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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  13 Oct '20 13 Oct '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 will guide staff on the safe maintenance of equipment used within a service. It has been reviewed with no significant changes and references have been checked and updated. |
| Relevant legislation: | * Lifting Operations and Lifting Equipment Regulations (LOLER) 1998 * Provision and Use of Work Equipment Regulations (PUWER) 1998 * The Care Act 2014 * The Electricity at Work Regulations 1989 * The Gas Safety (Installation and Use) Regulations 1998 * The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015 * Health and Safety at Work etc. Act 1974 * Management of Health and Safety at Work Regulations 1999 * The Manual Handling Operations Regulations 1992 * The Medical Devices Regulations 2002 * The Medical Devices (Amendment) Regulations 2012 * The Regulatory Reform (Fire Safety) Order 2005 * The Workplace (Health, Safety and Welfare) Regulations 1992 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) |
| 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: 13/10/2020] * Author: HSE, (2020), *Equipment safety*. [Online] Available from: <https://www.hse.gov.uk/healthservices/equipment-safety.htm>[Accessed: 13/10/2020] * Author: HSE, (2012), *How the Lifting Operations and Lifting Equipment Regulations apply to health and social care*. [Online] Available from: <https://www.hse.gov.uk/pubns/hsis4.pdf>[Accessed: 13/10/2020] * Author: HSE, (2013), *Providing and using work equipment safely*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg291.pdf>[Accessed: 13/10/2020] * Author: MHRA, (2015), *Managing Medical Devices - Guidance for healthcare and social services organisations*. [Online] Available from: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_d](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421028/Managing_medical_devices_-_Apr_2015.pdf)   [-\_Apr\_2015.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/421028/Managing_medical_devices_-_Apr_2015.pdf) [Accessed: 13/10/2020]   * Author: CQC, (2020), *Regulation 15: Premises and equipment*. [Online] Available from: [https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15- premises-equipment](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15-premises-equipment) [Accessed: 13/10/2020] * Author: CECOPS, (2020), *CECOPS*. [Online] Available from: <http://www.cecops.org.uk/> [Accessed: 13/10/2020] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App * Share ‘Key Facts’ with all staff * Ensure relevant staff are aware of the content of the whole policy |



a

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.

Equality Impact Assessment:



**1. Purpose**

* 1. To comply with health and safety legislation, regulation and best practice standards.
  2. To provide a framework that supports the standardisation of expectations in relation to service equipment maintenance.
  3. To support Holbeach & East Elloe Hospital Trust in meeting the following Key Lines of Enquiry:

## Key Question Key Lines of Enquiry

|  |  |
| --- | --- |
| 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? |
| SAFE | S6: Are lessons learned and improvements made when things go wrong? |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? |
| WELL-LED | W5: How does the service work in partnership with other agencies? |

* 1. To meet the legal requirements of the regulated activities that {Holbeach & East Elloe Hospital Trust} is registered to provide:
     + Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
     + Provision and Use of Work Equipment Regulations (PUWER) 1998
     + The Care Act 2014
     + The Electricity at Work Regulations 1989
     + The Gas Safety (Installation and Use) Regulations 1998
     + The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
     + Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
     + Health and Safety at Work etc. Act 1974
     + Management of Health and Safety at Work Regulations 1999
     + The Manual Handling Operations Regulations 1992
     + The Medical Devices Regulations 2002
     + The Medical Devices (Amendment) Regulations 2012
     + The Regulatory Reform (Fire Safety) Order 2005
     + The Workplace (Health, Safety and Welfare) Regulations 1992
     + Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)



**2. Scope**

* 1. The following roles may be affected by this policy:
     + All staff
  2. The following Service Users may be affected by this policy:
     + Service Users
  3. The following stakeholders may be affected by this policy:
     + Commissioners
     + Local Authority



**3. Objectives**

* 1. To provide Holbeach & East Elloe Hospital Trust with equipment that is clean and well maintained and to ensure that servicing is carried out when it is due.
  2. To provide equipment that fulfils its intended purpose and help to extend the life of the equipment.
  3. To provide equipment that is of a good quality, is efficient and reliable for the benefit of Service Users.



