

NEWSLETTER

2nd Edition | November 2025

www.dignityaccess.co.uk | 0203 856 8375



Joanna Sale, Dignity Access (centre) with Award's Organiser Rosie Pickering (right) and Matthew Govett OT Show Director (left)

AWARD WINNERS SECOND TIME IN A ROW

WashPod is an Award Winner for Second Year Running. Dignity Access and the WashPod range of modular, temporary, disabled wetrooms were winners again this year at the Occupational Therapy Excellence Awards in Birmingham winning the Excellence in Equipment Innovation category.

Well done to the excellent manufacturing and installation team who always go the extra mile to make a difference.

NEW SALES MANAGER

Dignity Access has appointed Elliot Sayers as its National Sales Manager - a newly established role that marks a significant step in the Company's continued growth and success.

Elliot is already a senior sales professional with over 15 years of experience in driving revenue growth and exceeding sales targets, most recently spending 6 years as an Area Sales Manager for Closomat.

Phillip Mumford, Managing Director of Dignity Access, said **"With this background, Elliot will be able to hit the ground running and will make an outstanding addition to our leadership team"**.



In this strategic position, Elliot will be responsible for driving the national sales strategy, managing relationships with current customers and building a new key customer base across all markets.

If you're involved in finding accessible, dignified washing facilities for your clients, please don't hesitate to contact Elliot for a chat on 07572 547633 or email him at ems@dignityaccess.co.uk.



WASHPOD ‘LOOKS ELEGANT’ IN A LISTED BUILDING

An international businessman, David, chose the WashPod temporary disabled wet room within 3 months of his Motor Neurone Disease diagnosis and installed it into his Grade II listed property a week after placing the order.

David explained *“The property is a listed building so there are normally so many hoops to jump through for any sort of adaptations. Planning consent alone was going to be 8 weeks and that’s before any building work. Given my deterioration condition, I simply didn’t have the time to wait.”*

The WashPod was the perfect solution to David’s personal care needs now and in the future because it was pre-assembled, swift to install, “literally plug in and go” and could be adjusted easily to meet future needs.

The whole family have found it a ‘beautiful addition’ (despite early concerns) to David’s downstairs living area and David thoroughly enjoys showing the space to his friends and colleagues from around the world.

Of the installation process, David’s wife Jayne said- *“It was exceptional. It was not just the speed of installation, it was the kind demeanour of the installation team, strangers coming into a space where a huge trauma is impacting the family”*

“The WashPod has transformed everything. David has more freedom...He is gleeful when visitors see it and can’t wait to demo the space, the fans, the lights. It looks very elegant and not at all out of place”.



FACE TIME SURVEYS

Everyone knows how difficult it is to secure the perfect rental property in this competitive market. But if you're doing it for someone who's disabled, it is immediately so much harder.

How many rental properties feature disabled adaptations such as a wetroom for example? A 2022 survey suggest just 10% have any basic accessible features.

A WashPod interim disabled wetroom can significantly open up the number of suitable rental properties available, not only expediting the speed with which a property can be found but also allowing a greater selection of suitable properties at more lucrative prices.

We can also be on hand to do a face-time survey with very little notice. So if you're an OT, Case Manager or anyone else in property search and you think you've found a great property for your disabled client where a WashPod could provide the perfect washing solution, we can do a face-time survey while you're at the property to confirm which model will fit to suit your client's needs.

This means that you can snap it up and sign on the dotted line, with the reassurance of knowing that you've also secured a wetroom for your client as well. Just think of us at Dignity Access when you're booking that viewing.

SAYING GOODBYE TO A GAMECHANGER

This summer, our longest serving WashPod temporary disabled wetroom was removed—exactly 6 years after it was installed and for the best of reasons.

At 21 years old, Luke had a Large External WashPod installed to replace the makeshift shower in his garden. After suffering spinal injuries when he was hit by a car on a night out, Luke spent 4½ months in the hospital. Once home, he was forced to use the makeshift shower because he couldn't access the family bathroom, as it wasn't wheelchair-friendly.



