

POLICY DOCUMENT

Policy Title:	Maintenance
Policy Group:	Maintenance
Policy Owner:	General Manager
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Author:	C. Hinton J Speed
Cross References:	All policies in Health and Safety and Maintenance Groups
Evidence:	Hydrotherapy maintenance policy Health and Safety at Work Act and associated regulations, National Minimum Standards
How implementation will be monitored:	Report by General Manager to Management Team, annual health and safety topic audit and PLACE assessment, supervision by General Manager
Sanctions to apply for breach:	Retraining or disciplinary action
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Policy Accepted by MT	3 rd July 2019
Sign-off by CEO	

Statement of purpose: This policy describes the arrangements for the maintenance of all buildings, plant and equipment on the site to ensure that at all times they are fit for their purpose and properly managed to ensure the health, safety and welfare of all users.

Policy Statement:

General Arrangements

The Hospital has a planned maintenance system which is implemented through the work of hospital staff and contractors. This is supplemented by a defects reporting system and through advice from professional advisers including surveyors, architects and engineers and from internet sites.

By these means the Hospital ensures high standards of safety, suitability and comfort for all users of the buildings.

The policy recognises that effective maintenance requires input from many people within the organisation as well as external contractors and professional advisers. The different contributions are summarised in the following section.

1. Allocation of Responsibility

a. Policy implementation and allocation of resources

The Chief Executive/Registered Manager is responsible for the overall implementation of this policy and in conjunction with Management Team allocates resources to achieve the standards required.

b. General Manager

The General Manager is responsible for day-to-day operations and directs the work of the Maintenance, Caretaking and Housekeeping Teams. Between them and external contractors, the teams ensure that the environment (buildings, plant, equipment and grounds) in which patient care is provided is kept to the best possible standard in terms of cleanliness, good

working order and bringing comfort and pleasure to all patients, visitors and staff. Job descriptions set out the nature of the work and how it is divided between the teams. In addition to routine work, the Caretakers provide an on-call service to advise nursing staff or Sisters out-of-hours or, if necessary, to attend the Hospital to deal with an urgent situation.

The General Manager reports to Management Team on a regular basis taking forward recommendations for non-routine purchases or changes to contracted work as well as a summary of progress and of forward planning.

c. Managers

All parts of the buildings are the responsibility of one of several managers. Managers are responsible for reporting defects, for making systematic and regular observations of the areas under their control, for ensuring that proper control is exercised to avoid damage and to take note of advice received on technical matters concerning the safe operation of buildings, plant and equipment.

d. All staff

All staff have a duty to take care of buildings, plant and equipment in going about their normal work, for making routine checks, for example, prior to using a piece of equipment and for reporting any defects or other cause of concern.

e. Technical Management and Supervision

The hospital has arrangements in place to obtain technical advice from Surveyors. Reference should be made to either General Manager or Chief Executive when policies require it or when difficulties of a technical nature arise which cannot be resolved by the relevant manager. Surveyors and other professional advisers should be given all co-operation and assistance on visits to the hospital.

f. Sister Superior

Sister Superior, who is in charge in the Convent and Marie Therese House and who represents the Congregation as the "proprietor" in the hospital has authority to request maintenance and advice from Caretakers.

g. Nurse-in-Charge

Caretakers must respect the authority of the Nurse-in-charge who is responsible for maintaining proper standards of patient care at all times.

Staffing Arrangements

A Team of Caretakers work with Housekeeping staff to carry out routine and non-routine maintenance. Job descriptions contain details of their roles and responsibilities. In addition there are many contracts for maintenance of specific items of equipment or specific aspects of the general maintenance function. The General Manager has responsibility for co-ordinating these contracts and monitoring their performance. The Caretakers operate an on-call arrangement with the on-call officer also carrying out the role of Duty Caretaker

Requests - making and responding

Request must be made in writing; either by completing a requisition form or by emailing reception. Reception need only log your email and print it off, so if you have PC access this is a better way of doing the request but do be aware of the opening times of the reception desk. All requests must be in writing and logged there are no exceptions to this. We understand that there are times when urgent assistance is required and for **all urgent requests** the duty officer should be paged or telephoned but a form must be completed retrospectively (**this includes after hours call outs**)

Information required on Maintenance forms

1. Date
2. Name of requester (please print so we can get back to the right person)
3. Description of fault/faulty item/request
4. Location of fault/faulty item
5. **Please write clearly and legibly. If we cannot read the request we cannot process it quickly**

Duty Maintenance or caretaker will be responsible for bringing the forms to Reception at 3pm daily Completed forms should be marked as such and pending forms should have feedback as to the progress of the job (waiting for parts, engineer called etc.) It is important that as much information as to progress is given on the form to ensure that relevant feedback is given to requester if required.

