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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  16 Jun '20 16 Jun '20 sooner as required. | |
| Business impact | Changes are important, but urgent implementation is not required, incorporate into your existing workflow.  **MEDIUM IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | This policy details the maintenance procedures for a service to follow. It has been reviewed and the procedure updated to reflect "Hot works" and "Permit to Works" with additional bits of information. There is also reference to working safely, barriers and locking off areas, making the area safe, cleaning up and removing tools after completion or away from the work. A Permit to Work template has also been provided in the Forms section. |
| Relevant legislation: | * The Work at Height Regulations 2005 * Lifting Operations and Lifting Equipment Regulations 1998 * Provision Use of Work Equipment Regulations 1998 * The Care Act 2014 * The Electricity at Work Regulations 1989 * The Gas Safety (Installation and Use) Regulations 1998 * The Hazardous Waste (England and Wales) Regulations 2005 * The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * Health and Safety at Work etc. Act 1974 * The Health and Safety (First Aid) Regulations 1981 * Management of Health and Safety at Work Regulations 1999 * The Manual Handling Operations Regulations 1992 * The Regulatory Reform (Fire Safety) Order 2005 * The Workplace (Health, Safety and Welfare) Regulations 1992 * The Control of Substances Hazardous to Health Regulations 2002 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) * Coronavirus Act 2020 |
| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: HSE, (2014), *Health and safety in care homes*. [Online] Available from: <https://www.hse.gov.uk/pUbns/priced/hsg220.pdf>[Accessed: 16/6/2020] * Author: HSE, (2019), *Equipment safety*. [Online] Available from: <https://www.hse.gov.uk/healthservices/equipment-safety.htm>[Accessed: 16/6/2020] * Author: HSE, (2020), *Human factors: Permit to work systems. Why are permit to work systems important?*. [Online] Available from: <https://www.hse.gov.uk/humanfactors/topics/ptw.htm>[Accessed: 16/6/2020] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App * Develop training sessions for relevant staff * Ensure relevant staff are aware of the content of the whole policy |
| Equality Impact Assessment: | QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law. |



**1. Purpose**

* 1. To maintain a high standard of maintenance and safety within Holbeach & East Elloe Hospital Trust.
  2. This policy should be read in conjunction with the suite of maintenance related policies and procedures at Holbeach & East Elloe Hospital Trust
  3. To support Holbeach & East Elloe Hospital Trust in meeting the following Key Lines of Enquiry:

## Key Question Key Lines of Enquiry

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| EFFECTIVE | E6: How are people's individual needs met by the adaptation, design and decoration of premises? |
| SAFE | S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |

* 1. To meet the legal requirements of the regulated activities that {Holbeach & East Elloe Hospital Trust} is registered to provide:
     + The Work at Height Regulations 2005
     + Lifting Operations and Lifting Equipment Regulations 1998
     + Provision Use of Work Equipment Regulations 1998
     + The Care Act 2014
     + The Electricity at Work Regulations 1989
     + The Gas Safety (Installation and Use) Regulations 1998
     + The Hazardous Waste (England and Wales) Regulations 2005
     + The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
     + Health and Safety at Work etc. Act 1974
     + The Health and Safety (First Aid) Regulations 1981
     + Management of Health and Safety at Work Regulations 1999
     + The Manual Handling Operations Regulations 1992
     + The Regulatory Reform (Fire Safety) Order 2005
     + The Workplace (Health, Safety and Welfare) Regulations 1992
     + The Control of Substances Hazardous to Health Regulations 2002
     + Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
     + Coronavirus Act 2020



**2. Scope**

* 1. The following roles may be affected by this policy:
     + Registered Manager
     + Other management
     + Maintenance
  2. The following Service Users may be affected by this policy:
     + Service Users
  3. The following stakeholders may be affected by this policy:
     + Family
     + Advocates
     + Representatives



**3. Objectives**

* 1. For Holbeach & East Elloe Hospital Trust to provide buildings and services that are maintained in a safe, fit for purpose environment by means of planned and reactive maintenance, regular servicing and full compliance with statutory and mandatory requirements and by applying best practice requirements.
  2. To establish the framework that ensures that Holbeach & East Elloe Hospital Trust manages and monitors its maintenance activities to ensure compliance with statutory and legislative requirements, whilst ensuring that the safety of Service Users, visitors and staff is not compromised.



**4. Policy**

* 1. Maintenance will be carried out to achieve a high standard of safety and comfort within an aesthetically pleasing environment for Service Users, staff and visitors.
  2. A plan of maintenance will be prepared annually, specifying the internal and external maintenance that is planned to be carried out.
  3. Decorating will be carried out, as necessary, in all areas annually, and Service Users' rooms will be decorated before each admission, with the exception of short-stay/respite admissions.
  4. Service Users will be kept informed in advance about maintenance and decorating work to be carried out in the establishment.
  5. Any maintenance work will only be carried out by competent, qualified and skilled members of staff or outsourced to suitable contractors.
  6. There will be a clear set of procedures for maintenance staff to follow and adhere to in relation to weekly, monthly, six-monthly and yearly checks that are required, as set by Holbeach & East Elloe Hospital Trust. Records and evidence of these checks will be maintained and overseen by The Registered Manager.