Now, Luke has moved into an adapted property that suits his needs perfectly.

His mother, Annette, says, ***“While Luke won't miss the WashPod, it provided a quick and dignified bathing solution at a time when he was coming to terms with his situation. It gave him the independence and privacy he needed. It was an absolute gamechanger, and we will always be grateful for it.”***

Everyone at Dignity Access wishes Luke the very best of luck and happiness in his new home.



USING ROOMSKETCHER

Dignity Access is now using RoomSketcher to create our WashPod floorplans that immediately helps our customers by showing how and where their proposed model of temporary disabled wetroom will fit into their home.

It offers a realistic, rapid, simple and visual representation of what to expect with a WashPod in their home, outlining measurements and room names.

For our site survey team, it is proving to be an easy-to-use floor planning tool, where we can create 2D layouts and see them come to life in 3D allowing customers to visualise spaces before making decisions. This reduces uncertainty, saves everyone time, and effort at often vulnerable moments.



The Foundations Summit

SUMMIT FOR HIGH COST ADAPTATIONS

In July, Dignity Access attended the Foundations DFG High Cost Adaptations Summit in Birmingham. Nearly 200 delegates from Local Authorities came together to kick off conversations in finding innovative solutions to funding and managing complex adaptations that go about the £30K cap of the Disabled Facilities Grant (DFG).

Presentations covered setting protocols that improved teamwork in funding and the involvement of the people at the centre of the adaptation to improve outcomes as well as learning lessons from complaints to the ombudsman and involving suppliers earlier to improve value and speed.

It was particularly good to see the high level of interest in the solutions that WashPod can provide to avoid expensive extensions (as they are not always needed) while introducing flexibility and speed into the process.

