The DEPROX using DEPROXIN has undergone many compatibility tests to ensure the effective and safe treatment of the most complex electrical equipment. Proven in its efficacy against a broad range of micro-organisms, the DEPROX system is routinely used to bio-decontaminate complex equipment that is not easily cleaned any other way.

3. Minimise down-time

From the process monitor located outside the room the operator is immediately aware when the bio-decontamination cycle is complete with a clearly visible GREEN light. This feedback mechanism ensures that rooms are quickly released for patient use as soon as they have been successfully bio-decontaminated, in other words.... "**DEPROX'd**".

4. Maximise vapour penetration

The DEPROX uses ultrasonic vaporization technology to ensure that the optimum characteristics of the vapour generated. High frequency vibrations and droplet impaction select the vapour most useful in the bio-decontamination process saving on DEPROXIN fluid and presenting vapour to all surfaces in the enclosed space regardless of height or plane. This assists in the circulation around an enclosed space and the penetration of porous surfaces.

5. Secure use

The DEPROX system is restricted for use to only those trained and competence tested by your DEPROX Project Manager. Following successful training, each operator is provided with a named key with their certificate for their safe keeping. Although a decontamination cycle can be terminated at any time using the 'Emergency Stop button' on the Process Monitor outside the room, the only method to start a DEPROX decontamination process is using an approved Operator Key.

The Hygiene Solutions approach

Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts requires a partner that understands the multifaceted organization that makes up an Acute Hospital. Suppliers to the **Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts** must provide support and evidence to the products and services they supply, deliver to agreed service levels and assist the **Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts** to progress its cleaning programs.

With Hygiene Solutions you will find a partner committed to a culture of continual improvement both within its organization and with its customers. You will find a team of highly competent people, handpicked and dedicated to our mission – “preventing and controlling infections in healthcare settings”. Our people have firsthand experience of acute hospitals at every level in countries across the world. Hygiene Solutions do not just provide a world class product they help you get the most from it.

Operator training, facilities assessment, internal communications, process evaluation, research opportunities and service back up are available. The Hygiene Solutions team will work with you to ensure the maximum and immediate benefit of DEPROX to the **Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts**.

Effective implementation

1. Understanding your needs

Only you know how what you want to see from your bio-decontamination program. Hygiene Solutions have assisted acute hospitals in countries around the world realize their vision and enjoy tangible benefits. Your DEPROX Project Manager will first start by understanding what you want from this program. Then using data, systems, and knowledge acquired from other hospitals, together you develop and communicate a winning plan to meet your challenges.

2. Assessing your environment

Once a clear plan has been developed, your DEPROX Project Manager will work with the relevant personnel within the hospital to assess the environment in which you plan to implement this program. This involves understanding the ventilation, air extraction, ward configuration and any other applicable factors of the hospital. Using this information your operator training, in-use protocols, risk assessments will be adjusted to ensure a truly ‘integrated solution’.

3. Training your Operators

Your DEPROX Project Manager will work with you to select the correct personnel for training, to ensure the effective and safe use of the DEPROX system within your organization. Although there is no limit to the number of ‘front line’ staff that can be trained to use your DEPROX equipment, the Hygiene Solutions training and assessment program is competency based to ensure that only those who display the necessary

level of competence achieve DEPROX Trained Operator status. Supervisor training will be delivered to all those involved in the management of the DEPROX system within the organization including Infection Control, Domestic Services, Fire Officer and Estates and Facilities.

4. Communicating your message

The success of your DEPROX decontamination program within your organization depends heavily on how you communicate it. Hygiene Solutions work with the organizations that invest in DEPROX and assist them in the effective communication of its benefits and applications to all levels throughout the organization. Including Link Nurse Days, Com's support, patient information, staff Q&A's, RAGCAP, protocols and guidelines, Hygiene Solutions will support your efforts to fully integrate the DEPROX system into your organization to ensure the maximum benefit and ultimately, reduction of infection.