**4. Policy**

* 1. The equipment of Holbeach & East Elloe Hospital Trust will be regularly checked, serviced, and where appropriate, subject to service contracts with specialists. All inspections will be carried out by a competent person. (HSCA (RA) 2014 - Premises and Equipment Regulation 15)
  2. All equipment used by Holbeach & East Elloe Hospital Trust will be maintained and repaired in accordance with the manufacturer’s instructions which will be held locally for reference.
  3. All portable electrical equipment which requires a plug will have an in-date PAT Inspection Safety Certificate and there will be a register listing the items inspected. PAT inspections should be completed annually.
  4. All checks, servicing and maintenance of equipment will be recorded so that there is evidence that such checks have been conducted as well as ensuring the provision of an audit trail.
  5. Staff at Holbeach & East Elloe Hospital Trust will understand that they have a legal duty to report any concerns or equipment faults immediately and prevent further use of such equipment until it has been reviewed and deemed as safe to use.



**5. Procedure**

## Schedules

* + - Staff will be trained to use equipment at Holbeach & East Elloe Hospital Trust and visual inspections will be undertaken by the user on any piece of equipment before it is used
    - All plant and equipment will undergo portable electrical testing (PAT Testing) where required. A system will be in place to plan for repeat testing when due annually
    - Gas appliances will be checked weekly for gas odours and a gas appliance maintenance contract will be in place with servicing annually.
    - Catering equipment will be visually checked weekly
    - Laundry equipment will be visually checked weekly
    - Lifts will be visually checked weekly. A lift maintenance contract will be in place. Please refer to the Lift Safety Policy and Procedure at Holbeach & East Elloe Hospital Trust
    - Moving and handling equipment such as hoists and slings, including beds, trolleys, etc. will be part of a planned service maintenance programme and, where required, will be subject to thorough examinations at six monthly or yearly intervals by a competent person (PUWER98 Regulation 9.3 (a))
    - Bed rails will be formally checked monthly when in use and before each use by care staff

## Water Storage and Distribution

Water storage and distribution will be regularly checked in line with HSE guidance on the prevention of Legionella and Pseudomonas.

## Procedure for Maintenance of Shower Heads Stage 1 - Clean/Descale

* + - Remove and disassemble the shower heads and hoses from one another
    - Descale the shower heads and hoses using a descaling agent for 1 hour (or according to the manufacturer's instruction)
    - Dispose of the wastewater safely
    - Flush the shower heads and hoses through with clean water

## Stage 2 - Disinfect

* + - Immerse the shower heads and hoses in an approved biocide solution at the appropriate concentration and for the appropriate amount of time, following the manufacturer’s instructions
    - Dispose of the wastewater safely

## Stage 3 - Flush

* + - Flush and wash the shower heads and hoses through with clean water and replace
    - Dispose of the wastewater safely
    - Replace soft rubber or plastic washers or gaskets with neoprene or other approved rubber substitutes Under no circumstances should any acidic cleaning fluids or other acid products be added to any solution. Such action will release toxic chlorine gas from the solution, with the potential to cause a risk of explosion,

respiratory failure and potential death.

## Records

The planned maintenance schedule at Holbeach & East Elloe Hospital Trust will be updated, records will be kept of all inspections and thorough examinations completed.

The attached forms can be used to record the equipment checked weekly, quarterly, six-monthly and annually and these must be dated and signed in the appropriate week's column.

Manufacturers' guidelines will be accessible for users of equipment at all times.

Schedules and records must be filed and held in an organised manner and must be available for inspection by The Registered Manager or external regulatory bodies.

