

## Maintenance Policy

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Version

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## 1. Introduction

This policy outlines the arrangements for the maintenance of all buildings, plant, and equipment at the Hospital. It aims to ensure that these are fit for their purpose and properly managed to support the health, safety, and welfare of all users.

This policy shall be reviewed at regular intervals not exceeding three years, or sooner if required by changes in legislation, regulatory guidance, or operational needs.

## 2. Purpose

The purpose of this policy is to establish a system for the effective maintenance of the Hospital's buildings, plant, and equipment. This system includes planned maintenance, defect reporting, and the use of professional advisors to ensure high standards of safety, suitability, and comfort.

## 3. Objectives of this Policy or Procedure

The objectives of this policy are to implement a planned maintenance system, establish a defects reporting system, utilize advice from professional advisors, ensure high standards of safety, suitability, and comfort, and define the responsibilities of staff and contractors in the maintenance process.

## 4. Policy Statement

The Hospital will maintain a planned maintenance system using both hospital staff and external contractors. This will be supported by a defects reporting system and advice from professional advisors. The policy recognises the need for contributions from various individuals and teams, both internal and external, to ensure effective maintenance

## 5. Scope

This policy applies to all buildings, plant, and equipment within the hospital premises. It encompasses the responsibilities of all Caregivers, contractors, and professional advisors involved in maintenance activities.

## 6. Responsibilities

- **Chief Executive:** Overall implementation of the policy and allocation of resources.
- **Director of Operations:** Day-to-day operations and direction of the Maintenance and Housekeeping Teams.
- **Maintenance Officers**  
Responsible for carrying out both routine and non-routine maintenance tasks, participating in the on-call service, and ensuring all activities are conducted in line with statutory requirements. Officers are expected to:
  - Maintain accurate and up-to-date records of all maintenance activities to support statutory compliance and internal audits.
  - Ensure that documentation related to safety checks, repairs, and servicing is completed promptly and stored appropriately.
  - Communicate effectively with team members and service users to coordinate tasks and minimise disruption.

- Proactively identify and address potential issues during informal walk-arounds, taking early action to prevent escalation.
- Contribute to continuous improvement by suggesting enhancements to maintenance procedures and operational practices.
- Support the smooth running of day-to-day operations through diligent record-keeping and a proactive approach to facilities management.
- **Facilities and Housekeeping Lead**  
Act as deputy to the Director of Operations, providing comprehensive administrative support to the maintenance team. Key responsibilities include:
  - Coordinating and maintaining the task allocation sheet and on-call rota
  - Completing and reviewing Health and Safety risk assessments, including COSHH and Moving and Handling assessments
  - Managing documentation related to contractors' Terms and Conditions.
  - Organising and filing statutory inspection records (including insurers' inspections), service reports, and service contract documentation.
- **Managers and Team Leaders:** Responsibility for the environments they manage, regular observations, reporting defects, engaging Caregivers within their area to ensure they have complied with all health and safety training and understand their role in ensuring proper control to prevent damage.
- **All Caregivers:** Taking care of buildings, plant, and equipment, performing routine checks, and reporting defects.

## 7. Definitions

Term	Definition
<b>Planned Preventative Maintenance (PPM)</b>	Scheduled maintenance tasks designed to prevent equipment failure, extend asset life, and ensure compliance with statutory and safety standards.
<b>Reactive Maintenance</b>	Maintenance carried out in response to unplanned events such as equipment faults or failures. Prioritised based on risk to safety or operations.
<b>Maintenance Management System (MMS)</b>	A digital or manual system comprising of both digital and manual elements used to plan, track, and manage maintenance tasks, resources, and performance data.
<b>Downtime</b>	The period during which equipment, systems, or facilities are out of service and unavailable for use.
<b>Compliance Rate</b>	The proportion of scheduled inspections, maintenance tasks, or safety checks completed within required timeframes.
<b>Overdue Task</b>	Any maintenance task that has not been completed within its scheduled timeframe.

