



Solton Manor Laundry Policy

Effective: November 2025

At Solton Manor we are committed to maintaining the highest standards of cleanliness and hygiene across all accommodation and event spaces, including the Manor House bedrooms, the Dovecote Cottage and Dutch Barn and other event spaces.

This policy sets out safe and consistent procedures for handling, storing, and laundering linen to ensure a comfortable, hygienic environment for all guests, while protecting staff and minimising infection risks.

We may review and update this policy from time to time and welcome feedback.

Our Commitment

Solton Ltd is fully committed to:

- Protecting the health and dignity of couples, clients, guests, suppliers and contractors
- Providing a safe and supportive environment for all who use or work at Solton Manor.
- Maintaining strict infection-control standards in all laundry handling.
- Responding quickly and appropriately to any hygiene or safety concerns.
- Promoting awareness and training so all team members understand their responsibilities under this policy.

To achieve this we:

1. Segregate Linen

Linen (towels, bedding, napkins, tablecloths, and tea towels) is segregated into three categories:

1.1 Clean/Unused – Freshly laundered and ready for guest use. Always stored separate, dust-free, and covered to avoid contamination.

1.2 Used/Dirty – Items that have been used but are not heavily contaminated. Kept separate from both clean and heavily soiled items.

1.3 Heavily Soiled – Items contaminated with bodily fluids (e.g., sick, urine, blood) or heavy staining. These must be washed under strict disinfection cycles or, if beyond saving, disposed of safely.

2. Handling of Linen

- **Minimise Movement:** Used linen is handled with minimal shaking to reduce spread of dust or microorganisms.
- **No Direct Contact:** Soiled linen must not be carried against the body. It should go directly into a designated trolley or bag.
- **Object Checks:** We remove inappropriate items (e.g., pins, and sharp objects) before washing.

3. Personal Protective Equipment (PPE)

- Staff must wash hands thoroughly before and after handling laundry.
- Disposable gloves and aprons are provided and must be worn when handling used/dirty or heavily soiled linen.
- Failure to wear PPE will be addressed through health & safety training and, if needed, disciplinary procedures.

4. Storage of Linen

- **Clean Linen:** Stored in dust-free, covered cupboards or designated linen trolleys, raised off the floor.

- **Used Linen:** Must never be stored in bathrooms, guest bedrooms, the ironing room, or the Dutch Barn green room.
- **Segregation:** Clean and used linen must always be kept separate and disposed of responsibly

5. Washing Procedures

- **Disinfection Temperatures:** 65°C for at least 18 minutes, or 71°C for at least 11 minutes.
- **Pre-Wash:** A 30–40°C pre-wash is used where appropriate to lift stains.
- **Detergents:** Only professional-grade detergents used, following machine guidelines.
- **Disposal:** Items that cannot be adequately cleaned or disinfected will be safely disposed of.

6. Staff Responsibilities and Training

- All staff handling linen must comply with this policy and attend regular refresher training.
- Correct use of gloves and aprons is mandatory.
- Laundry equipment is to be regularly maintained and serviced to ensure safety and effectiveness.

Reporting Concerns

If you notice a hygiene or laundry issue that goes against this policy, report it confidentially to the Estate Manager at info@soltonmanor.com or in writing to:

Solton Ltd,

87 St Ann's Road

London

N15 6NJ.

All reports will be taken seriously and responded to fairly and promptly.

Commitment and Continuous Improvement

This policy ensures guests always receive fresh, clean linen while protecting suppliers and staff through safe working practices. Our approach reflects best-practice guidance and the high standards expected of a historic estate offering luxury accommodation and weddings.

At Solton Manor, we believe respect, care, and cleanliness are at the heart of every great stay. Providing a safe, hygienic environment is central to our values and the experience we create.