**5. Procedure**

* 1. All required maintenance will be noted in the Maintenance Log.
  2. All maintenance activities will be recorded in the Maintenance Log, whether reported there or not. All maintenance work will be signed for and dated by the person carrying it out.
  3. The Registered Manager will carry out a weekly review of current maintenance requirements, sign and date the entry, and prioritise the order of the work, having regard for health and safety requirements. Maintenance will be subject to a formal health and safety audit as part of the audit process at Holbeach & East Elloe Hospital Trust as locally agreed. Feedback from Service Users and staff will be used to aid where improvements can be made.
  4. A list of approved maintenance contractors will be maintained to carry out any specialised maintenance work for Holbeach & East Elloe Hospital Trust.
  5. The maintenance contractor, where possible, will offer a call-out service with acceptable times for attendance outside of scheduled service visits.

Staff must have access to out of hours and weekend management information in the event of a need for maintenance attention.

* 1. The Registered Manager will ensure that staff are adequately trained to undertake the allocated maintenance tasks necessary to meet the maintenance plan. This training will be provided at suitable intervals to ensure that the competent staff can continue to fulfil the performance of their specific duties.

Maintenance staff are expected to attend health and safety meetings at Holbeach & East Elloe Hospital Trust and participate in supervisions to aid learning and development.

* 1. Prior to the commencement of a maintenance activity, the area will be barriered off or locked off to keep Service Users, visitors and staff safe at all times. Work will be completed in a safe manner with due regard for the safety of persons of Holbeach & East Elloe Hospital Trust and visitors.
  2. Where work is interrupted or needs to be left (i.e. break time, will take a few days to complete) all tools will be removed to a safe place and locked away. The area of work will be left in a safe manner and where possible locked off or barriers in place.
  3. Where work involves work at height this will not be done in isolation and will be of a limited period only. Where possible, this work will be outsourced to mitigate risk.
  4. Once works have been completed the area will be deep cleaned and sanitised prior to being open to Service Users, staff and visitors.
  5. Where the work requires hot work this will ideally be outsourced. Where hot works are completed a "permit to work" i.e. "hot works permit" will be completed and countersigned prior to work commencing. This work must not be done in isolation. There must be a fire watch in place and for 1 hour after work has been completed. Where it is necessary to put caps on smoke detectors during works these must be removed after completion. There will be appropriate fire extinguishers available to hand during works and for the 1 hour fire watch after completion. All permits to work must be closed and signed, dated and countersigned on completion after satisfactory inspection of the area.

A Permit to Work Template can be found in the Forms section of this policy.



**6. Definitions**

## Reactive Maintenance

* + - Reactive maintenance (also known as “breakdown maintenance”) refers to repairs that are done when equipment has already broken down
    - Reactive maintenance focuses on restoring the equipment to its normal operating condition

## Planned Maintenance

* + - Planned maintenance is scheduled work on a regular basis intended to enhance the environment in which the maintained equipment is being used as set by a plan

## Permit to Work

* + - This is when a job presents a significant risk i.e. confined spaces, work in height, working live with mains electric or hot works. There has to be a strict control measure in place to monitor this work, it is never done in isolation. Permits are signed by the operative(s) and a senior person. Permits will have both the time of starting and finishing the work. Once work is completed and made safe this is signed by the operative(s) and a senior person

## Hot work permit

* + - Like a permit to work this is highly dangerous work where there is a fire risk due to the nature of the work i.e. welding pipes etc. As with all permits this is time framed and requires signing and dating by operative(s) and a senior person and the same again once the work is completed. Added to this, a fire extinguisher needs to be at hand by a trained person. Work is never done in isolation. Due to the nature of the work it can set off the fire alarm thus caps are put on the smoke detectors during the work and MUST be removed when completed. Due to fire risk there is a full 1 hour fire watch after the work has been completed to ensure that any heat has cooled off and there is no risk of a fire. Fire watches are also signed off when completed



**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - Adhering to regulations and legislation in relation to maintenance is a large and important consideration for Holbeach & East Elloe Hospital Trust
    - Whilst undertaking maintenance of any kind, minimising disruption to staff and Service Users is paramount, and, therefore, requires planning and sound coordination of tasks
    - Any maintenance undertaken at Holbeach & East Elloe Hospital Trust will be completed by a trained, competent member of staff or an external contractor
    - Contingency measures and a procedure will be in place for accessing maintenance support out of hours and at weekends