Term	Definition
<b>Customer Satisfaction Score</b>	A quantified measure of end-user feedback on the quality and timeliness of maintenance services.
<b>Service Contract</b>	A formal agreement with an external provider for the regular servicing and maintenance of specific equipment or systems.
<b>Critical Equipment</b>	Assets essential to patient care, safety, or regulatory compliance, where failure could pose significant risk.
<b>Life Cycle Planning</b>	Strategic planning of equipment maintenance and replacement based on age, usage, condition, and projected end-of-life.
<b>PAT Testing</b>	Portable Appliance Testing – the examination of electrical appliances to ensure they are safe to use.
<b>LOLER</b>	Lifting Operations and Lifting Equipment Regulations – UK law requiring regular inspections and maintenance of lifting equipment to ensure safety.
<b>HTM / HBN</b>	Health Technical Memoranda and Health Building Notes – NHS guidance on design, installation, and maintenance in healthcare settings.
<b>Six-Monthly User Checks</b>	Internal inspections carried out by nominated staff to visually assess and report the condition of workspaces and assets.
<b>Feedback QR Code</b>	A scannable code used to gather feedback on maintenance service quality.

## 8. Policy or Procedure Implementation

### 8.1 Maintenance Management System (MMS):

The Maintenance Management System (MMS) is a framework designed to efficiently manage and allocate maintenance tasks within a department. Utilising an Excel workbook, this system integrates both a rolling monthly plan and an annual planner to ensure comprehensive coverage of all maintenance activities. (See Appendix 1)

#### Key Components:

1. **Rolling Monthly Plan:** This plan outlines all recurring tasks to be completed on a daily, weekly, and monthly basis, ensuring that routine maintenance tasks are consistently tracked and completed.
2. **Annual Planner:** This planner records tasks that need to be completed quarterly, every six months, and annually, providing a long-term perspective on maintenance requirements and facilitating the planning of larger, less frequent tasks.
3. **Six-Monthly User Checks:** The Six-Monthly User Checks are a systematic approach designed to ensure that documented visual checks are made regularly. Nominated individuals are

responsible for conducting visual inspections of their designated working areas every six months, assessing the condition of their areas and identifying any issues that need attention. These inspections are recorded on a Microsoft form distributed by the Facilities and Housekeeping Lead (FHL). This structured approach ensures that the hospital's facilities are regularly inspected and maintained, addressing any issues promptly and efficiently. The questionnaire is crucial for ensuring that each room in the hospital undergoes a thorough condition appraisal, including aspects such as cleanliness, maintenance issues, safety concerns, and overall condition.

The Facilities and Housekeeping Lead (FHL) is responsible for updating the weekly task allocation planner each month, assigning tasks due for completion, including specific duties for the Maintenance Officer and time for agreed-upon projects. Additionally, a Maintenance Officer is designated as the Reactive Duty Officer to handle ad hoc requests, liaise with contractors, manage emergency requests, and address patient safety concerns.

To ensure accountability and effective management, the Task Logging System logs and tracks all tasks, providing a clear record of completed and pending tasks. Formal meetings are held twice a week, typically on Tuesdays and Thursdays, with additional daily informal meetings at 09:00 involving available team members. These meetings primarily review the monthly planner to ensure tasks are on track, with incomplete tasks rolled over to the following week. Priority is given to statutory requirements, such as Legionella monitoring, and tasks impacting patient safety or comfort. The FHL ensures that an agenda is in place and that meeting notes are recorded for effective record keeping.

As part of this overall system, the hospital employs a Planned Preventative Maintenance (PPM) system designed to ensure compliance with NHS guidance and Health Technical Memorandums. This involves maintenance tasks carried out by both Maintenance Officers and external contractors. The PPM system aims to provide the most efficient and effective maintenance service possible, mitigating risks associated with the failure of building, plant, or equipment. The PPM programme, documented and organised within an Excel database, incorporates lifecycle planning, considering the long-term costs and replacement needs of assets. The system is reviewed annually to ensure it remains efficient and effective, reducing the demand for reactive maintenance.