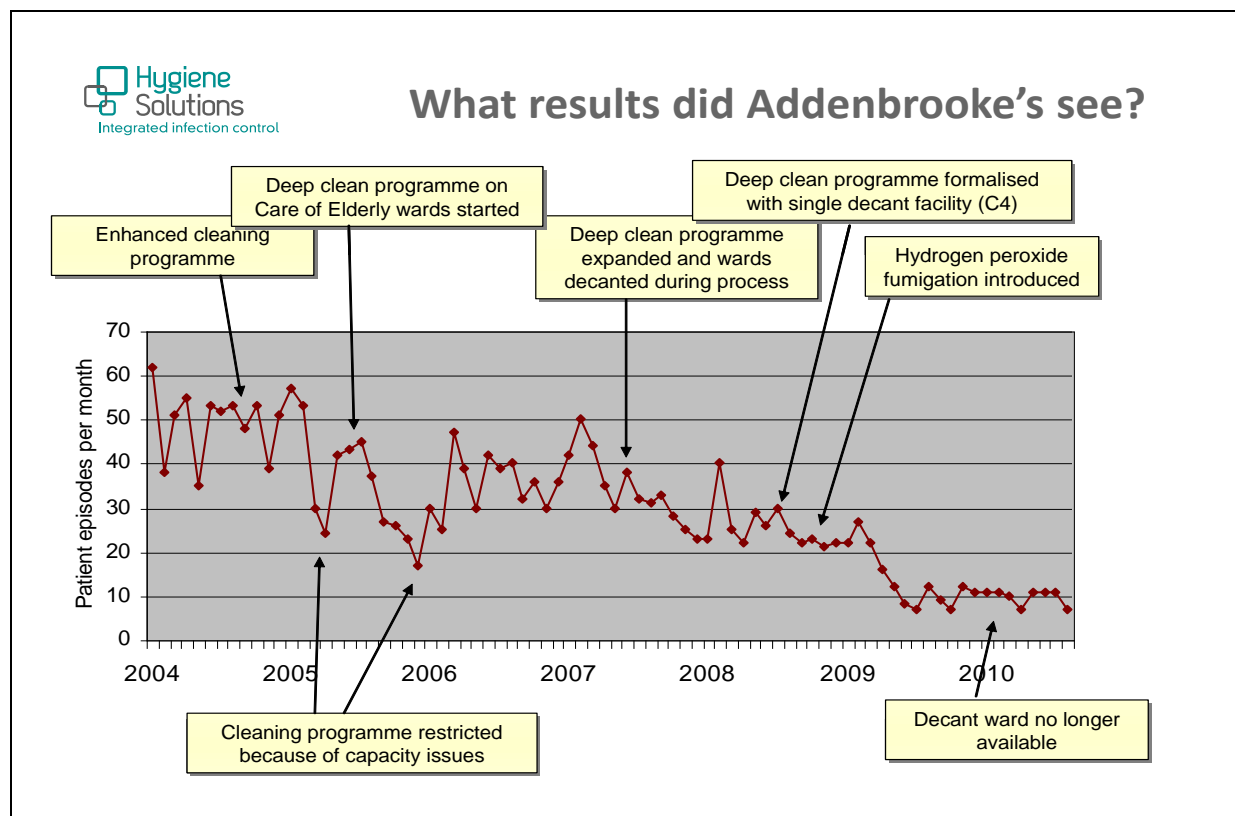
5. Your Safety

The safe use of the DEPROX system is as important as the benefits it brings to your organization. Your DEPROX Project Manager will assist you with working templates of protocols, procedures, risk assessments and work method statements. This helps to ensure the smooth integration and operation of the DEPROX system from the outset.

6. Proven results

Hygiene Solutions believe in evidence. DEPROX has been used and trusted by leading hospitals across the world. Renowned for its ease of use and high level of efficacy, hospitals have proved the real benefits of effective environmental decontamination to reduce risk of cross contamination and infection to patients.

Hygiene Solutions are always looking for relevant opportunities to contribute to the published knowledge base on the subject of environmental decontamination and associated infection. Hygiene Solutions work with hospitals and healthcare organizations around the world on funded Collaboration Projects to develop this field of knowledge. Contact your DEPROX Project Manager to discuss current Collaboration Project opportunities or your particular area of research interest.