**Key Facts - People affected by the service**

People affected by this service should be aware of the following:

* + - You have the right to live in a safe, fit for purpose environment that is responsive and delivered to a high standard
    - You can expect a timely response when maintenance is necessary
    - You can expect minimal disruption when maintenance is undertaken
    - All maintenance is delivered by competent, skilled and knowledgeable members of staff or recognised external contractors



**Further Reading**

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

## Fire Safety Advice Centre - Residential Care Premises:

<https://www.firesafe.org.uk/fire-precautions-in-residential-care-premises/>



**Outstanding Practice**

To be ‘ outstanding ’ in this policy area you could provide evidence that:

* + - There is robust evidence of statutory and mandatory checks taking place, with all identified areas acted on in a timely manner
    - The building is well maintained, clean and well presented
    - Audits and reviews of the maintenance function evidence compliance with standards and benchmarks set
    - Feedback is sourced from Service Users, staff and visitors in relation to the maintenance of Holbeach & East Elloe Hospital Trust and ideas and/or suggestions are taken on board



**Forms**

The following forms are included as part of this policy:

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| **Title of form** | **When would the form be used?** | **Created by** |
| Maintenance Log Sheet - MB03 | To record all planned and required jobs. | QCS |
| Maintenance Plan (January to December) - MB03 | To record planned maintenance, year running January to December. | QCS |
| Maintenance Plan (April to March) - MB03 | To record planned maintenance, year running April to March. | QCS |
| Daily Maintenance Details and Timesheet - MB03 | Maintenance staff should detail when jobs are completed as well as the time it took to complete the job. Upon completion, the form should be signed by the Registered Manager?. | QCS |
| Permit to Work | To ensure that work is carried out safely at Holbeach & East Elloe Hospital Trust. | QCS |

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| **Report Date** | **Description** | **Registered**  **Manager Review** | | **Completed (sign)** | **Completed (date)** |
| **Reviewed**  **Date** | **Priority**  **(H/M/L)** |
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# Maintenance Plan – INTERNAL (January – December) – Year ending:

Tick month that identified work is to be carried out.

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| **Action** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Responsibility** |
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| **Plan Prepared By:** |  | | | | | | | | | | | **Date**: |  |

**Maintenance Plan – EXTERNAL (January – December) – Year ending:**

Tick month that identified work is to be carried out.

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| **Plan Prepared By:** |  | | | | | | | | | | | **Date**: |  |

**Maintenance Plan – INTERNAL (April – March) – Year ending:**

Tick month that identified work is to be carried out.

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| **Action** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Responsibility** |
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| **Plan Prepared By:** |  | | | | | | | | | | | **Date**: |  |

**Maintenance Plan – EXTERNAL (April – March) – Year ending:**

Tick month that identified work is to be carried out.

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| **Action** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** | **Jan** | **Feb** | **Mar** | **Responsibility** |
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| **Plan Prepared By:** |  | | | | | | | | | | | **Date**: |  |

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| **Please enter start and finish time each day, plus details of jobs undertaken.** | | | |
| This sheet must be signed by the person in charge at the end of each day, for that day, and all sheets for the week handed in with the weekly maintenance invoice. | | | |
| **Name:** |  | **Date:** |  |
| **Attendance time:** |  | **Start:** |  |
| **Finish:** |  |
| **Jobs Undertaken (Brief description of each)** | | **Time Taken for Job** | |
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| **Notes** (e.g. materials used, messages to Holbeach & East Elloe Hospital Trust etc.): | |  | |
| **Signed** (Maintenance contractor): |  | | |
| **Signed** (Person in charge): |  | | |
| **Date:** |  | | |

**Name of company:**

**Location of the work being carried out:**

|  |  |  |
| --- | --- | --- |
|  | | |
|  | | |
| Time: |  | Date: |
| Time: |  | Date: |

**Overview of the work being carried out:**

**Permit Valid From:**

**Permit Valid to:**

**Checklist to complete before work is commenced at Holbeach & East Elloe Hospital Trust:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Yes / No / N/A** | **Point of isolation** | **Name (print)** | **Name (Signature)** | **Date** |
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**Electricity Gas**

**Water Supply Fire alarm system**

**Fire sprinkler system Other:**

**Other precautions to take: (safety of Service Users, lone working, hot or cold work etc.)**

**Tools and equipment to be used (i.e. PPE, tools etc.)**

**Confirmation before completing the work**

All selections of the permit must be completed, and the permit signed before work can commence.

**Time:**

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| **Name:** | **Signature:** | | **Date:** |
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**Registered Manager: Contractor:**

(Continued on next page)

**Confirmation on completion of the work**

All work should be completed, all isolation points reinstated where required and all contractors safely finished before signing the work as completed.

**Time:**

**Registered Manager:**

**Contractor:**

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| **Name:** | **Signature:** | | **Date:** |
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