## **8.2 Service Contracts:**

The hospital utilises specialist service contracts (see appendix 2) for the maintenance of specific types of plant and equipment, particularly those of a specialist nature, such as lifts and heating plants. These contracts typically include provisions for both planned preventative maintenance and reactive maintenance to address breakdowns. All contractors are assessed for competency, safety, and compliance with Holy Cross standards. Contracts include key performance indicators (KPIs) to monitor contractor performance and a process for regular contract review to ensure value for money and ongoing suitability. Tasks performed by specialist contractors are also tracked through the same system, ensuring comprehensive oversight and integration with the overall maintenance strategy.

## **8.3 Reactive Maintenance (Including Breakdowns):**

A Maintenance Officer is assigned responsibility for responding to any reactive maintenance requests on a daily basis. All reactive maintenance requests must be submitted in writing. These requests are prioritised based on risk to patients and service disruption.

- **Request Submission:**

- All requests must be submitted via email to the Reception & Maintenance email groups (reception@holycross.org.uk / [Maintenance@holycross.org.uk](mailto:Maintenance@holycross.org.uk)). Or by using the Microsoft Form <https://forms.office.com/e/5vSLiJLgjj> (See Appendix 4 for QR code)
- The requirement for written and logged requests is strictly enforced, with no exceptions.
- For urgent requests, the duty maintenance officer should be contacted by telephone, but a maintenance request must be completed retrospectively.

- **Specific Information Required:**

- Name of the person making the request, if different from the email address.
- Description of the fault, faulty item, or the request itself.
- Precise location of the fault or faulty item.
- Clear and detailed information to avoid delays.

- **Responsibilities:**

- Reception staff log the request on the Maintenance log.
- Maintenance Officers check emails and the maintenance log regularly from 07:00 to 15:30. Requests submitted after 15:30 will be addressed the following working day.
- Maintenance Officers provide feedback to the requester by email, summon contractors or engineers, order necessary parts, ensure an expected completion date is logged for pending tasks, and inform the requester in cases of delays.

- **Target Response Times:**

- Maintenance tasks rectified by the in-house team: within 2 working days.
- Requests requiring specialist parts or contractor attendance: 5 working days.

- **Requests for New Work:**

- Submitted in the same way but handled through the Director of Operations.
- New work and large projects expected to take more than a day are considered and approved at a Leadership Team meeting.

- **Feedback:**

- A QR code for feedback is sent for all maintenance requests to gather feedback from service users on the responsiveness and quality of maintenance services.

#### **8.4 On-Call Arrangements:**

The Maintenance Team operates an on-call service to provide support outside of normal working hours. Maintenance Officers participate in the on-call service on a rotating basis, typically every fourth week. The on-call rota is maintained at the reception desk and can be accessed by the Reception Team and the Nurse in Charge of the Hospital.

**On-Call Contact:**

- The Maintenance Officer on call can be contacted for issues relating to plant, equipment, and the building's structure.
- In most situations, the on-call Maintenance Officer can be on-site within 45 minutes or provide advice over the telephone.
- The on-call Maintenance Officer is not responsible for addressing issues with telephony and IT equipment. The bleep holder or Senior Manager on Call should contact the contractor directly. Up-to-date contact details can be found in the Information Incident Response Plan – in O/Policies/Information Governance and Administration.
- The Senior Nurse on Duty, Leadership Team, and Sister Superior (MTH) have the authority to call out the Maintenance Officer outside of normal working hours.