Competitor Analysis

DEPROX Features	DEPROX Benefits	Heat Vaporisation	Pressure Atomisation
Two hour treatment time from start to finish	Less down time	4-5 hours	4-5 hours
Single button operation	Removes the need to rely on the operator to calculate the room dimensions or understand the effect of absorbent materials on the process. From the push of one button the DEPROX will calculate, programme and carry out the disinfection process. This eliminates the risk of operator error.	Complex, time consuming set up with lots of button pushing and parameter setting. Not useable by all skill types due to its complexity.	Requires the operator to set all parameters making the operators very responsible for the efficacy of the process. The process is fully dependent on operator input and will only carry out the process as instructed. Every treatment requires independent validation.
Supported on four swivelling castors	Easily manoeuvred around the hospital.	Large and cumbersome equipment consisting of two large components; difficult to move around the hospital.	On two wheels, requires the operator to carry the weight of the equipment. Risk of strain.
At the end of the process the surfaces are dry	Due to the inbuilt monitoring methods the DEPROX process ensures that condensation does not form on the surfaces. At the end of the process the room is ready for the next patient. No further wiping down or surface preparation is required.	The surfaces in the room will be damp from and require wiping down. Risk of recontamination. Damp surfaces provide an excellent environment for micro-organisms.	The surfaces could be dry or damp depending on whether the process has over or under treated the environment

At the end of the process the room is ready for the next patient	This means less down time and a shorter chain of communication. When the green light shows – proceed!	Room needs wiping down and residue removing from all surfaces before the room is suitable for patients.	Unknown depending on whether the process has been effective and has been set up correctly by the operator
Broad compatibility with other hospital and care equipment	You can effectively treat some of your most complex equipment ensuring that you reduce the risk of cross infection	Questions over compatibility due to high concentration of Hydrogen Peroxide	Unknown
Effective disinfection of all areas of the room	The areas that have been hard to disinfect in a room are treated to the same high standard with the DEPROX including behind the radiator, the underneath of tables, inside lockers, the small crevices and complex equipment.	Good disinfection but leaves wet residue at the end of the process.	Uneven disinfection process with risk of ineffectiveness in some areas of the room.
Calibrates and adjusts the treatment process to the room size and contents without any operator intervention	Removes the need for extensive training and quality control. When the DEPROX has completed its cycle you know you have provided a safe environment for the next patient	Needs operator input to size and calculate the treatment suitable for the applicable room. Requires extensive operator training.	Needs operator input. Very questionable efficacy with associated risks. Each process should be independently validated.

Competitor Analysis

DEPROX Features	DEPROX Benefits	Heat Vaporisation	Pressure Atomisation
Will accommodate absorbent materials	You don't have to make haphazard guesses at the amount of absorbent material in a room and risk jeopardising your disinfection process. The DEPROX will make the calculation for you and adjust the process accordingly.		No on board calculation. If absorbent materials are in the room there is a high risk of compromising the disinfection process
Effective against a broad spectrum of micro-organisms including spores	Studies show that with the DEPROX you can achieve a log ₆ reduction of both vegetative organisms <i>Staphylococcus aureus</i> , MRSA and spores <i>Clostridium difficile</i> , <i>Bacillus subtilis</i> . Reduces the risk of patients acquiring infection from the environment	High level of efficacy.	Very low proven efficacy. Any published evidence studies are likely to have been conducted with the equipment being used properly. In real life this could be unlikely i.e. if not set up correctly the evidence is worthless.
Monitored hydrogen peroxide decontamination	For accurate treatment of a wide variety of micro organisms avoiding the health, safety and usability issues of high concentration Hydrogen Peroxide vapour. Low concentration Hydrogen Peroxide vapour prevents the risk of under treatment and ensures delivery of a safe environment for both patients and staff.	Very high concentration hydrogen peroxide with risk of flammability etc.	Not high concentration of hydrogen peroxide but unknown what level and for how long. High risk of under treatment and risk to patients, staff etc.

2

Your Quotation

2.1 Full Price Proposal

2.2.1 Purchase:

This quotation is for the direct procurement of DEPROX equipment Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts for the purpose of decontamination of environments as required by the organization. The equipment will be managed and used by personnel within the organization in accordance with the processes stipulated by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts.

