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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  08 Jul '20 08 Jul '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: | Policy reviewed with no significant changes and references checked and updated. |
| Relevant legislation: | * The Health Protection (Notification) Regulations 2010 * The Care Act 2014 * Control of Substances Hazardous to Health Regulations 2002 * The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 * Health and Safety at Work etc. Act 1974 * Management of Health and Safety at Work Regulations 1999 * Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) |
| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: Thermostatic Mixing Valve Manufacturers' Association (TMVA), (2000), *Recommended Code of Practice for Safe Water Temperatures*. [Online] Available from: [www.beama.org.uk/asset/022A6360-7B36-4F5B-A192238D9C4F896E/](http://www.beama.org.uk/asset/022A6360-7B36-4F5B-A192238D9C4F896E/) [Accessed: 8/7/2020] * Author: HSE, (2020), *Scalding and burning*. [Online] Available from: <https://www.hse.gov.uk/healthservices/scalding-burning.htm>[Accessed: 8/7/2020] * Author: HSE, (2012), *Managing the risks from hot water and surfaces in health and social care*. [Online] Available from: <https://www.hse.gov.uk/pubns/hsis6.pdf>[Accessed: 8/7/2020] * Author: HSE, (2020), *Scalding risk from domestic hot water systems - Safety alert*. [Online] Available from: <https://www.hse.gov.uk/services/localgovernment/hotwatersystems.htm>[Accessed: 8/7/2020] * Author: HSE, (2014), *Health and safety in care homes: Chapters 9 and 10*. [Online] Available from: <https://www.hse.gov.uk/pubns/priced/hsg220.pdf>[Accessed: 8/7/2020] * Author: HSE, (2007), *HSE issues safety alert on scalding risk from domestic hot water systems*. [Online] Available from: [https://webarchive.nationalarchives.gov.uk/+/http://www.hse.gov.uk//press/2007/e07027.htm](http://www.hse.gov.uk//press/2007/e07027.htm) [Accessed: 8/7/2020] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App * Add the policy to the planned team meeting agendas * 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 comply with statutes, regulations and quality standards of best practice. This policy must be read alongside the Legionella Policy and Procedure of Holbeach & East Elloe Hospital Trust.
  2. To maintain clear health and safety practice regarding water temperature including hot surfaces, in order to protect Service Users from the harm caused by burns and scalding.
  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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| RESPONSIVE | R2: How are people’s concerns and complaints listened and responded to and used to improve the quality of care? |
| 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 | W3: How are the people who use the service, the public and staff engaged and involved? |

* 1. To meet the legal requirements of the regulated activities that {Holbeach & East Elloe Hospital Trust} is registered to provide:
     + The Health Protection (Notification) Regulations 2010
     + The Care Act 2014
     + Control of Substances Hazardous to Health Regulations 2002
     + The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
     + Health and Safety at Work etc. Act 1974
     + Management of Health and Safety at Work Regulations 1999
     + 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
     + NHS



**3. Objectives**

* 1. To ensure that all water outlets in establishments owned or controlled by Holbeach & East Elloe Hospital Trust have mechanisms in place for the routine monitoring of temperature control.
  2. To ensure that there is adequate record keeping for compliance.



**4. Policy**

* 1. Hot water will be stored in water tanks at a minimum of 60°C.
  2. Each outlet will be protected from supplying scalding water by a pre-set valve, known as a Thermostatic Mixing Valve (TMV), which is unaffected by water pressure changes and delivers water at a temperature close to 44°C.
  3. Routine monitoring systems will be in place to ensure consistency in temperature control of all of the hot water taps, sinks and showers which Service Users can access. Radiators will have thermostatic valves to ensure that the surface temperature can be regulated and not exceed 43°C. Associated pipework will be checked and maintained to ensure that the temperature does not exceed 43°C.
  4. Where the water temperature falls outside the regulated temperature, The Registered Manager will be notified immediately and measures will be taken to prevent harm from scalding and burns.



