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|  **Review Sheet** |
| Last Reviewed Last Amended Next Planned Review in 12 months, or29 Jul '20 29 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: | This policy outlines the safe management of lifts within a service. It has been reviewed with legislation updates and additional references have been added. |
| Relevant legislation: | * Lifting Operations and Lifting Equipment Regulations 1998
* Provision and Use of Work Equipment Regulation 1998
* Equality Act 2010
* Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
* 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
* Mental Capacity Act 2005
* Mental Capacity Act Code of Practice
* The Workplace (Health, Safety and Welfare) Regulations 1992
* The Health and Safety (Miscellaneous Amendments) Regulations 2002
 |
| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: Department of Health, (2016), *Health Technical Memorandum 08-02 Lifts.*. [Online] Available from:

[https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/527301/Lifts.p](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/527301/Lifts.pdf) [Accessed: 29/7/2020]* Author: Health and Safety Executive, (2012), *Thorough examination and testing of lifts - Simple guidance for lift owners*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg339.pdf>[Accessed: 29/7/2020]
* Author: GOV.UK, (2016), *The Lifts Regulations*. [Online] Available from: <https://www.legislation.gov.uk/uksi/2016/1093/pdfs/uksi_20161093_en.pdf>[Accessed: 29/7/2020]
* Author: LEIA Lift and Escalator Industry Association, (2015), *Safety Information Sheet - Guidance on the Release of Trapped Passengers by Non Lift Personnel*. [Online] Available from: [https://www.leia.co.uk/wp-content/uploads/upload\_image/file/27% 20PA%20Safe%20Release%20of%20Passengers%201501.pdf](https://www.leia.co.uk/wp-content/uploads/upload_image/file/27%20PA%20Safe%20Release%20of%20Passengers%201501.pdf) [Accessed: 29/7/2020]
* Author: LEIA, (2020), *Lift Safety*. [Online] Available from: [https://www.leia.co.uk/wp- content/uploads/upload\_image/file/Lift%20Safety%20Recommendations%20issue% 202.pdf](https://www.leia.co.uk/wp-content/uploads/upload_image/file/Lift%20Safety%20Recommendations%20issue%202.pdf) [Accessed: 29/7/2020]
* Author: HSE, (2008), *Thorough examination of lifting equipment A simple guide for employers*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg422.pdf> [Accessed: 29/7/2020]
* Author: Department for Business, Energy and Industrial Strategy, (2017), *LIFTS REGULATIONS 2016 Guidance*. [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/640797/nlf-lifts-regulations-2016-guidance.pdf)

[-lifts-regulations-2016-guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/640797/nlf-lifts-regulations-2016-guidance.pdf) [Accessed: 29/7/2020]* Author: HSE, (2020), *Supplying new machinery (rev 2) 4/2020*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg270.pdf>[Accessed: 29/7/2020]
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| 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
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| 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 legislation, regulations and quality standards.
	2. To ensure the safety of all users of the lift at Holbeach & East Elloe Hospital Trust at all times.
	3. This policy should be read in conjunction with the following policies and procedures:
* Health and Safety Policy and Procedure
* Lifts and Hoists Policy and Procedure
	1. 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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| CARING | C3: How are people's privacy, dignity and independence respected and promoted? |
| 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? |
| 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? |

* 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 1998
* Provision and Use of Work Equipment Regulation 1998
* Equality Act 2010
* Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
* 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
* Mental Capacity Act 2005
* Mental Capacity Act Code of Practice
* The Workplace (Health, Safety and Welfare) Regulations 1992
* The Health and Safety (Miscellaneous Amendments) Regulations 2002

**2. Scope**

* 1. The following roles may be affected by this policy:
* All staff
	1. The following Service Users may be affected by this policy:
* Service Users
	1. The following stakeholders may be affected by this policy:
* Family
* External health professionals

**3. Objectives**

* 1. Holbeach & East Elloe Hospital Trust is fully committed to the safe operation of the lift systems for which it has a responsibility. This policy's objective is to clearly define the management arrangements for safe working when using and maintaining lifts.
	2. To protect staff, Service Users or visitors to Holbeach & East Elloe Hospital Trust from personal injury or any other damage arising from the use of the lift, as far as is reasonably practicable, as well as clarifying the responsibilities of all staff in safeguarding themselves, colleagues and all other persons using the lifts at Holbeach & East Elloe Hospital Trust.
	3. To promote a proactive culture in relation to safety management by the use of training and clear instructions, as well as safe working practices and stringent maintenance of all equipment.