**8.5 Critical Failure of Plant or equipment:**

- Critical failure refers to the sudden and unexpected breakdown of essential plant and equipment that significantly impacts hospital operations, patient care, safety, or regulatory compliance. This includes, but is not limited to, failures in power supply systems, medical gas pipelines, heating and cooling systems, and critical medical devices. Critical equipment is identified based on its role in patient care, safety, and operational continuity. Examples include generators, fire alarm systems, boilers, HVAC systems, and medical gas systems.
- Preventative Measures include
  - Planned Preventative Maintenance (PPM): A robust PPM schedule implemented to minimise the risk of critical failures. This includes regular inspections, servicing, and testing of critical equipment as per manufacturer's guidelines and regulatory standards.
  - Redundancy and Backup Systems: Where possible critical systems are designed with redundancy to ensure operational continuity in the event of a failure. For example, backup generators and secondary medical gas supplies are maintained.
- Response and recovery:
  - Rapid Repair and Replacement: Contracts with specialist contractors ensure rapid response for repair or replacement of critical equipment.
- Documentation and Reporting:
  - Incident Reporting: All critical failures are documented and reported through the Maintenance Management System (MMS). This includes details of the failure, actions taken, and outcomes.
  - Post-Incident Review: A thorough review is conducted after each incident to identify root causes, evaluate the effectiveness of the response, and implement improvements to prevent recurrence.

**8.6 Ordering Materials:**



Maintenance Officers do not have the authority to order goods and services directly. Prior approval must be obtained from the Director of Operations. Purchase Orders should be used for all expenditures related to ordering materials. All expenditure must be recorded on the departmental Expenditure spreadsheet to ensure accurate tracking and accountability. The Delegation of Authority Policy provides further details on the ordering process.

### **8.7 Medical Devices:**

The maintenance of medical devices is generally carried out by specialist contractors to ensure patient safety through expert handling. Maintenance Officers may be asked to examine equipment suspected of being faulty and provide advice to clinical staff. Maintenance officers are responsible for booking contractors to carry out repairs. (See Management of Medical Devices Policy)

### **8.8 Maintenance of Patient Personal Equipment**

The policy includes provisions for equipment not owned by the Hospital, such as personal electrical items brought in by patients or resident staff. Maintenance Officers are responsible for performing portable appliance tests (PAT) on this equipment before it is used within the hospital. All equipment will be tested and returned to the department within 1 working day. Cooperation from all staff members is essential to ensure these checks are completed. Maintenance Officers are not permitted to carry out repairs or general maintenance on any patient owned personal equipment (e.g. fans).

### **8.9 Provision of Tools and Equipment:**

The tools and equipment required by Maintenance Officers to perform their duties are typically provided by the Hospital. All tools and equipment are safe, well-maintained, and suitable for their intended purpose, and remain the property of the Hospital. If a Maintenance Officer wishes to use their own tools or equipment, they must inform the Director of Operations and obtain approval in advance. Training is provided on the safe use of tools and equipment, and there is a system for the inspection and calibration of critical tools and equipment.

### **8.10 Insurers' Inspections and Statutory Testing**

To comply with the requirements set by the organisation's insurers and ensure the safety, performance, and legal compliance of key building systems and assets, the following planned inspections and statutory tests are carried out routinely:

#### **Statutory Inspections and Testing Programme.**

- **Portable Appliance Testing (PAT) – Annually**  
All portable electrical appliances are tested for electrical safety to prevent faults, fire hazards, and electric shock risks. This is a standard health and safety expectation and is a condition of insurance compliance.
- **LOLER Inspections – Every 6 or 12 months depending on equipment**  
All patient handling equipment and lifting systems (including hoists and lifts) are inspected under the Lifting Operations and Lifting Equipment Regulations (LOLER) 1998. These

inspections are carried out by a competent person and documented for insurer and regulatory audit.

- **Pressure Vessel Inspections** – *Annually or as specified by the Written Scheme of Examination (WSE)*  
Pressure vessels (e.g., compressors, boilers with pressurised systems) are inspected for safety and structural integrity in line with the Pressure Systems Safety Regulations (PSSR) 2000.
- **Lightning Protection System Testing** – *Annually*  
The building's lightning protection system is tested to BS EN 62305 standards to ensure functionality and mitigate structural damage or safety risks during electrical storms.
- **Emergency Lighting Tests** – *Monthly and Annually*  
Monthly flash tests and annual full-duration tests are conducted in line with BS 5266-1 and the Regulatory Reform (Fire Safety) Order 2005 to ensure safe evacuation in the event of a power failure.
- **Fixed Electrical Installation Testing (EICR)** – *Every 5 years*  
The fixed wiring installation is tested by a qualified electrician to ensure ongoing compliance with the Electricity at Work Regulations 1989 and BS 7671 (IET Wiring Regulations).