**5. Procedure**

* 1. All baths, showers, taps and water outlets used at Holbeach & East Elloe Hospital Trust will be fitted with a mixing valve (TMV) which adheres to the relevant British standard and is set to ensure that the water temperature does not exceed 44°C.
  2. All temperature stabilising equipment will be tested monthly to ensure correct functioning.
  3. Care Workers should use the water temperature recording document (attached) to record water temperatures. Staff will immediately report any water temperatures which are higher than usual or above 44°C to The Registered Manager.

## Risk Assessments

Where Service Users are at risk of burns or scalds from hot water, Holbeach & East Elloe Hospital Trust should undertake an individual risk assessment, giving consideration to the following:

* + - Is the Service User likely to try to run a bath or shower, or add water when unattended? This is a particular issue for people whose mental capacity is impaired
    - Does the Service User's lack of mobility mean that they are unable to respond safely to hot water or surfaces, e.g. safely get in/out of the bath or shower?
    - Is the Service User’s sensitivity to temperature impaired?
    - Does the Service User's mental state mean that they cannot recognise or react to hot water that is too hot?
    - Can the Service User summon assistance?
    - Are there any lifting or other aids that limit mobility in the bath or elsewhere?
    - Do furniture, fixtures and fittings restrict movement away from the source of heat?
  1. Where burns and scalding occur, the Care Worker must ensure that it is immediately reported to The Registered Manager and that appropriate treatment is provided. The Registered Manager must ensure that the Care Plan is updated and that the incident is fully investigated. The CQC will be notified as well as the South Holland District Council Adults Safeguarding Team in line with local reporting procedures. Where required, the Health and Safety Executive will be notified.

## Hot Surfaces

Many radiators and associated pipework are likely to operate at temperatures which may present a burn risk. Where assessment identifies that Service Users may come into prolonged contact, such equipment should be designed or covered so that the maximum accessible surface temperature does not exceed 43 °

C. The risk of burns from hot surfaces can be reduced by:

* Providing low surface temperature heat emitters
* Locating sources of heat out of reach
* Guarding the heated areas (e.g. providing radiator covers, covering exposed pipework)
* Reducing the flow temperatures, although this should not reduce their effectiveness or increase risk from legionella

## Maintenance and Monitoring Hot Surfaces

Controls to manage the risk from hot water or surfaces should be adequately maintained. Maintenance schedules should take into account local conditions (for example, hard water or limescale) and the risk of

valve failure. Staff must be instructed to report any obvious defects immediately and to take the item out of use if necessary.

## Epilepsy

For Service Users with unpredictable seizures, a “wet floor” shower may be the safest option and sitting under the shower may minimise the risk of injury. Make sure that the thermostat works. A foot-operated water flow control may be worth considering.

If Service Users prefer a bath, ensure that the water is not too hot by adding cold water first and don’t fill the bath more than a few inches deep. Holbeach & East Elloe Hospital Trust should ensure that a non-slip bath mat is available and consider cushioning taps and hard edges with a folded towel.



**6. Definitions**

## Hot Water Risk Assessment

* + - A hot water risk assessment will determine the likelihood of scalding occurring in water distribution from taps, showers, baths etc. against the consequence should scalding occur. Measures are then put in place to mitigate scalding, such as routine hot water temperature checks and the fitting of restrictor valves so that a temperature not exceeding 44°C is maintained

## Thermostatic Mixing Valves (TMV)

* + - These are valves fitted to each tap, shower unit and bathroom water outlet to ensure that a temperature of between 41°C and 44°C is maintained to prevent scalding. There is a requirement in care settings that 44°C is not exceeded

## Surfaces

* + - The outside or top of a heater, radiator or pipework are included in the definition of a surface. They can become hot and contact with surfaces with a temperature above 43°C can lead to serious injury