## External Contractors

Where external contractors are used by Holbeach & East Elloe Hospital Trust to provide specialist servicing and maintenance, staff can refer to the Visiting Contractors Policy and Procedure for further details.

Feedback will be gathered and used to evaluate the effectiveness of the level of service provided.

## Training and Education

**Induction**

Upon commencement of a role, the staff at Holbeach & East Elloe Hospital Trust will be trained to safely use equipment and facilities and will understand their responsibilities in relation to cleaning, visual inspection, record keeping, and maintenance. They will be advised as to the location of the manufacturers' guidelines.

## Established Staff

Staff will receive training and, where applicable, when new equipment is introduced to Holbeach & East Elloe Hospital Trust, a competency assessment will be carried out.

Knowledge will be assessed and developed at opportune moments such as during team meetings, supervisions and through observation in practice.

## Medical Devices

Staff can refer to the Management of Medical Devices Policy and Procedure for further information and to include responsibilities.

## Specialist Training

Any specialist training required at Holbeach & East Elloe Hospital Trust to provide staff with additional skills, such as PAT testing, will be sourced using a recognised programme. Staff will only undertake such duties after the appropriate training and provided that the duties required are within their scope of competence.



**6. Definitions**

## PAT Testing

* + - Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use
    - Most electrical safety defects can be found by visual examination, but some types of defect can only be found by testing

## Medical Devices

* + - Medical devices are generally defined as articles intended for a medical purpose, as assigned by the manufacturer

## LOLER

* + - LOLER - The Lifting Operations and Lifting Equipment Regulation 1998 - All service equipment which lifts persons or goods will be subject under regulation 9 to a thorough examination by a competent person as follows:
      * In the case of lifting equipment for lifting persons or an accessory for lifting, at least every 6 months; (Regulation 9.3 (a) (i)) ie passenger lifts, hoists and slings etc.
      * In the case of other lifting equipment, at least every 12 months: (Regulation 9.3 (a) (ii) ie: goods lifts
    - NB: LOLER examinations are in addition to the servicing of equipment which is a requirement under PUWER



**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - All staff have a responsibility to ensure that equipment is serviced, well maintained and clean and there should always be a visual check before each use
    - Maintenance of equipment is conducted as per the manufacturer's guidelines and a copy of such guidelines must always be accessible by staff
    - Record keeping of servicing and maintenance of equipment must be fully complete to demonstrate that Holbeach & East Elloe Hospital Trust considers the safety of its staff and Service Users and complies fully with legislation
    - External contractors are used from time to time for more specialist servicing
    - Staff have a duty to report any equipment failures or concerns immediately



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

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

* + - You can be assured that all equipment and facilities are subject to servicing, maintenance, and visual checks
    - Staff are trained to check any equipment before use and report any concerns immediately
    - You are encouraged to feedback any suggestions or concerns in relation to equipment used at Holbeach & East Elloe Hospital Trust



**Further Reading**

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



**Outstanding Practice**

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

* + - There is a culture where all staff hold responsibility in relation to ensuring that equipment and facilities are well maintained, clean, serviced and fit for purpose
    - The training matrices at Holbeach & East Elloe Hospital Trust demonstrate that staff have not only received the required training when working with equipment, but have also had the opportunity to learn additional skills
    - Records are well maintained and issues identified are responded to in a timely manner
    - Feedback from Service Users and staff is gathered at every opportunity and indicates that equipment is satisfactory and suitable
    - The Registered Manager reviews and undertakes spot checks to monitor compliance with this policy. Any findings are addressed and changes to practice embedded and sustainable



**Forms**

The following forms are included as part of this policy:

|  |  |  |
| --- | --- | --- |
| **Title of form** | **When would the form be used?** | **Created by** |
| Maintenance Log Sheets - ME05 | To record routine servicing, inspection and maintenance checks completed. | QCS |

