

## CASE STUDY

# HYGENIKX<sup>TM</sup>

Infection Control Technology

## Broadoaks Country House installs HyGenikx to help guests 'stay safe'

Broadoaks always has its guests needs and wants at the forefront of its plans and is forever adding to its list of 'must-haves' and comforts to make the perfect stay. In 2020 a *safe and COVID-secure environment* became the biggest must-have of all!

Broadoaks Country House is a luxury Lake District hotel and wedding venue that is focused on creating the most perfect, restful, and indulgent place to stay. Located in magnificent grounds, surrounded by woodland and a river that flows into Windermere Lake, Broadoaks Country House is situated in one of the most beautiful spots in the Lake District. It offers guests grand surroundings with a modern twist, fine dining with fantastic food, and rooms that promote wellness and relaxation.

When the Coronavirus pandemic struck in 2020, Broadoaks had to rethink and rework its hotel operations. It had the task of making its environment safer, considering the risks of



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coronavirus to its guests and staff, whilst maintaining its warm and inviting boutique character.

The team researched what the best measures were to help protect and assure its guests, so they could enjoy a safer stay. The measures introduced included comprehensive staff training on how to prevent the spread of coronaviruses, extensive cleaning of shared surfaces by a dedicated 'clean

team', the installation of hand sanitisers throughout and **HyGenikx** Air and Surface Sanitisation Systems in foodservice areas.

**HyGenikx** is a revolutionary wall-mounted air and surface sanitisation system that is proven to eradicate bacteria and viruses throughout the food service & hospitality environment — providing 24/7 hygiene and safety protection. It improves infection control for staff and customers, as well as neutralises all odours.

### HyGenikx Technology and Coronavirus

**HyGenikx** has been rigorously lab tested and is proven to be effective at removing airborne Coronaviruses, including SARS-CoV-2 which causes COVID-19. In an independent trial, conducted by Campden BRI, the air and surface sanitiser removed up to 99.99% of an airborne COVID-19 surrogate in under 3 hours\* and continued working 24/7, creating and maintaining a clean air environment.

**HyGenikx** uses ultraviolet UVC light and titanium coated plates to create germicidal irradiation. Germicidal irradiation (UVGI) is a plasma that destroys viruses on contact by disrupting their DNA and removing their reproductive capabilities.

In addition to its ability to create a more hygienic environment, **HyGenikx** also improves the shelf-life of perishable food and removes odours.

\*For more information on the **HyGenikx** testing visit: <https://info.mechline.com/hygenikx-testing>

### HyGenikx Installation

Broadoaks learnt about **HyGenikx** first-hand, when a member of staff stayed at a hotel with the same technology installed.

Here Tracey Robinson, General Manager at Broadoaks Country House, explains: "Our chef actually stayed at another hotel that had **HyGenikx** and thought it could work for us too! The hotel promoted the fact that **HyGenikx** was installed, and its hygiene benefits, which was really encouraging. We were



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*looking for something to assure our own guests that we, at Broadoaks, have all the precautions in place to minimise the spread of coronavirus and this product seemed the perfect addition. When I learnt about the odour control benefits too, I decided to trial **HyGenikx** in our downstairs staff kitchen — and I wasn't disappointed."*

Broadoaks Country House initially installed one unit in its staff kitchen on a trial basis. The kitchen, which is an old-style basement kitchen was prone to odours.

Tracey explains the results: "*With **HyGenikx** installed it is astonishing, instead of food odours, the room smells fresh all of the time. It is a lot more pleasant for staff and it is also a great reassurance for me, knowing that **HyGenikx** is working as it should, creating a safer environment! We have installed three more units in Broadoaks — in the main kitchen, and front of house, in the Oaks Restaurant and Orangery — to support our strict cleaning protocols. So now our entire foodservice operation has this added hygiene and safety protection in place.*"

Broadoaks is the latest business to join the **HyGenikx** Customer Confidence Campaign by displaying **HyGenikx** stickers across the hotel. The sticker, which accompanies all **HyGenikx** units, can be displayed on windows, walls, and menus, to reassure customers that a venue is going the extra mile to look after their safety and well-being. Broadoaks also includes details of **HyGenikx** on its website and social media to provide future guests with the same reassurance that their own chef experienced when he first came across **HyGenikx**.

**HyGenikx** purchasers can now sign-up to receive an exclusive **HyGenikx Customer Confidence Resource Pack**, to help carry out their own **HyGenikx** marketing campaign to build customer confidence. Go to [info.mechline.com/hgx-resourcepack](https://info.mechline.com/hgx-resourcepack) to find out more or to request your own resource pack. To read other case studies, please visit: [www.mechline.com/hgx](https://www.mechline.com/hgx)

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