

Miele MOVE Clean+: Software for efficient and digital management in care and nursing homes

- ▶ Networks facility, hygiene and home management
- ▶ Modular and with multi-language app

Gütersloh/Essen, April 23, 2024. – As a system provider to care and nursing homes, Miele Professional is now offering software which simplifies the processes involved in facility, hygiene and building management. Miele MOVE Clean+ is tailored to the specific needs of the world of age care, is completely independent of Miele machines and connects management, facility managers, on-site technicians, hygienists and quality management. This digitalises previously manual activities – ensuring considerably greater efficiency in the housekeeping process. The modular software is available both as a web-based application and an app and can be put to productive use with only little effort.

Cost pressures and personnel bottlenecks are two dominating factors in the age-care sector. This is where Miele MOVE Clean+ software with its 14 configurable modules comes in: Software which can be configured to suit the individual business or to reflect proven best practices from this branch of industry. The software can be integrated into existing systems, allowing the use of only individual modules such as time registration or quality control.

Time registration and job rotas

The time registration modules allows those responsible for quality and hygiene to digitally clock the working times of individual members of staff. Miele MOVE Clean+ supports a range of options: Confirmation fields in the app, scanning methods using barcodes and NFC tags or times reported in over the phone. Depending on the project and local circumstances, it is possible to switch effortlessly between the various methods. A virtual job rota provides a summary of hours worked, overtime and planned shifts – taking full account of all valid data protection guidelines.

The job rota module provides support in planning staff deployment and working times at the various premises to be cleaned. An overview of deployment levels and jobs assigned to staff members compares actual and target hours worked. And, if urgent tasks require attention, all involved are sent push notifications. The fast dissemination of all information is facilitated by

the ability to switch languages in the app. This even includes standard instructions such as 'Empty and clean dustbins'.

Quality control

Miele MOVE Clean+ takes even more work off the hands of managers and the quality control module helps ensure consistency in the level of cleaning quality. Residents' rooms and other facilities are checked according to pre-defined criteria and protocolled in the app. The selection of rooms can either be a decision taken by a manager or other person of responsibility or left to a random generator. An integrated ticketing system including photo documentation reports deficiencies and anything conspicuous automatically, for example to the utility management team.

A documentation of checks is possible with little effort and in the form of protocols – automatically and paperless. These quality reports cover all relevant information in the form of charts, statistics, key process indicators and images, providing comprehensive documentation of cleaning quality. Alongside individual checks on rooms, detailed inspections aimed at ensuring food safety (HACCP) or the prevention of legionella are also possible. This results in an improvement in the quality of cleaning, and all relevant documents are accessible from all places at all times. In the case of rooms flagged as potentially infectious, cleaning activities and intervals between inspections are adjusted automatically. In addition to this, a workflow assists with occupancy changes and helps keep room vacancies as short as possible.

Numerous extension options

In addition, Miele MOVE Clean+ provides further functions which assist in efficiently organising the working day, including for instance 'key management', 'vehicle fleet' and 'training management' modules. This allows the documentation of issued keys, management of the company's own fleet of vehicles and the organisation of training courses for staff members. Furthermore, the 'Inventory' module allows non-stationary assets (such as vacuum cleaners) to be identified and tracked using barcodes. In this case, nothing is lost, even if equipment is spread across multiple premises. At the same time, the inventory module facilitates the planning, performance and documentation of legally required inspections of electrical appliances.

Miele is continuously adding further functionalities and modules to its MOVE Clean+ software – making it a highly sustainable solution with which the efficiency of processes in age care are improved in the long term. New and practical: Meter readings for gas, electricity and water are now possible on a monthly basis. A concise energy management dashboard

reveals at a glance which months' values were particularly high or were above the annual average.

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Company profile: Miele is recognised as the world's leading supplier of Premium domestic appliances, with an inspiring portfolio for the kitchen, laundry and floor care in the increasingly networked home. The company also offers machines, systems and services for use in hotels, offices, care and medical technology. Since its foundation in 1899, Miele has lived up to its brand promise of "Immer Besser" in terms of quality, innovation, performance and timeless elegance. With its durable and energy-saving appliances, Miele helps its customers to make their everyday lives as sustainable as possible. The company is still owned by the two founding families Miele and Zinkann and has 15 production plants, eight of which are in Germany. Around 22,700 people work for Miele worldwide and the company's most recent turnover was around 5 billion Euro. The company has its headquarters in Gütersloh in Westphalia.

There are three photographs with this text



Photo 1: Simplifies digital management in care and nursing homes: the new Miele MOVE Clean+ software. This networks home managers, cleaners, in-house technicians, hygiene managers and those responsible for quality – for instance via the tablets with which the cleaning trolleys are fitted. (Photo: Miele)



Photo 2: Effective quality control is possible with the aid of Miele MOVE Clean+: Simply select a room, check the selected criteria and, where necessary, add a comment. (Photo: Miele)



Photo 3: Irregularities are easily documented with a photograph taken with a smartphone to ensure that faults are remedied fast – in this case a defective lamp which is immediately brought to the attention of the facility management team. (Photo: Miele)

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