# Weekly Water Equipment Maintenance Checks Record

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Week**  **ending** | **Week 1** | **Week 2** | **Week 3** | **Week 4** | **Week 5** | **Week 6** | **Week 7** | **Week 8** | **Week 9** | **Week 10** | **Week 11** | **Week 12** | **Week 13** |
| **Plant**  **Item** |
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**Quarterly Water Equipment Maintenance Checks Record**

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| **Quarter ending** | **Quarter 1** | | **Quarter 2** | | **Quarter 3** | | **Quarter 4** | |
|  | |  | |  | |  | |
| **Plant item** | **Inspection date** | **Signature** | **Inspection date** | **Signature** | **Inspection date** | **Signature** | **Inspection date** | **Signature** |
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**PAT Testing Log**

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| --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Appliance** | **Log No** | **Location** | **Owner** | **Signature** | **Referral/Comment** |
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**Wheelchair Maintenance Log**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Date** | **Chair No** | **Brakes** | **Footrests** | **Tyres** | **Cleaned** | **Signature** | **Comments** |
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**Water Temperature Log Sheet – Shower Heads**

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| --- | --- | --- | --- | --- |
| **Shower Heads** | | | | |
| **Date** | **Location** | **Disinfect** | **Signature** | **Referral/Comments** |
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| Water temperature must be checked monthly for all water storage.  Hot water tank storage at 60 degrees C, minimum. Circulating temperature 50 degrees C minimum.  Cold water storage below 20 degrees C. | | | | |

**Water Temperature Log Sheet – Storage Tanks**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Storage Tanks** | | | | |
| **Date** | **Tank** | **Temp** | **Signature** | **Referral/Comments** |
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| Shower heads to be flushed weekly for 10 minutes and disinfected. | | | | |

**Water Temperature Log**

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| --- | --- | --- | --- | --- |
| **Month:** |  | | **Year:** |  |
| **Water temperature must be checked monthly at point of outlet. Temperature in excess of 43°C must be**  **reported.** | | | | |
| **Date** | **Room** | **Temperature** | **Signature** | **Comment/Referral** |
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**Pressure Relieving Mattress Log**

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| --- | --- | --- | --- | --- | --- | --- |
| **Please report any non-compliance/problems to management** | | | | | | |
| **Date** | **Mattress type** | **Log no** | **Location** | **In use?** | **Satisfactory?** | **Signature** |
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**Bed Safety Rail Log**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **All bed restraints to be checked weekly and findings recorded** | | | | | | | | |
| **Plant item** | **Bed rail no** | **Location** | **In use?** | **Suitable for mattress or bed?** | **Secure** | **Bumper in situ** | **Entrapment gaps** | **Signature** |
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**Annual Planner – Service Contracts**

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| **Service** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| Wheelchair safety |  |  |  |  |  |  |  |  |  |  |  |  |
| Bed safety rails |  |  |  |  |  |  |  |  |  |  |  |  |
| Bathroom hoists |  |  |  |  |  |  |  |  |  |  |  |  |
| Moving and handling hoists |  |  |  |  |  |  |  |  |  |  |  |  |
| Lifts |  |  |  |  |  |  |  |  |  |  |  |  |
| Specialist baths |  |  |  |  |  |  |  |  |  |  |  |  |
| Electrical installation |  |  |  |  |  |  |  |  |  |  |  |  |
| PAT tests |  |  |  |  |  |  |  |  |  |  |  |  |
| Gas installation |  |  |  |  |  |  |  |  |  |  |  |  |
| Gas cooker |  |  |  |  |  |  |  |  |  |  |  |  |
| Deep fat fryer |  |  |  |  |  |  |  |  |  |  |  |  |
| Laundry equipment |  |  |  |  |  |  |  |  |  |  |  |  |
| Kitchen equipment |  |  |  |  |  |  |  |  |  |  |  |  |
| Boiler |  |  |  |  |  |  |  |  |  |  |  |  |
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