#### **Additional Insurer-Mandated Maintenance**

- **Catering Ductwork Cleaning** – *Every 6 months*  
All kitchen extraction systems are cleaned to remove grease and particulates, which pose a major fire hazard. This is a condition of insurer cover and is aligned with TR19 guidelines issued by BESA (Building Engineering Services Association).
- **Flat Roof Inspections** – *Annually*  
All flat roofs are inspected annually for integrity, drainage performance, and signs of wear or damage. These inspections reduce the risk of water ingress and subsequent structural or internal damage claims.
- **Solar PV System Testing and Maintenance** – *Annually*  
The site's solar panel system is tested and maintained annually to ensure energy performance, structural security, and electrical safety. This supports environmental objectives and meets insurers' expectations regarding renewable asset maintenance.

#### **9. Regulatory Requirements/ References**

- **Health Building Notes (HBNs)**  
Best practice guidance on the design, layout, and planning of healthcare facilities:
  - HBN 00-01: General design principles
  - HBN 00-02: Sanitary spaces
  - HBN 00-03: Clinical and clinical support spaces
  - HBN 00-09: Infection control in the built environment
  - HBN 04-01: Adult in-patient facilities
- **Health Technical Memoranda (HTMs)**  
Technical guidance on healthcare estates and engineering services:
  - HTM 00: Policies and principles of healthcare engineering
  - HTM 02-01: Medical gas pipeline systems
  - HTM 03-01: Heating and ventilation systems
  - HTM 04-01: Safe water in healthcare premises
  - HTM 05-01 to 05-03: Fire safety management (Firecode)
  - HTM 06-01: Electrical services – supply and distribution
  - HTM 07-01: Safe management of healthcare waste

- HTM 08-03: Bedhead services
- **British Standards (BS) & Regulations**
  - **BS 5839-1**: Fire detection and alarm systems – Code of practice
  - **BS 5266-1**: Emergency lighting – Code of practice
  - **BS EN 62305**: Protection against lightning
  - **BS 9999 / BS 8214**: Fire doors and inspections
  - **BS EN 16005**: Safety of automatic doors
  - **BS 5306-3 / 5306-8**: Fire extinguishing systems maintenance
  - **BS EN 50172**: Emergency escape lighting systems
  - **BESA TR19**: Ventilation hygiene best practice
- **Statutory Legislation**
  - **Health and Safety at Work Act 1974**
  - **Equality Act 2010**
  - **Building Act 1984**
  - **The Regulatory Reform (Fire Safety) Order 2005**
  - **Lifting Operations and Lifting Equipment Regulations (LOLER) 1998**
  - **Control of Substances Hazardous to Health (COSHH) Regulations 2002**
  - **Gas Safety (Installation and Use) Regulations 1998**
  - **Control of Pesticides Regulations (COPR)**
  - **Electricity at Work Regulations 1989**
  - **Provision and Use of Work Equipment Regulations (PUWER) 1998**
  - **Management of Health and Safety at Work Regulations 1999**
  - **WEEE Regulations** (Waste Electrical and Electronic Equipment)
- **Other Guidance**
  - **Pool Water Treatment Advisory Group (PWTAG)** guidelines
  - **CIBSE Guidelines** (Chartered Institution of Building Services Engineers) – e.g. CIBSE Guide H
  - **Manufacturer Specifications and Instructions for Use** – as applicable to all plant, equipment, and devices
  - **Approved Code of Practice (ACoP) L8: “Legionnaires’ disease – The control of Legionella bacteria in water systems”**- this is the principal guidance document for duty holders on managing Legionella risk.
  - **HSG274** – Legionnaires’ disease Technical Guidance