Hygiene Solutions will support Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts with:

- Template documents for free use within the organization
- Training of up to 20 operators
- Technical support regarding applications and recommendation for use of DEPROX
- Fully inclusive of Bronze support cover for the first year
- 4 year warranty on all DEPROX equipment and accessories
- 12 year support plan to ensure your DEPROX is fully operational throughout its lifetime
- 24 hour helpline for operational and technical assistance

DEPROX System Complete consists of:

- DEPROX Main vaporizing unit
- DEPROX Process Analyser Pod
- DEPROX Process Monitor Pod
- 4No. DEPROXIN Refills
- 1No. VRK Ventilation Restriction Kit
- 1No. FDC Fire Detector Cap Kit
- Instruction Manual
- Operator Training for up to 20 Operators
- Management Training for up to 10 personnel
- Bronze support cover for first 12 months

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Net Price of Goods
HS5030	DEPROX System Complete – one system	£33,000	£24,989 each

HS5030	DEPROX System Complete – two systems	£33,000	£21,240 each
	Deprox 4 year Warrantee	£2,900	FOC

Note: All prices exclusive of VAT. Subject to Terms and Conditions

Collaborative Agreement

Hygiene Solutions work with a number of such Trusts in the UK, in order to provide networking opportunities with other Trusts across the country to discuss best practise.

Coupled with the development of new technology, 'Centre of Excellence' sites are an important partner for Hygiene Solutions in delivering on our mission which is to create simple, intuitive systems for hospital hygiene. Because of this, 'Centre of Excellence' sites benefit from Hygiene Solutions research and development funding, as well as joint publication of data and collaborative 'showcasing' to hospitals around the world.

Purchase of the Deprox Hydrogen Peroxide Vapour System with Chelsea & Westminster and The Royal Marsden NHS Foundation Trust in a Collaborative Agreement	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Net Price of Goods
DEPROX System Complete – one system	£33,000	£22,387 each
DEPROX System Complete – two systems	£33,000	£19,486 each

2.3.2 Lease Purchase

This quotation is for the direct procurement of DEPROX equipment by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts for the purpose of decontamination of environments as required by the organization. The equipment will be managed and used by personnel within the organization in accordance with the processes stipulated by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts.

What is Lease Purchase?

Lease Purchase is when an estimated future value of equipment is made for the equipment at the end of the contractual period based on its depreciation. This is known as the residual value. You can place a lump sum down-payment or simply make monthly payments at a small rate of interest on the difference between the new value and the residual value. At the end of the contract term you can choose to retain the equipment by purchasing the equipment at its retained value or transfer the retained value of the equipment to new equipment.

Hygiene Solutions will support Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts with:

- Template documents for free use within the organization
- Training of operators
- Technical support regarding applications and recommendation for use of DEPROX

- Fully inclusive of Bronze Standard support cover for the first year
- 4 year warranty on all DEPROX equipment and accessories
- 12 year support plan to ensure your DEPROX is fully supported throughout its lifetime
- 24 hour helpline for operational and technical assistance

DEPROX System Complete consists of:

- **DEPROX Main vaporizing unit**
- **DEPROX Process Analyser Pod**
- **DEPROX Process Monitor Pod**
- **4No. DEPROXIN Refills**
- **1No. VRK Ventilation Restriction Kit**
- **1No. FDCK Fire Detector Cap Kit**
- **Instruction Manual**
- **Operator Training for up to 20 Operators**
- **Bronze Standard support cover for first 12 months**

Note: All prices exclusive of VAT. Subject to Terms and Conditions

Order Code	Description	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Cost
HS5507	DEPROX System Complete – 12 Month Lease Purchase Term	£6,000 plus £562.50 per week	£6,000 plus £520.60 per week
HS5507	DEPROX System Complete – 24 Month Lease Purchase Term	£6,000 plus £291.25 per week	£6,000 plus £262.30 per week
HS5507	DEPROX System Complete – 36 Month Lease Purchase Term	£6,000 plus £187.50 per week	£6,000 plus £175.87 per week
HS5507	DEPROX System Complete – 60 Month Lease Purchase Term	£6,000 plus £112.50 per week	£6,000 plus £105.12 per week
HS5507	Additional DEPROX Operator Training	£250	Free
HS5507	Additional DEPROX Management Training	£250	Free
HS5507	Replacement DEPROX Operator Key	£15.40	£12.85

Order Code	Lease purchase of DEPROX System based on 'Centre of Excellence' prices	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Cost
HS5507	1 x DEPROX System Complete – 36 Month Lease Purchase Term	£7835.45 per annum
HS5507	2 x DEPROX System Complete – 36 Month Lease	£6820.10 per annum

2.3.3 Rental:

This quotation is for the direct procurement of DEPROX equipment by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts for the purpose of decontamination of environments as required by the organization. The equipment will be managed and used by personnel within the organization in accordance with the processes stipulated by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts.