Caretaker responsibilities

- Regular collection of forms from reception during the day
- Meaningful feedback written on the form on completion, courteous direct questioning should be made if form is unclear rather than returning the form without action.
- Timely summoning of contractors/engineers(Purchase number of request to contractor should be listed on the maintenance form)
- Timely ordering of parts (again PO number listed on form)
- Ensure that an expected completion date is put on the form for pending tasks
- Providing feedback to requester in cases of delays

New work, as opposed to repairs, is requested through Senior Staff to Director of Clinical Services or the Chief Executive. New work and large projects requiring more than a day to complete will be considered at the Building Maintenance Meeting.

Ordering materials

The Caretakers do not have authority to order goods and services. Approval must be obtained from the General Manager. See Supplies, Ordering and Stores Policy.

Medical Devices

The maintenance of medical devices is usually undertaken by specialist contractors who have the necessary expertise to ensure patient safety. Caretakers may be asked to examine equipment that is considered to be faulty and to advise clinical staff. They may also carry out emergency work for which they have been given training (for example releasing hoists) that would otherwise leave a patient at risk.

Equipment not belonging to the Hospital

Patients and resident staff may have their own electrical equipment. One of the Caretakers will check it before it is used in the hospital. The co-operation of all staff is needed to achieve this.

The tools and equipment needed by Caretakers are normally provided by the Hospital and remain the Hospital's property. If Caretakers provide and use their own items, the General Manager should be advised and give approval.

Contractors

The Hospital has contracts with external companies or individuals to provide specific aspects of maintenance of buildings, plant or equipment and also to undertake specific pieces of work. The General Manager maintains a record of all contractors and monitors their work.

Establishing good relationships with employees of other companies working on the site is of great importance. Such personnel should have a copy of all relevant hospital health and safety policies. If arrangements are needed for contractors to have access to patients' rooms or similar situations, the Director of Clinical Services' authority must be obtained first.

Health and safety

The work of the Support Services Department has a direct bearing on many aspects of health and safety and their work potentially affects all persons in the building. In view of the serious consequences of failure of any part of the hospital buildings, plant and equipment, careful attention will be given to ensuring that Caretakers and contractors are properly instructed in their work; given due opportunity to assess risks and advise management; and provided with adequate resources to carry out their work. The Assistant General Manager will attend Health and Safety Committee meetings and regular audits of buildings plant and equipment will be undertaken. The General Manager reports to Management Team regularly on all aspects of Health and Safety.

Record Keeping

Accurate and up-to-date records are required for many aspects of the Department's work. In particular

- Daily diary, this lists all tasks that have been completed and records any ad hoc work that has been requested and completed. It also acts as a record of daily checks made on UPS In Print room and on Nurse Call System
- Monthly Plant Room check Log
- Requisition forms and log:-All maintenance requisition forms are logged by Reception and the Caretaker reports back on when tasks are completed so that they can be taken off the list of tasks pending.
- Planned Preventive Maintenance System, work completed and outstanding for each month. As tasks are completed the sheets are signed and filed in the monthly maintenance folder
- Fire register, including servicing of fire extinguishers, weekly testing of fire alarm systems, record of fire incidents and drills
- Inventory of portable electrical appliances
- Monthly gas, electricity and water meter readings and plant room checks
- Insurance inspection reports and action taken
- Water system testing including temperature checks
- Daily Pool checks
- Summary of changes to buildings, services and plant (Estate Management Record) for reference.
- Plans of buildings, grounds and mains services (m:Maintenance:estate management)
- Vehicle service checks
- Nurse call system checks

All checks are documented in a Monthly folder held by the caretakers. Where possible records are completed and files electronically

Training Arrangements

1. Induction: New personnel will be given a personalised induction programme to ensure familiarity with policies, procedures and safe working practices.
2. Competency Checklist: A checklist will be devised to establish knowledge and skill required to carry out the full range of tasks that are expected of a Caretaker.
3. Mandatory Training: Caretakers will participate as required in Mandatory Training and other internally arranged training sessions.
4. Other specific training: The General Manager will identify the need for other task-specific training and will seek approval of Management Team to make the necessary arrangements.