## 10. Evaluation Measures

- **Preventive Maintenance Compliance**  
we track and report on the completion rate of scheduled maintenance tasks, ensuring that preventative maintenance activities are carried out on time and in line with the planned maintenance schedule.
- **Equipment Downtime**  
we monitor and record the total downtime of critical equipment to assess the effectiveness of our maintenance programme. Our aim is to maintain minimal disruption to hospital operations by keeping downtime to an absolute minimum.
- **Maintenance Costs**  
Maintenance-related costs, including labour, replacement parts, and contractor services, are actively monitored against allocated budgets. This enables us to identify trends, maintain cost control, and implement cost-optimisation measures where appropriate.
- **Response Time to Maintenance Requests**  
we measure the average time taken to respond to and resolve reactive maintenance

requests. Our timely responses contribute to operational continuity and uphold high standards of patient safety and service delivery.

- **Customer Satisfaction**

following request for reactive maintenance feedback is routinely collected from service users to gauge satisfaction with the maintenance service. High satisfaction levels reflect the effectiveness of our practices and our commitment to maintaining a safe, clean, and functional environment.

## 11. Related Documents

- **Electrical Safety Policy** - Ensures safe use and maintenance of electrical systems, preventing hazards and ensuring compliance with safety standards.
- **Slips, Trips, and Falls Policy** - Aims to reduce incidents by identifying potential hazards, implementing preventive measures, and promoting awareness.
- **Major Utilities Failure Policy** - Outlines procedures for responding to failures in major utilities like water, electricity, and gas to ensure safety and continuity.
- **Asbestos Policy** - Outlines procedures for management of asbestos-containing materials, ensuring compliance with relevant regulations. Includes Asbestos register.
- **Fire Policy** - Establishes guidelines for fire prevention, regular drills, maintenance of fire safety equipment, and emergency response protocols.
- **Control of Contractors Policy and Terms and Conditions** - Ensures safe and effective management of contractors, including suitability checks, hazard information exchange, and supervision requirements.
- **Hydrotherapy Maintenance Policy** - Defines maintenance routines and inspections for the hydrotherapy pool, emphasising water quality management and operator training.
- **Health and Safety Policy** - Details the organisation's commitment to a safe environment, including risk assessments, accident reporting, and compliance with health and safety regulations.
- **Grounds Maintenance Policy** - Covers the upkeep of the organisation's grounds, including lawn mowing, snow removal, and general maintenance tasks.
- **Water Safety Policy and Plan** - Ensures the safety of water systems through risk assessment, quality monitoring, and contamination response protocols.
- **Management of Medical Devices** - Ensures the safe use of medical devices, including guidelines for purchasing, maintenance, and compliance with relevant standards.
- **Information Incident Response Plan** - Outlines procedures for responding to security incidents involving information systems, aiming to minimise damage and ensure prompt recovery.
- **Operational Policy for Medical Gas Pipeline systems:** ensures the safe, efficient, and compliant management of medical gas pipeline systems.

## 12. Appendices

## Appendix 1 – Maintenance Recurring Tasks

### Daily Tasks

- **Pool Maintenance:** Ensures water quality and safety for users, complying with Health and Safety Regulations and PWTAG requirements.
- **Emails and Admin:** Keeps communication and documentation up-to-date.
- **Reactive Tasks:** Addresses immediate issues to maintain safety and functionality, following Health and Safety Regulations.
- **Nurse Call Checks:** Ensures nurse call systems are operational for patient safety, in line with HTM 08-03 Bedhead Services (checked a minimum of three times per week).
- **Oxygen and Suction Checks:** Ensures oxygen and suction systems are functional for patient care, adhering to HTM 02-01: Medical gas pipeline systems.

### Weekly Tasks

- **Fire Alarm Testing:** Ensures fire alarms are operational for emergency preparedness, complying with Fire Safety Regulations, BS 5839-1:2017, and BS 5839-6:2019.
- **Inventory and Safety Checks of Active Mattress:** Ensures availability of necessary supplies.
- **Generator Checks:** Ensures backup power systems are operational, adhering to Health and Safety Regulations and HTM 06-01.
- **Water Plants:** Maintains the aesthetic and environmental quality of the facility.
- **Leaf Blowing and Litter Picking:** Keeps outdoor areas clean and safe, following Environmental Regulations.
- **Collect Spent Batteries:** Proper disposal of batteries to prevent environmental harm, complying with Environmental Regulations and WEEE regulations.