What is Rental?

Rental is when a periodic set payment is made for the use of the Deprox System for a set period of time. When the "rental period" is finished either it can be extended by Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts or the system can be given back to Hygiene Solutions. There is no lump sum at the end of the rental period, just a set amount per

Hygiene Solutions will support Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts with:

- Template documents for free use within the organization
- Training of operators
- Technical support regarding applications and recommendation for use of DEPROX
- Fully inclusive of Bronze Standard support cover for the first year
- 4 year warranty on all DEPROX equipment and accessories
- 12 year support plan to ensure your DEPROX is fully supported throughout its lifetime
- 24 hour helpline for operational and technical assistance

DEPROX System Complete consists of:

- **DEPROX Main vaporizing unit**
- **DEPROX Process Analyser Pod**
- **DEPROX Process Monitor Pod**
- **4No. DEPROXIN Refills**
- **1No. VRK Ventilation Restriction Kit**
- **1No. FDCK Fire Detector Cap Kit**
- **Instruction Manual**
- **Operator Training for up to 20 Operators**
- **Bronze Standard support cover for first 12 months**

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price of Goods
HS5507	DEPROX System Complete – Weekly Flexi-Rent	£680.00 plus £675.00 per week	£680 plus £480.55 per week
HS5507	DEPROX System Complete – 3 Month Flexi-Rent Term	£680.00 plus £557.00 per week	£680 plus £397.49 per week
HS5507	DEPROX System Complete – 6 Month Flexi-Rent Term	£680.00 plus £375.00 per week	£680 plus £265.84 per week
HS5507	DEPROX System Complete – 12 Month Flexi-Rent Term	£680.00 plus £335.00 per week	£680.00 plus £240.28 per week
HS5507	DEPROX System Complete – 24 Month Flexi-Rent Term	£680.00 plus £306.00 per week	£680.00 plus £219.20 per week
HS5507	DEPROX System Complete – 36 Month Flexi-Rent Term	£680.00 plus £283.00 per week	£680.00 plus £201.52 per week
HS5503	Additional DEPROX Operator Training	£250	Free
HS5506	Additional DEPROX Management Training	£250	Free
HS5044	Replacement DEPROX Operator Key	£15.40	£12.85

Note: All prices exclusive of VAT. Subject to Terms and Conditions

2.1.5 Supporting Systems and Services

Support Cover:

Fully functional equipment is imperative to the success of your environmental decontamination program. Hygiene Solutions strive to offer a seamless support service to enable you to get the most from your DEPROX equipment.

Equipment Swap-Out service:

In the event of a service requirement or repair....

1. You call the Helpline quoting your URN and serial number of the equipment
2. Hygiene Solutions deliver replacement equipment to site in a dedicated transport crate
3. You take the replacement equipment from the crate, place the equipment for service/repair into the crate
4. The equipment for service/repair is collected and taken away for repair
5. Serviced/repared equipment is returned to you in the same way

Bronze Support Cover consists of:

- 72 hour response time
- Swap-out equipment to keep you going
- Free collection and delivery of equipment from site
- 7:00-17:00, Monday-Friday help line access for operational and technical assistance

- Inclusive of:
 - Routine service – every 500 hours or 12 months
 - Fault remediation
 - Operator training up to 20 operators per annum
- Chargeable:
 - Repair (time and parts)

Silver Support Cover consists of:

- 48 hour response time
- Swop-out equipment to keep you going
- Free collection and delivery of equipment from site
- 24 hour help line access for operational and technical assistance
- Inclusive of:
 - Routine service – every 500 hours or 12 months
 - Fault remediation
 - Operator training up to 20 operators per annum
- Chargeable:
 - Repair (time and parts)

Gold Support Cover consists of:

- 24 hour response time
- Swop-out equipment to keep you going
- Free collection and delivery of equipment from site
- 24 hour help line access for operational and technical assistance
- Inclusive of:
 - Routine service – every 500 hours or 12 months
 - Fault remediation
 - Operator training up to 20 operators per annum
 - Repair (time and parts)

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price of Goods
HS5508	DEPROX Bronze Support Cover	£1250.00 p.a.	£980.00 p.a.
HS5509	DEPROX Silver Support Cover	£1500.00 p.a.	£1255.00 p.a.
HS5510	DEPROX Gold Support Cover	£2500.00 p.a.	£2250.00 p.a.