Equality and Diversity

This policy has been reviewed for adverse impact on people with protected characteristics within the meaning of the Equality Act 2010 and no such impact was found.

Procedures

PROCEDURE IN THE EVENT OF AN ELECTRICAL POWER FAILURE

1. Check whether hospital is on mains power, generator or emergency lighting only (if emergency lighting only investigate generator status)
2. If generator, check fuel level in header tank and fill if required
3. In Electrical services (intake room) check the cascade system has reset power to other areas. Turn key clockwise in each of five beige boxes (south west corner) marked 'contractor 1' to 'contractor 5'. Remember Shottermill Hall is NOT supported on the generator
4. Check Nurse Call and phones systems are working- both are supported by a Uninterruptable Power Supply (UPS)
5. Check circuit breakers in all locations (see Appendix 1). Reset as required. Should mains power be restored during this check, start again
6. Check Hydrotherapy Plant room (appendix 2)
7. Whilst on generator, continue 2 hourly checks on fuel level
8. On returning to mains power from generator carry out checks 3 onward
9. Check boiler for laundry (Andrews in laundry Lobby)
10. Check ovens etc. in main kitchen

SAFE USE OF HAND TOOLS

Hand Tools are defined as Work equipment under the Provision and Use of Work Equipment Regulations 1992 (PUWER).

All reasonable steps must therefore be taken by Holy Cross Hospital to ensure that

- a) The correct tools for the job to be carried out are provided
- b) The tools provided are in safe condition and correctly maintained.

SAFE SYSTEMS OF WORK

1. All employees using tools must be suitably trained or experienced in their use and the operation of any associated equipment used in conjunction with the prime tool.
 - i) Any employee who is not conversant with a particular tool must make it known to the General Manager.
2. When mains electric tools are used:
 - i) The length of the lead should be kept to a minimum.
 - ii) The cable should be correctly sized, protected from damage, laid to ensure that it does not present a trip hazard to others, and extended fully from the cable drum, thus preventing overheating.
 - iii) The correct fuse rating should be fitted to the plug.
 - iv) Use an R.C.D. protected adapter or socket when used in a hazardous or wet environment.
 - v) Where applicable - guards must always be in place.
3. Power tools must be isolated from source of supply when adjustments are made, blades and bits changed etc.
4. Damaged or defective tools should not be used i.e. defective insulation on electricians tools, cracked hammer shafts, loose hammer heads, worn or cracked spanner jaws etc. etc.

POWERED GARDEN MACHINERY

Powered Gardening Equipment is defined as Work Equipment under the Provision and Use of Work Equipment Regulations 1992 (PUWER).

All reasonable steps must therefore be taken by Holy Cross Hospital to ensure the safety of operators of the equipment and the safety of others.

SAFE SYSTEMS OF WORK

- 1) Only employees suitably trained and/or experienced in the use of the equipment may operate the powered machinery.
- 2) Always read and understand the manufacturers manual or instructions before operating equipment.
- 3) Always wear correct Personal Protective Equipment provided, particularly safety shoes.
- 4) Keep all guards shields and deflectors in place.
- 5) Never make adjustments to blades or cutters, or attempt to clear obstructions while the engine or motor is running.
- 6) Keep area clear of all other persons, especially children, - use suitable safety notices as required.
- 7) Do not run engines in enclosed spaces - exhaust fumes are dangerous.
- 8) Never use equipment with damaged or unbalanced rotating blades, this can cause excessive vibration.
- 9) Before using any machinery check that safety stop devices are working.
- 10) Never use the tractor without the roll bar fitted.
- 11) Never start the tractor without first being in the driver's seat.
- 12) Never carry passengers on the tractor or its attachments.
- 13) Check that hydraulic connections are tight. Before disconnecting hydraulic hoses, be sure to relieve pressure. Escaping hydraulic oil under pressure can cause serious injury.
- 14) Always use lights when driving in the dark or at dusk.

