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| **Review Sheet** | |
| Last Reviewed Last Amended Next Planned Review in 12 months, or  14 Aug '20 14 Aug '20 sooner as required. | |
| Business impact | Minimal action required circulate information amongst relevant parties.  **LOW IMPACT** |
| Reason for this review | Scheduled review |
| Were changes made? | Yes |
| Summary: | This policy outlines the protocol for maintenance issues at a service. It has been reviewed and updated, it now includes a section on COVID-19 and the implications for contractors visiting the home to undertake maintenance or emergency repairs. References have also been updated to ensure they remain current. |
| Relevant legislation: | * Care Quality Commission (Registration) Regulations 2009 * The Electricity at Work Regulations 1989 * Equality Act 2010 * The Gas Safety (Installation and Use) Regulations 1998 * 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 * The Workplace (Health, Safety and Welfare) Regulations 1992 * The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012 * Coronavirus Act 2020 |
| Underpinning knowledge - What have we used to ensure that the policy is current: | * Author: Department of Health, (2015), *The Health and Social Care Act 2008 - Code of Practice on the prevention and control of infections and related guidance*. [Online] Available from: [https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/449049/Code](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/449049/Code_of_practice_280715_acc.pdf) [Accessed: 14/8/2020] * Author: The Care Quality Commission, (2015), *Regulation 15: Premises and equipment*. [Online] Available from: [http://www.cqc.org.uk/guidance- providers/regulations-enforcement/regulation-15-premises-equipment#guidance](http://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15-premises-equipment#guidance) [Accessed: 14/8/2020] * Author: The Care Quality Commission, (2016), *Statutory notifications*. [Online] Available from: [https://www.cqc.org.uk/sites/default/files/20161101\_100501\_v7\_guidance\_on\_statutory\_noti](https://www.cqc.org.uk/sites/default/files/20161101_100501_v7_guidance_on_statutory_notifications_ASC_IH_PDC_PA_Reg_Persons.pdf) [Accessed: 14/8/2020] * Author: UK Government, (2020), *Visiting care homes during coronavirus*. [Online] Available from: [https://www.gov.uk/government/publications/visiting-care-homes-during- coronavirus](https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus) [Accessed: 14/8/2020] |
| Suggested action: | * Encourage sharing the policy through the use of the QCS App * Share ‘Key Facts’ with relevant staff |
| 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 ensure safe, agreed maintenance within Holbeach & East Elloe Hospital Trust.
  2. 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? |
| 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? |

* 1. To meet the legal requirements of the regulated activities that {Holbeach & East Elloe Hospital Trust} is registered to provide:
     + Care Quality Commission (Registration) Regulations 2009
     + The Electricity at Work Regulations 1989
     + Equality Act 2010
     + The Gas Safety (Installation and Use) Regulations 1998
     + 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
     + The Workplace (Health, Safety and Welfare) Regulations 1992
     + The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012
     + Coronavirus Act 2020



**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:
     + Family
     + Advocates
     + Representatives
     + Commissioners
     + External health professionals
     + Local Authority
     + NHS



**3. Objectives**

* 1. All staff understand the protocol for maintenance issues, including roles and responsibilities.
  2. To create a safe environment for Service Users, staff, professionals and visitors through a well- organised system.



**4. Policy**

# COVID-19

It is recognised by Holbeach & East Elloe Hospital Trust that during the COVID-19 pandemic maintenance processes may need to be adapted by:

* + - The maintenance person will inform the The Registered Manager of any planned or regular servicing due and the contractors that provide the service
    - Risk assessments will be completed regarding the impact of any delay to servicing due to COVID-19
    - If risk assessment indicates that servicing is to take place, then discussions will be had with the contractor about how the visit to the service will be safely managed
    - PPE will be made available by Holbeach & East Elloe Hospital Trust and infection control procedures will be followed
    - Contact with Service Users will not take place, and only necessary contact with staff will be permitted
    - For emergency situations The Registered Manager will be informed and the appropriate agencies in the business continuity plan will be contacted
    - If visiting the service, emergency contractors or agencies will follow all infection control procedures to limit the risk to Service Users and staff
  1. Holbeach & East Elloe Hospital Trust recognises that the efficient, thorough addressing of maintenance issues forms part of its duty of care and safety for Service Users, staff, all visiting professionals and members of the public.
  2. The day-to-day management of maintenance within Holbeach & East Elloe Hospital Trust, including compliance with its policies, legislation and best practice, is the responsibility of The Registered Manager.
  3. All maintenance must be completed by a suitably qualified and experienced individual.
  4. The Registered Manager will authorise any maintenance activity and is responsible for the standard and quality of the maintenance in Holbeach & East Elloe Hospital Trust.
  5. A record will be kept of all issues and planned maintenance work to provide a clear audit trail.
  6. Holbeach & East Elloe Hospital Trust recognises and acts on the legal requirement to notify CQC of events that stop the service running safely and properly.



**5. Procedure**

* 1. All staff have a duty to report maintenance issues (however large or small) by recording them in the Maintenance Record System. This will ensure that issues are addressed in a planned and systematic way. Issues that need to be addressed immediately must also be communicated directly to The Registered Manager for urgent action.
  2. The maintenance person will carry out day-to-day quality checks and controls within Holbeach & East Elloe Hospital Trust, ensuring that all organisational policies, statutory requirements and best practices are complied with and that changes to promote continuous improvement are supported.
  3. The maintenance person will report to The Registered Manager the actions required as a result of:
* Inspection and audit reports
* Accident reports
* Service User and staff feedback and complaints relating to maintenance
  1. The maintenance person will check the Maintenance Record System at the start of each shift and report any areas of concern to The Registered Manager.
  2. All maintenance issues of significance, including any reports from the maintenance person, will be reported by The Registered Manager to the Management Meeting for their decision and information.
  3. The Registered Manager will liaise across departments to ensure that maintenance issues are understood and, where necessary, resolved across departments in situations where maintenance also includes infection control and access for Service Users.
  4. The Registered Manager will ensure that maintenance audits are undertaken and that the results of these audits are reported at the Management Meeting.
  5. No changes to the maintenance system, service, equipment, staffing, suppliers or supplies specification may be made without consultation with, and the agreement of, the maintenance person, The Registered Manager and Holbeach & East Elloe Hospital Trust.



**6. Definitions**

# Maintenance

* + - The maintenance of a building is the process of keeping it in good condition by regularly checking it and repairing it when necessary

# Health and Safety

* + - Regulations and procedures intended to prevent accident or injury in workplaces or public environments

# Premises

* + - A house or building, together with its land and outbuildings, occupied by a business in an official context, or for the purposes of providing a service



**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

* + - All maintenance issues will be reported to a member of Holbeach & East Elloe Hospital Trust staff so they can record the issue for it to be suitably fixed
    - Only Holbeach & East Elloe Hospital Trust maintenance staff are permitted to undertake maintenance work, and this will be authorised by The Registered Manager



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

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

* + - Only Holbeach & East Elloe Hospital Trust maintenance staff are allowed to undertake maintenance work, and this will be done in an order of priority decided by The Registered Manager
    - You can always raise a maintenance issue with Holbeach & East Elloe Hospital Trust. This may be in the form of a complaint, a suggestion, or by raising the issue with a member of staff



**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:

* + - Maintenance is clearly proactive and based on assessed risk
    - The Maintenance Log shows correlation with complaints, suggestions and assessment of the building
    - The wide understanding of the policy is enabled by proactive use of the QCS App
    - There are no accidents or incidents as a result of poor maintenance
    - Service Users and staff report high satisfaction levels with the environment and the standard of maintenance
    - When maintenance issues are reported they are addressed in a very short timescale, and works are completed to a very high standard



**Forms**

Currently there is no form attached to this policy.