**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - A Hot Water Risk Assessment should be in place which is reviewed and updated regularly, or when changes have been made to the buildings
    - Monthly monitoring of all water systems should take place with the findings fully documented
    - Key staff should receive burns and scalding awareness training and this should be regularly reviewed to ensure that they use hot water appropriately and report any concerns. Ensure that any training reflects the risk profile of the Service User group and the environment in which they work
    - Ensure that an incident of burns and scalding from hot water is fully investigated, the team is debriefed and the risk assessment is fully reviewed from the findings identified
    - Radiators, heaters and associated pipework can cause burns or scalds and they should be routinely checked to make sure they do not get hotter than43 degrees centigrade
    - Where an incident of burns or scalding has occurred, the Service User's Care Plan must be updated and include the actions taken. The relevant authorities should be notified as this would be deemed a safeguarding issue



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

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

* + - You should inform your Care Worker if you have any concerns about burns from water
    - Holbeach & East Elloe Hospital Trust will make sure that water is not too hot so that you don't burn yourself



**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:

* + - A well-led service will have an open line of communication between management and staff in areas such as temperature control, to prevent burns and scalding. Issues are discussed and concerns are raised



**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** |
| Water Quality, Temperatures and Room Temperatures Record - ME06 | To monitor the temperature of the water and room. | QCS |
| Bath and Shower Water Temperature Record - ME06 | To be completed by care staff before the Service User uses the bath or shower. | QCS |
| Surface Temperature Check - ME06 | To regularly check and record the surface temperature so that action can be taken if required. | QCS |
| Water Temperature Maintenance Checklist - ME06 | When setting up a water temperature maintenance schedule. | QCS |

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| **Date:** | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Room Temps** | |
| **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **AM** | **PM** |
| Bedroom 1 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bedroom 2 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Bedroom 10 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bedroom 11 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Bedroom 13 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bedroom 14 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bedroom 15 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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|  | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Sink/Bath/Shower** | | | **Room Temps** | |
| **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **Hot**  **°C** | **Cold**  **°C** | **Control** | **AM** | **PM** |
| Bedroom 16 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Bedroom 17 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| Laundry |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Kitchen |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Staff Room |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

# Bathroom Location:

**Month:**

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| **Date** | **Room Number** | **Shower/Bath** | **Temperature Before Use** | **Signature** |
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| **Surface (Radiator, Heater, Associated Pipework)** | **Location** | **Temperature** | **Date** | **Signature** |
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| **Service** | **Task** | **Frequency** |
| **Hot Water Services** | Inspect calorifier internally and clean by draining the vessel. Frequency should be subject to the findings and increased or decreased based on conditions recorded. Where there is no inspection hatch, purge any debris in the base to a suitable drain, collect the initial flush from the base to inspect clarity, quantity of debris and temperature. | Annually, or as indicated by rate of fouling. |
| Check flow and return temperatures at calorifiers are at least 60°C and 50°C respectively. | Monthly. |
| Check the water has reached 50°C after running it for up to one minute at the sentinel outlets (furthest and closest to each tank or cylinder). | Monthly. |
| Take temperatures at a representative selection of other outlets to create a temperature profile of the whole system over a defined time period. | Representative selection considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control. |
| **Cold Water Services** | Check tank water temperatures remote from ball valve and incoming mains. Record maximum temperatures of the stored and supply water. | Annually (summer) or as indicated by the temperature profiling |
| Check the water is below 20°C within two minutes of running the cold tap. | Monthly |
| Visually inspect cold water storage tanks and carry out remedial work where necessary. | Annually |
| Take temperatures at a representative selection of other outlets to confirm they are below 20°C to create a temperature profile of the whole system over a defined time period. | Representative selection considered on a rotational basis to ensure the whole system is reaching satisfactory temperatures for legionella control. |
| **Shower Heads** | Dismantle, clean and descale removable parts, shower heads, inserts and hoses, where fitted. | Quarterly, or as indicated by the rate of fouling or other risk factors. |
| **Infrequently Used Outlets** | Where possible, remove infrequently used outlets. Otherwise, flush through until temperature stabilises and purge to drain. | Weekly, or as indicated by the risk assessment. |
| **Bacterial Analysis** | If considered necessary by the risk assessment, samples should be carried out in accordance with BS 7592:2008 and analysed by a UKAS-accredited laboratory. | Periodically (as identified through risk assessment). |