Appendix 1

Circuit Breakers Locations

Location of Circuit breakers

1. Electrical Intake room
2. Main kitchen
3. Equipment Store (kitchen for fridge and freezer)
4. Laundry
5. TV intake Room
6. SAF bathroom 1
7. SAF bathroom 2
8. Opposite passenger lift
9. Outpatients Gym Storeroom
10. Opposite passenger lift next to kitchenette
11. Passenger lift Motor room
12. SMF bathroom 1
13. SMF bathroom 2
14. Bed Lift Motor room
15. Hydrotherapy plant room (Four cabinets) See also hydrotherapy maintenance policy
16. Staff accommodation (Laundry)

17. Generator House
18. St. Hugh's – workshop
19. St Hugh's hall cupboard
20. SJC- Ground floor (West end of bedroom corridor)
21. SJC lift (check and call out engineers)
22. SJC First Floor West End of Corridor
23. SJC First Floor East end of Corridor
24. MTH Entrance Lobby ground floor
25. MTH First Floor east end of bedroom corridor
26. MTH second Floor east end of bedroom corridor
27. Third floor lift motor room
28. Chapel power In MTH high up outside lift on second floor
29. Ground Floor Shottermill hall adjacent to kitchen
30. First Floor Shottermill Hall inside room One (above door)
31. SJC Garage

*There is also power to the paper shed and a circuit breaker which should be checked but this is not a priority and will only need checking on next planned visit to this area.

Appendix 2

Power Cuts –HT plant room Checks

1. CHECK – BMS “power section” panel status. Note any red lights
2. CONFIRM – main pool pump 1&2 is running(if not see 5&6 below)
3. LOG ON to BMS computer. At Main menu, should the initial display showing “outside air 20 °C and pool temp 30 °C” not change to real values then a circuit breaker needs resetting (see 7 below) (The pool heating display will also be frozen “outside air temp 15 °C and pool water meter 38.6 M³) Acknowledge and dismiss any alarms and reset the nurse call unit on the BMS control section side panel should the red light be flashing
4. CHECK alarm status of *Bayrol Compact dosing system pH* and *Cl* will be flashing if reached within 5 minutes, if panel is not lit please “ok” once and confirm normal status.
CHECK status of Hanovia UV light panel. If “lamp off” is showing and intensity 0%, press and hold the start button (top row square with 1in) until “warming local” displays (if “lamp off-cooling” is showing, wait then restart as above)
5. RESETTING POOL PANEL –If the panel lights are off circuit breakers need resetting. Collect the 3mm hexagonal key and orange tagged key (DG26) from mounting U-Tube on left hand side of hanovia UV unit. Press release button on the main power switch with the 3mm key and switch off. Open panel with the orange tagged key. Reset any tripped circuit breakers. Close and lock the panel. Switch on power. Return keys to side of Hanovia UV unit
6. DUTY PUMP NOT RUNNING – Set valves to rinse mode run for one minute. Stop and the reset valves to filtration mode and re-start. If pump does not restart a circuit breaker needs resetting (see 5)
7. RESETTING CIRCUIT BREAKER – turn off power (red rotary switch on front of BMS “power section” panel) Open Power section with Eldon Kay (on top of cabinet) Locate and reset circuit breakers. Don't touch anything else. Close and lock door. Switch on power. BMS computer should unfreeze within two minutes

8. Confirm any red lights found have extinguished and that BMS computer shows no alarms

Procedure for dealing with a spillage of foul water

In the event of a spillage of foul water/effluent for example from an overflow of the macerators or a blocked drain the following procedure must be followed. PPE of gloves and aprons, goggles and a face mask should be worn.

1. The spillage should be contained as much as possible to avoid it spreading using absorbent disposable pillows
2. The immediate area should be cordoned off to prevent accidental exposure
3. The Caretaker should make a call to Ideal response who will attend site within three hours to clean and decontaminate the area

Contact Numbers for ideal response

24 hour 0808 120 9626

Mobile -07515 5990904

Telephone-01622 735 071

4. An incident report should be completed after the event