

# RO Unit Supports Modern Endoscopy Department

Healthcare | Case Study

## The Client

South West Warwickshire NHS Foundation Trust (SWFT) employs over 4,000 members of staff and serves a population of over half a million people. Warwick Hospital manages the majority of SWFT's acute provision, including accident and emergency, maternity services and intensive care.



## The Benefits

- High quality water feed for six AERs, with capacity for increased future demand
- Guaranteed peak flow from RO unit supports fast 17-minute washing cycles
- Bespoke installation to make best use of available space

## The Client's Needs

The endoscopy department was struggling to cope with daily demands, as a result of old, unreliable automated endoscope reprocessors (AERs), which needed to be replaced. Lengthy, 45-minute decontamination cycles were causing delays, and frequent cycle failures were contributing to a fall in the standard of service. The client needed a completely upgraded decontamination set-up, with capacity to meet increased future demand. The new AERs proposed by the Trust's preferred supplier required a suitable reverse osmosis (RO) platform to provide high quality water for the final rinse, and Veolia was recommended in light of previous joint ventures and a reputation for excellent support and customer service.



## The Solution

The most suitable RO system to meet the client's needs was the OSIRIS, offering a standard throughput of 12,000 l/hr and capable of up to 2,400 l/hr during peak times. Veolia designed the RO system – including a bespoke 800 litre permeate tank – to fit within a pre-designated plant room area, requiring an L-shaped configuration. Crucially, the design permitted access to all components for routine servicing, and close proximity to the AERs minimised the ring main and reduced the overall capital outlay. The RO platform could adequately feed six AERs, with capacity to support a seventh in future.

### Results

The system went live nine months after beginning installation of the AERs and RO. The new set-up has enabled the department to increase its capacity, supporting around 900 procedures a year with every patient suite in use. Susan Ward, endoscopy unit manager, said: “Our preferred AER supplier recommended Veolia as a partner, and we knew its recommendation would be as good as it could be. The installation and commissioning went brilliantly – I didn’t even know the engineers were there! We didn’t encounter any problems, and the turnkey solution gives us the consistent water quality and reliability we need, enabling us to reprocess endoscopes in under 20 minutes.”

#### **Veolia Water Technologies**

Windsor Court, Kingsmead Business Park,  
High Wycombe, HP11 1JU  
Office. +44 (0)1628 897000  
[www.veoliawatertechnologies.co.uk](http://www.veoliawatertechnologies.co.uk)