**4. Policy**

* 1. It is the policy of Holbeach & East Elloe Hospital Trust to:
		+ Arrange thorough examinations of all lifts at a frequency specified by the competent person and the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) Regulation 9 and additionally, serviced as part of the requirements for the Provision and Use of Work Equipment Regulations 1998 (PUWER) Regulation 6
		+ Obtain a report/certificate that gives information on the safety of the lift, and retain it for inspection
		+ Maintain the lifts in accordance with the manufacturer’s or installer’s instructions and keep an up-to- date maintenance log
		+ Instruct staff in their safe use, including emergency procedures associated with the lift
		+ Train key staff in the procedures to be taken in the event of a lift breakdown and when persons need to be released
		+ Train key staff to carry out routine safety checks
		+ Keep all moving parts of the lift machinery guarded
		+ Prevent unauthorised persons from entering the lift plant room
		+ Ensure that Service Users are offered the opportunity to be accompanied by a member of staff at all times when using a lift
	2. The following shall be read in conjunction with these regulations, safety rules and procedures.
		+ The Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
		+ [Thorough examination and testing of lifts - simple guidance for lift owners](http://www.hse.gov.uk/pubns/indg339.pdf)
		+ The Safety Assessment Federation Ltd and of BS7255 (2012)
		+ The Code of Practice for safe working on lifts
		+ The Lifts (amendments) Regulations 2016
		+ ACOP L113, Safe use of lifting equipment
		+ Electrical Regulations 1989, IET Wiring Regulations (BS 7671) amendment 2018
		+ HTM 08 02 - lifts
	3. There are stringent requirements in the UK under the Supply of Machinery (Safety) Regulations 2008, as amended by the Supply of Machinery (Safety) (Amendment) Regulations 2011 (Article 2(a)

of [2006/42/EC](http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ%3AL%3A2006%3A157%3A0024%3A0086%3AEN%3APDF) - this requires assemblies, moving parts etc. to move safely and for fail safe systems to be in place. In the event of a fire evacuation or power failure, lifts will default to ground floor to allow persons safe exit from the lift.

**5. Procedure**

# Responsibilities for Lift Safety

The Registered Manager holds responsibility for:

* + - Ensuring that there are arrangements in place for maintenance contracts for each lift and for keeping maintenance records
		- Arranging a ‘competent person’ to carry out the statutory examinations and tests and obtain examination and test records
		- Ensuring the carrying out of works identified by a ‘competent person’
		- Ensuring that staff carry out routine in-house safety checks on lifts to ensure that they are in good working order
		- Ensuring that the lift motor room is kept locked and that warning signs are fixed to the door
		- Ensuring that staff are trained (and this is recorded) in visual safety checks of the lift and how to respond to lift failure

All staff are responsible for understanding the content of this policy and any associated risk assessments or local procedures that are in place. They must know their responsibilities in relation to these as well as adhering to the Health and Safety at Work Act 1974 at all times.

* 1. All staff using passenger and goods lifts shall observe the following:
		+ Only use the lift for its intended purpose. Goods lifts are not to be used to carry passengers and should be identified within the Fire Evacuation and Emergency Plans [PEEP]
		+ Do not exceed the stated maximum number of passengers in any lift
		+ Do not exceed the stated maximum load for any lift
		+ Lifts must not be used in the event of fire alarm activation unless it is a lift specifying that it can be used for evacuation purposes and signage to this effect must be displayed on each lift car access level
		+ Report any defects immediately to the person in charge and do not use until advised that it is safe to do so
		+ Staff should accompany the Service User when using the lift. If a Service User declines this support and is deemed to have the mental capacity to decide, this will be respected and recorded. Where a Service User lacks capacity, staff will follow the Mental Capacity Act and determine the next steps through the best interest decision-making process

# Additional Safety Measures

* + - Lifts will be clearly identified as to their purpose e.g. used for either people or goods
		- For passenger lifts, there must be suitable communications in lifts so that a person trapped inside can clearly see how to raise the alarm and be reassured that help is on its way
		- Before use, all staff should check to ensure that the lighting in the lift is working correctly. This is in addition to having scheduled maintenance checks of the emergency lighting
		- Lifts must be risk assessed and staff properly trained on pre-use checks and how to respond in the event of a failure
		- Holbeach & East Elloe Hospital Trust should ideally negotiate a lift release service through a lift engineering or similar company or consider any additional training requirements of key staff to support manual release in the event of lift failure
		- Information will be readily available to lift users so that they know what to do if they get trapped in a lift

# Lift Examination

Lifts will be thoroughly examined in the following circumstances:

* + - After substantial and significant changes have been made
		- At least every six months if the lift is used at any time to carry people, every 12 months if it only carries loads, or in accordance with an examination scheme; and
		- Following ‘exceptional circumstances’ such as damage to, or failure of, the lift
		- Following long periods out of use or a major change in operating conditions which is likely to affect the

integrity of the equipment

# Lift Maintenance

During any lift maintenance where the lift is out of action, The Registered Manager or a suitably qualified delegated other will ensure that visiting contractors have:

* + - Placed safety/caution signs at all points of lift car access (on each landing) to warn that the lift is out of service
		- Isolated and locked off all sources of supply in accordance with local procedures before working on electrical equipment
		- Kept tools and equipment within their sight and not left them to pose a risk to others

# Record Keeping

Records will be kept of:

* + - Examination reports
		- All maintenance, service and repairs

The thorough examination report should, by law:

* + - Identify the equipment examined (serial number, make, etc.), the employer and the premises
		- Give the date of the last thorough examination and specify when the next one should take place
		- Specify the safe working load of the lift
		- Give the reason for the thorough examination (i.e. following installation, according to an examination scheme, statutory interval, etc.)
		- Identify any defect which is or may become a danger to people
		- Give the details of any repair, renewal or alteration required to remedy the defect and the date by which it should be undertaken
		- Give details of any tests carried out
		- Give details of the person carrying out the report and the person validating the report Records will be available for inspection by regulatory or other bodies when necessary.

