

A users guide to the Community Laundry Service

Home care services



Your questions answered

The Community Laundry Service was established as a service to people living in their own homes, who have difficulty maintaining continence and therefore require more support with laundry than would otherwise be the case.

Where is the laundry service based?

The laundry is based at Upton Hospital, and the service is staffed and operated by the Slough Home Care team at Social Services.

How does my laundry get to the hospital?

It is collected by a community laundry van, which calls at your home.

How often will my laundry be collected and returned?

This depends on how much laundry needs to be washed. The average number of collections and deliveries is two per week.

How should my laundry be sent?

Packed in bags with your name on the front and sealed. Each item of laundry will need to be marked in a discreet place (ie on the waistband or hem) with your personal three digit number (given to you when the service is set up).

Can I get help with bagging my laundry?

Yes - you could ask your carer to help (if you have one) or a relative. If you are unable to number your laundry, you should contact the Home Care service or tell the driver when he/she calls to collect your laundry, and we will arrange to number it for you.

Does the community laundry service iron as well?

No, although all laundry is folded 'hot' and packed in clean bags, so most items do not require ironing on return.

Is there a charge for the service?

There is currently a small administration charge . An invoice is sent out at the end of the month.

How can I get this service?

For further details contact your G.P. or District Nursing Sister, or ring **Slough 690930**.

What should I do if I am unhappy with the service, or I do not need a visit one day?

We hope that you will be completely satisfied with the laundry service, but if you wish to discuss any aspect of the service provided to you, contact the Home Care service at Social Services on **Slough 690930** who will be pleased to help.

We hope that this leaflet answers your questions about the Community Laundry Service.

If you require further information, the Slough Home Care Team would be pleased to try and help.

Please write to:

**Slough Home Care Team
Town Hall
Bath Road
Slough
Berkshire
SL1 3UQ**

**Telephone:
01753 690930**

**Email:
communitycare@slough.gov.uk**