

We offer
an optional
free laundry
service for
all of our
patients and
residents



Royal Hospital for
Neuro-disability

The Royal Hospital for Neuro-disability
West Hill, Putney
London SW15 3SW

☎ 020 8780 4500
✉ info@rhn.org.uk
💻 www.rhn.org.uk

📘 🐦 📷 @RHNUK

Registered charity number 205907

Optional
free
laundry
service at
the RHN

Information for patients,
residents and their
families



The RHN is committed to making everyone's experience as good as it possibly can be.

When working with such high quantities of laundry, items regrettably sometimes do go missing or can be damaged.

We take precautions to minimise the likelihood of this happening, but cannot guarantee that it will never occur. Unfortunately, we cannot accept any responsibility for missing or damaged items. We also advise against any high-value or delicate items.

If you need more information or have any questions about our optional free laundry service, please contact your ward manager.

How many clothes to bring

Please bring in at least ten days' worth of clothing for your loved one.

Name tags

Please make sure that all items of clothing are labelled with the patient or resident's name.

Name tags can be ordered from a number of websites such as:

cashsnametapes.co.uk
wovenlabelsuk.com
carehomelabelco.com

Each ward is allocated a number to make sure clothing is returned to the right place. It is your responsibility to include your loved one's name

and relevant ward number on clothes – this helps us to track items and reduce losses.

Ward	Laundry no.
Andrew Reed North	02
Andrew Reed South	01
Chatsworth	06
Clifden	10
Coombs	08
Devonshire	11
Drapers	13
Glyn	04
Haberdashers House	15
Hunter	03
Jack Emerson Centre	07
Leonora ward	12
Wellesley	14
Wolfson	09

Name tags should include the relevant number from this table, along with the patient or resident's name, and 'RHN'.

As an example, the label below shows that John Smith is a resident of Andrew Reed South:

John Smith 01 RHN

How we launder patient clothing

The Department of Health sets very high standards in relation to how things in hospitals are cleaned, and we need to make sure all items of clothing are cleaned to this standard.

We wash clothing and linens using commercial laundry equipment – at a higher temperature than you would at home – to reduce the risk of infection.

The following types of clothes which need special laundering are at risk of being damaged:

-  Dry clean
-  Dry flat
-  Hand-wash
-  Non-tumble dry

We recommend that these items are laundered at home.

We are not able to use the fabric softeners or domestic detergents that you normally would at home due to government guidelines on healthcare laundry.

Sometimes the detergents that we need to use can have an adverse effect on certain types of material or clothing – particularly those materials that are more delicate such as silks, velvet, lace or knitted wools.

As at home, white or lighter coloured clothing can also be at a higher risk of being damaged during the laundry process.

Any items of high value should not go through the hospital laundry service.

The laundry process takes approximately 72 hours.