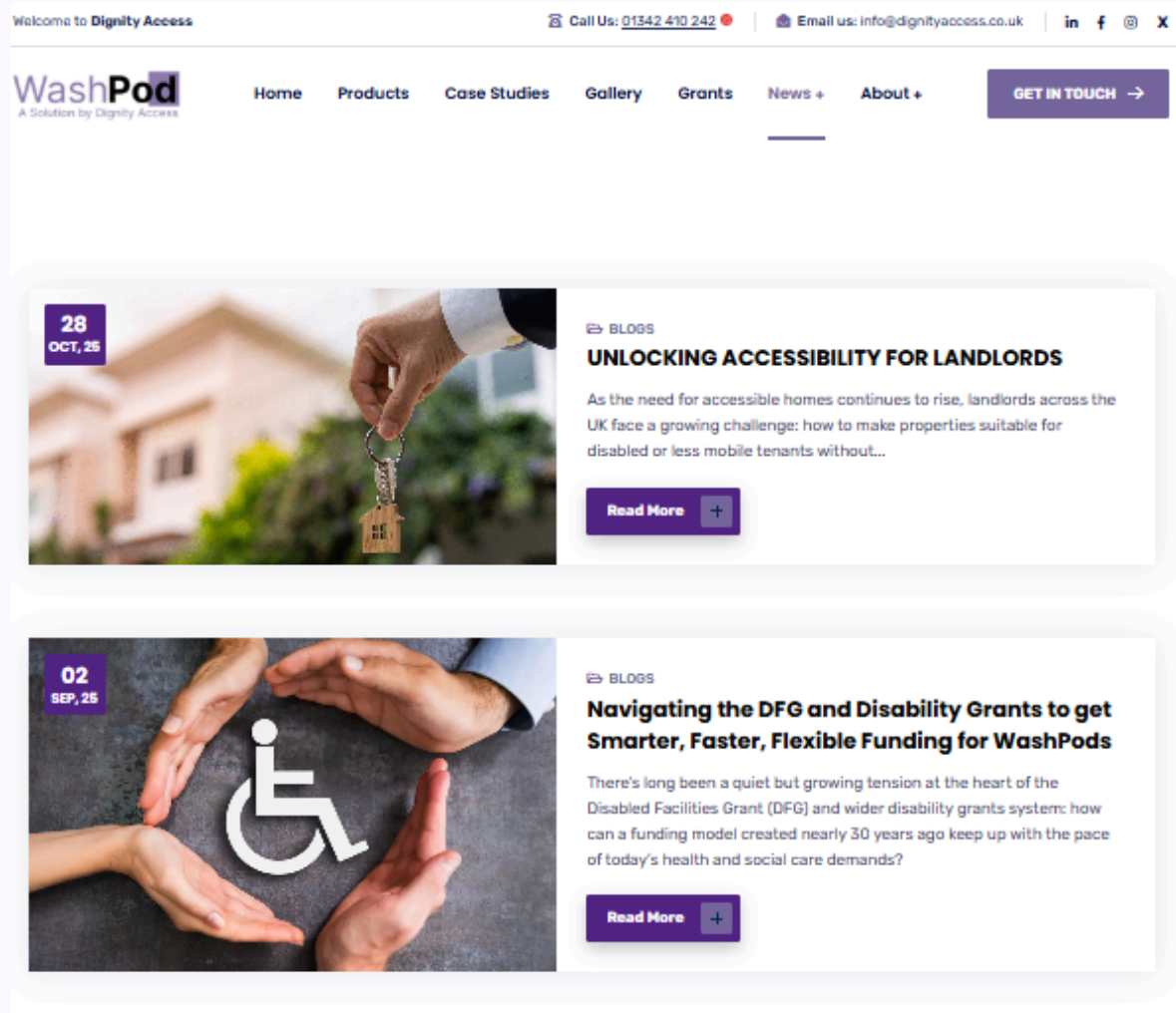
PRESENTING THE VALUE OF INDEPENDENCE

Dignity Access was invited to present on the Value of Independence and the role that a WashPod can play in this to the Jacqueline Webb conference at the Belfry. Jacqueline Webb is Britain's number one rehab cost consultancy and has more than 35 years' experience of providing expert care and cost analyses for personal injury and clinical negligence claims.

There were some great questions from the 80 delegates on the cost value ratios and specific challenges that they face. There was also a lot of interest in the WashPod range as a solution to extended rehab care.



Joanna Sale presenting



NEW BLOGS

We have a number of in-depth blogs on our website which are well worth viewing. Subjects cover the value of showering, navigating the grants systems in local authorities, helping landlords to offer accessibility and why solicitors will improve their customer relationships with a WashPod – among others.

CONTRIBUTING TO AMPUTATION CONFERENCE

In October, Dignity Access was specially invited to attend a conference organised and hosted by CFG Law at Warwick University tackling the subject of “Life After Amputation: The Patient Journey”.

The day examined the need for a collaborative approach and brought together more than 100 case managers, occupational therapists and NHS staff to listen to a varied programme of speakers on the subject.

Elliot Sayers, National Sales Manager for Dignity Access was kept busy at the conference- ***“I felt that there was a great deal of interest and excitement in the room to look at new and better ways of helping those who have had to experience limb loss and amputation. There were certainly plenty of questions for me asking how a WashPod can add value to the patient journey as regular and safe cleansing of the residual limb is essential to prevent infection, inflammation, and skin breakdown for amputees”.***

Dignity Access client, Steve, using his WashPod



WASHPODS CAN MOVE HOUSE TOO



Another of our WashPods is moving house! This time from Whitchurch in Shropshire, 20 miles across the county to a more suitable rental accommodation in Shrewsbury.

The Internal Standard (which is large enough for carers and trolleys) will be removed from the current house and re-installed in the new property, the next day.

A case manager commented ***“What makes the WashPod the best solution, over and above a standard accessible bathroom adaptation, is that as and when my client moves house, the WashPod can be dismantled and taken to the new property and set up again. This means my client will always have access to accessible facilities in their own home. It is also economically much more sensible!”***

THANKS FOR READING!

This newsletter is published quarterly. We encourage you to explore our other channels for more insights and updates. If you have any questions or would like to share your thoughts on this edition, our team would love to hear from you.