Note: All prices exclusive of VAT. Subject to Terms and Conditions

Ventilation Restriction Kit:

Recommended Quantity: 4 per Deprox system

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price of Goods
HS5050	VRK Ventilation Restriction Kit	£149.00 Per Kit	£123.00 Per Kit

Note: All prices exclusive of VAT. Subject to Terms and Conditions

Fire Detector Cap Kit

Recommended Quantity: 2 per Deprox system

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price
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			Of Goods
HS5051	FDC Fire Detector Cap Kit	£139.00 Per Kit	£112.00 Per Kit

Note: All prices exclusive of VAT. Subject to Terms and Conditions

Consumable Items and Usage

Deproxin Refill Solution

Each 2 litre bottle typically lasts for 2-3 Deprox processes.

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price of Goods
HS5033	DEPROXIN Refill – each	£78.30 each	£58.80 each
HS5033	DEPROXIN Refill – pallet of 240	£58.80 each	£54.50 each

Note: All prices exclusive of VAT.

Deprox Vapour Impermeable Tape

Each 50m roll typically lasts for 4-5 Deprox processes

Order Code	Description of Goods	Standard Price	Chelsea & Westminster and The Royal Marsden NHS Foundation Trusts Nett Price of Goods
HS5035	Low Adhesion DVI tape – each	£9.85 each	£9.85 each
HS5041	High Adhesion DVI tape – each	£8.98 each	£ 7.95 each

Note: All prices exclusive of VAT.

Deprox Door Warning Signage

Order Code	Description of Goods	Standard Price	ISS Ltd Nett Price of Goods
HS5043	Warning Signage	£28.50 Per Pad	£19.83 Per Pad

Usage: 1 pad per 50 processes

Note: All prices exclusive of VAT.

Deprox Operator Training:

Hygiene Solutions believe that training is at the base of successful implementation. To this end Hygiene Solutions put appropriate emphasis on training, skill monitoring, technical support and trouble shooting.

The Deprox Operator Training courses are not only about the safe use of the Deprox equipment but also

the related processes to ensure operators get a real understanding of the actual application, benefits and requirements to facilitate an effective decontamination process with real value to the organization. Before the Deprox Operator Training is delivered, the Hygiene Solutions instructor will gain specific insight into how the organization intend to use the Deprox, the expectations of the organization from their Deprox decontamination program and related processes within the organization that will relate to the Deprox Operator Training. Armed with this information, the Hygiene Solutions instructor will tailor the Deprox Operator Training Course to accommodate this information and give the Operators a broad understanding of the real life application.

The Deprox Operator Training course is structured into the following four parts:

- Integration – the Hygiene Solutions instructor gains in-depth understanding of the intentions, expectations and related processes within the organization. This information is held on the Project file for this organization and is periodically updated by the Project Manager throughout the life of the Deprox.
- Visible – the Hygiene Solutions instructor carries out a PowerPoint based training session lasting approximately 30 minutes. Operators are provided with supporting Training Manuals, Instructions for Use and a 'Quick Reference' card
- Practical – from the visible element of the training the operators are supervised by the Hygiene Solutions instructor in the correct set-up of a Deprox system in a side room or similar area. This gives the operator opportunity to accurately see use of the equipment, the associated risks, other considerations and the equipment controls. Only on successful completion of both elements of the Operator Training will the Operator be issued with a certificate and Deprox Operator Key.
- Audit – with the appropriate agreement from the organization, the Hygiene Solutions instructor will routinely organize for the Trained Operators to carry out a supervised Deprox set-up and decontamination process. This ensures that the equipment continues to be used appropriately and safely for the very best contribution to the infection control effort within the organization.

Deprox Operator Training:

- **Up to 15 persons per training session**
- **Audit training recommended every 12 months**

Note: All prices exclusive of VAT. Subject to Terms and Conditions

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Frequently Asked Questions

Maintenance and Warranty

Q. What is the warranty period of the Deprox System?

A. Our product is warranted for 24 months against failure of fault no attributable to consumable parts or accidental damage. The warranty does not cover wear and tear.