# Procedure for Managing a Lift Failure

* + - When a lift breaks down, the emergency alarm located in the lift should be raised. A responding staff member will immediately alert the senior member of staff on duty. The senior member of staff will follow local emergency procedures to determine who to contact during office hours and out of hours in the event of lift failure
		- If people are trapped in the lift, reassurance will be given that assistance is on the way. A member of staff must stay within speaking distance of anyone who may be trapped in the lift

# Under NO circumstances must staff attempt to manually release trapped people from the lift. Nothing will be done to compromise the health and safety of those trapped, staff or others

* + - If an engineer or qualified member of staff (as per HTM-08 02) is unable to attend immediately, and local action to free trapped persons cannot be taken, consideration will be given to summoning the Fire and Rescue Service to free trapped occupants safely
		- Lift breakdowns will be logged via the accident and incident reporting system and full records kept of all repair work done

# Review and Evaluation

The frequency of equipment breakdowns will be regularly reviewed as part of the management review of the quality system process.

Feedback will be sourced from staff, visitors and Service Users to ensure that the lift remains fit for purpose.

The Registered Manager will evaluate the effectiveness of the staff's understanding of this policy by means of spot checks on knowledge and response.

The Registered Manager will audit the compliance of maintenance files as a means of quality and safety assurance.

**6. Definitions**

# LOLER

* + - LOLER is an abbreviation for 'Lifting Operations and Lifting Equipment Regulations 1998'. LOLER replaced existing legal requirements relating to the use of lifting equipment
		- The LOLER Regulations aim to reduce risks to people’s health and safety from lifting equipment provided for use at work. In addition to the requirements of LOLER, lifting equipment is also subject to the requirements of the Provision and Use of Work Equipment Regulations 1998 (PUWER)
		- A LOLER thorough examination (LOLER regulation 9) must be completed on all lifting equipment to comply with LOLER. The LOLER definition of 'Lifting Equipment' includes any equipment used at work for lifting or lowering loads, including attachments used for anchoring, fixing or supporting it. The LOLER Regulations cover a wide range of equipment including, cranes, fork-lift trucks, lifts and hoists

# 6.2 HTM-08 02

* + - HTM 08-02 provides guidance on the planning, commissioning, design, maintenance and operation of lifts in the health sector

HTM 08-02 also provides supporting information that can be used in specifications for manufacturers, procurement contracts and the briefing of design teams

# Lift Motor Room

* + - A mechanical room or a lift motor room is a room or space in a building dedicated to the mechanical equipment and its associated electrical equipment, as opposed to rooms intended for human occupancy or storage

**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - It is essential that all lifts are properly maintained and subjected to thorough inspections by competent people; failure of the lift may result in serious injury and even death
		- All staff must be aware of how to visually check lifts before use and how to respond in the event of a lift failure
		- Staff must adhere to the Health and Safety at Work Act 1974 at all times in that staff take reasonable care of the health and safety of themselves and of others who may be affected by what they do or do not do
		- Lifts are recognised as a fundamental necessity to providing a service that meets the needs of all and in accordance with the Disability Discrimination and Equality acts
		- Staff must be suitably training in the use of lifting equipment i.e. hoists and slings

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

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

* + - Holbeach & East Elloe Hospital Trust may have a lift available for use by you, staff, and visitors
		- You can expect the lift to be safe, well maintained and easily accessible. You will be offered the opportunity to have a member of staff available to use the lift with you
		- You can expect to have information available regarding what action to take in the event of a lift failure
		- You can feedback any concerns in relation to the use of the lift to any staff member

**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:

# Health and Safety Executive - Passenger lifts and escalators:

[https://www.hse.gov.uk/work-equipment-machinery/passenger-lifts.htm](http://www.hse.gov.uk/work-equipment-machinery/passenger-lifts.htm)

**Outstanding Practice**

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

* + - Spot checks of knowledge and exercise drills are completed to ascertain staff knowledge and responses
		- Records in relation to lift maintenance are well organised and demonstrate robust coordination of servicing and maintenance checks as well as response to issues identified
		- Information from the HSE is shared with staff to highlight the importance of completing safety checks. Examples of such information may be health and safety journals, serious incidents etc.
		- Information is available for all users of the lift to know how to respond in the event of a lift failure or to raise concerns
		- There is a proactive culture at Holbeach & East Elloe Hospital Trust where people safety is seen as paramount. This is demonstrated through a robust risk management process and can be observed in practice

**Forms**

Currently there is no form attached to this policy.