



H E A T E L E C T R I C

“The simplicity of the Heat Electric LST radiators allowed us to meet the Care Quality Commission requirements for safe and efficient heating for vulnerable residents. With the support of Heat Electric, we quickly replaced the old night storage system with no disruption to residents or our business.” **Tony Stein, Director, Canterbury Care**

Canterbury Care Group has registered care homes in England and Scotland which specialise in residential, day and respite care for elderly people, those with dementia and people with learning disabilities.

The group recently expanded its portfolio with two Glasgow homes – Ashton Grange and Greyfriars. At the time they were bought, both properties had night storage heaters that generated heat throughout the day regardless of residents’ needs.

“An inspection by the Care Quality Commission demanded that a more responsive, safe and efficient heating system was installed in our new homes,” explains Tony who has jointly owned Canterbury Care since it was set up in 2005.

“We have a gas supply to both buildings but with concrete floors, installing a traditional central heating system would have been costly and time consuming. Our ultimate aim was to find a system that provided heat when and where needed and would be safe to use around vulnerable residents.”

Heat Electric’s range of Low Surface Temperature radiators are an energy efficient, easy to install and maintenance free heating solution. A Heat Electric LST radiator won’t exceed an external temperature of 43°C with virtually no reduction in heat output and is easily wall mounted on brackets. Specified in hundreds of care homes, libraries, public buildings and schools across the country, the radiators meet strict Government guidelines while reducing heating bills and carbon emissions.

With ease and speed of fitting a key benefit, the radiators are water-filled with each model containing its own mini boiler and pump ensuring it works independently and is easily controlled by the user.

“Working with Heat Electric was so simple. They surveyed our properties, advised on the number of radiators required to achieve the correct heat output for each room, quoted, manufactured and delivered – all within a matter of weeks. We now have 76 radiators in our 28-resident Ashton Grange and 48 in our 25-resident Greyfriars,” Tony added.

Canterbury Care Regional Manager Lesley Gardner feels the safety and controllability of the LSTs have already brought considerable benefits.

“Our residents are vulnerable and have to be protected emotionally and physically. Because their body temperature can dramatically rise or fall in minutes, the night storage heaters were simply not responsive enough to their needs. We also found that our rooms were constantly too hot as the system produced hours of heat throughout the day after storing it up during the night.”

She added: “We now have a more controlled heating system that can be adjusted and the inbuilt protective casing is a much safer alternative to the old wooden radiator covers I’ve seen in the past which create a hazard for trapping fingers in the lattice fronts. It’s hugely important that Heat Electric’s LST radiators look so much like traditional radiators. In a place where we’re trying to recreate the feeling and the comforts of home, such detail cannot be underestimated.”

For more information on Heat Electric radiators, call 01422 231943.