Q. What are the terms of the warranty of your Deprox System?

A. The warranty is subject to your Deprox System being serviced by Hygiene Solutions at the recommended intervals. The warranty will be invalidated by use of non-approved fluids or failure to operate the system within the requirements of the Operator Instruction Manual.

Q. Do the various maintenance options include an annual service?

A. All maintenance options include an annual service carried out by Hygiene Solutions.

Q. How often should the Deprox System be serviced?

A. The Deprox System should be serviced every 500 hours (approximately 200 processes).

Q. How will I know when my Deprox System is ready for a service?

A. The system will flash up a warning message for 30 seconds at power up when a service is due.

Q. What if I don't have my Deprox System serviced after 500 hours of use?

A. Failure to have your Deprox System serviced every 500 hours may lead to frequent process failure.

Handling & Storing your Deprox System

Q. How many people are required to move the Deprox System?

A. The Deprox System is designed to be moved easily by one person.

Q. What are the dimensions of the Deprox System?

A. The main unit complete with the process analyser and monitor attached is Height: 1320mm Width: 580mm Depth: 630mm

Q. Is the system easy to get through a standard door way?

A. The Deprox System can be easily maneuvered through standard doorways.

Q. What are the storage requirements of the Deprox System?

A. It is recommended the Deprox System have a dedicated storage location to prevent interference.

Q. What are the storage requirements for the Deproxin refills?

A. Deproxin cartridges should be stored upright in their sealed container, away from direct sunlight and extremes of temperature. Hydrogen Peroxide has no specific legal storage requirements however we recommend that Deproxin should be stored in a secure area away from the general public.

Deproxin Refills

Q. What percentage is our Hydrogen Peroxide?

A. Deproxin Hydrogen Peroxide is 4.9%.

Q. What protective clothing should be worn when handling Deproxin?

A. Protective gloves, eye/face protection and protective clothing should be worn at all times when handling Deproxin.

Q. Can Deproxin be used for any other cleaning outside of the Deprox Decontamination System?

A. Deproxin Hydrogen Peroxide is made for use in the Deprox System only.

Q. What can be used to contain a Deproxin spillage?

A. Absorb with liquid binding material such as sand, diatomite, DeSpill kit, acid binders or universal binders.

Q. Can deproxin be reused after a spillage?

A. Never attempt to reuse spilt Deproxin as this could damage the system and will effect the efficacy of the process.

Q. How do you dispose of Deproxin?

A. Disposal of Deproxin must be made in accordance to official regulations. Do not allow the product to reach sewage system or water courses.

Q. What size are the Deproxin refills?

A. Deproxin cartridges are 2 litres and are delivered in a cardboard outer of 4 bottles.

Q. What is the shelf life of Deproxin refills?

A. Deproxin refills have a shelf life of 18 months.

Q. Have any hospital equipment providers experienced problems with the use of the Deprox System?

A. No, and we are in constant contact with such providers, our technical department can be contacted for further information.

Using the Deprox System**Q. Will the entire ward need to be evacuated if the Deprox System is running in a side room or bay area?**

A. No it is not necessary to evacuate the entire ward, areas being treated will need to be adequately sealed to prevent leakage.

Q. Will I need to inform the fire brigade of every Deprox process?

A. No. You will have to isolate the fire alarm system so you must follow the protocol agreed with your fire officer.

Q. When do you know the System has successfully completed its cycle?

A. Once the machine has finished vaporising the green light on the process monitor will flash, the machine is now in its deactivation stage. When the process monitor light changes to solid green the Deprox has completed its full cycle.

Q. Will I need to wear protective equipment when working around the Deprox System?

A. No, you will only need to wear PPE when handling the Deproxin cartridges. During usual maneuvering, set up and dismantling you should wear appropriate PPE for the task in accordance with internal protocol.

Q. What is an error message of the Deprox System?

A. The Deprox System is self-calibrating and performs pre-determined self-check tests. Should any of these report results outside of the expected standard, the Deprox will proceed to error stage. The error message will be shown on the LCD screen.

Supply of consumables**Q. Are consumables included in the HPRD Decontamination service?**

A. Yes Deproxin refills and all other associated consumables are included in our Decontamination service.

Q. Are consumables included in the purchase option?

A. Deproxin refills and other consumables are not included. They are supplied on your request and will be invoiced separately.

Q. Are consumables included in the rental or lease options?

A. Deproxin refills and other consumables are not included. They are supplied on your request and will be invoiced separately.



Why work with Hygiene Solutions?

Our Beliefs:

Hygiene Solutions believes that every society has a responsibility to look after people who are not in good health. We also believe that any institution set up to fulfil this responsibility needs the support of the rest of society, for example with technological innovations that make hospitals safer, more successful and more efficient. Finally, we believe that every hospital should have an effective decontamination regime with a target of zero outbreaks of hospital-spread infections.

Our Mission:

“Hygiene Solutions is dedicated to preventing and controlling infection in healthcare settings. We are a highly specialised business, combining innovative thinking with the latest technology in order to supply systems that deliver proven results and are trusted by leading UK hospitals.

Our Corporate Values:

Here at Hygiene Solutions, we are committed to developing a culture whereby **all of our team know that they are an integral part of the growth of the company**. This is essential, as it means that everybody in the company, from our Rapid Response team to our Customer Support staff, is engaged in the innovation of the company. This means that processes here are constantly becoming more streamlined; our product range is consistently growing; and, most importantly, **our customers receive an increasingly distinctive, personal and timely service**. It's that culture that makes our Rapid Response disinfection team prepared to work around the clock anywhere in the country and makes our Technical Support staff prepared to tackle the most sophisticated problem. That culture has made our staff meticulous in all that they do, and has led to our company meeting the **ISO 9001** regulations for quality.

As a family owned and managed company we are committed to five core values in our business:

1. **Integrity**- Fairness, honesty and trust will mark every relationship inside and outside of the company.
2. **Commitment**- Companywide, we are committed to giving our best to every customer, employee and supplier.
3. **Business Development**- We are dedicated to continuous improvement in every field of expertise to ensure sustainability and to provide the building blocks for our vision for the future.
4. **Teamwork**- The business as a whole will function as a team to develop and maintain the highest levels of expertise and quality in every field.
5. **Spirit**- To provide an atmosphere that promotes enthusiasm and passionate effort to meet each challenge and achieve success.



Our Contribution to society:

We firmly believe that by striving to develop our products and services, we make a continually growing contribution to society. This is because our products and services directly impact on the level of care that the NHS is able to provide and the quality of life enjoyed by its patients. The DEPROX delivers a particularly significant contribution to society because, as it is so effective in killing C. Diff spores, it actually saves a significant amount of lives each year. By creating **efficient, innovative and cost-effective solutions** to hygiene issues, our company gives the NHS more time and money to focus on healing its patients and providing them with the reputable hospital experience that they deserve. However, we don't just stop there; we also perceive that we have a responsibility to donate to charity, and consequently, our staff are encouraged to dedicate time to charitable work. These efforts are strongly supported by our directors, and in the past we have made donations to the East Anglian Air Ambulance, the Royal National Lifeboat Institute and The Haiti Appeal. In addition to this, we regularly donate towards the provision of education, which has included giving to READ, a charity that sends used textbooks to Third World countries.

Our Environmental Impact:

Hygiene Solutions recognises its responsibility towards protecting the environment and is constantly exploring new ways in which it can reduce its environmental impact. This issue is addressed in the company's policies of practice and employment documents in order to ensure that **all employees are proactive** in reducing the company's environmental impact.

Careers:

Hygiene Solutions believes in providing progressive careers that promote employee development and career enhancement. This includes training, careers advice and skills development with a view to advancing the skills of each employee. We believe that this is an integral part of our growth strategy which reflects itself in the quality of the service that we give.

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Your contacts at Hygiene Solutions

Customer Support Details:

Hygiene Solutions have already nominated a customer support team to care for (Organization Name) account:

(Organization Name) Customer Reference Number:

Name	Title	Contact Details
Joann Coot	Customer Services Team	0845 270 6690 customerservices@hygienesolutionsuk.com
Tom Lister	Client Support Team	0845 270 6690 tom.lister@hygienesolutionsuk.com
Mark Fentiman	Project Manager	0845 270 6690 mark.fentiman@hygienesolutionsuk.com
Tim Murrell	Technical Support Team	0845 270 6690 technicalsupport@hygienesolutionsuk.com
Simon Worrod	Operations Team	0845 270 6690 simon.worrod@hygienesolutionsuk.com

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