### Monthly Tasks

- **Suction Plant checks and Pump Changeover:** Ensures suction system is functional for patient care, and triplex pumps are used evenly adhering to HTM 02-01: Medical gas pipeline systems.
- **Legionella Prevention:** Prevents Legionella bacteria growth in water systems, following Health and Safety Regulations.
- **Fire Extinguisher Checks:** Ensures fire extinguishers are operational for emergency use, complying with Fire Safety Regulations, BS 5306-8, and BS 5306-3.
- **Emergency Light Testing (Monthly flash tests):** Ensures emergency lights are functional for safety, following Health and Safety Regulations, BS 5266-1, and Regulatory Reform (Fire Safety) Order 2005.
- **Generator On-Load Test:** Ensures generators can handle load during power outages, following Health and Safety Regulations and HTM 06-01.
- **Lift Checks:** Ensures lifts are safe and operational, adhering to Health and Safety Regulations.
- **Shower Head Descaling (Legionella scheme of Management):** Prevents bacterial growth and maintains water flow, following Health and Safety Regulations.
- **Plant Room Checks:** Ensures plant rooms are safe and operational, following Health and Safety Regulations.
- **Service Cupboard Checks:** Ensures electrical service cupboards are safe and functional, adhering to Electrical Safety Regulations.

- **Automatic Door Checks:** Ensures automatic doors are functioning correctly for safety, in line with Health and Safety Regulations.
- **External Door Checks:** Ensures external doors are secure and functional, following Health and Safety Regulations and Security Policy.
- **External Lighting Checks:** Ensures external lighting is operational for safety, adhering to Health and Safety Regulations.
- **Health and Safety Inspections:** Regular inspections to maintain overall safety, in line with Health and Safety Regulations.
- **Water Tank Temperature Checks:** Ensures water tanks are at safe temperatures to prevent bacterial growth, adhering to Health and Safety Regulations.
- **Meter Readings:** Keeps track of utility usage for efficiency and cost management.
- **Site Inspections:** Regular inspections to ensure site safety and maintenance, following Health and Safety Regulations.
- **Vehicle Checks:** Ensures vehicles are safe and operational, adhering to Health and Safety Regulations.
- **Boiler Filter Status Checks:** Ensures boilers are operating efficiently and safely, in line with Health and Safety Regulations.
- **Drinking Water Machines and Ice Machine Cleaning:** Ensures ice machines are clean and safe for use, adhering to Health and Safety Regulations and Water Safety.
- **Six-Monthly Tasks**
- **Fire Door Inspections (Rolling system of inspection):** Ensures fire doors are functional for fire safety, in accordance with Fire Safety Regulations, BS 9999:2017, and BS 8214:2016.
- **Change Air Handling Filters:** Ensures air quality and system efficiency, adhering to Health and Safety Regulations.
- **Change Insectocuter Bulbs:** Ensures insect control devices are functional, following Health and Safety Regulations and Food safety regulations.
- **Lubricate Medical Cabinet Locks:** Ensures medical cabinets are secure and functional, following Health and Safety Regulations.
- **Change External Door Codes:** Ensures security of the facility, following Security Regulations.
- **Review Key List and Cabinets:** Ensures keys and cabinets are secure and organised, following Security Regulations.
- **Ladder Checks:** Ensures ladders are safe and functional, adhering to Health and Safety Regulations.

#### Annual Tasks

- **Photometer Recalibration:** Ensures accurate water quality measurements, adhering to Health and Safety Regulations.
- **PAT Tester Calibration:** Ensures PAT testers are accurate for electrical safety checks, following Electrical Safety Regulations.
- **Jet Wash Decking:** Maintains cleanliness and safety of outdoor decking, adhering to Health and Safety Regulations.
- **Asbestos Checks:** Ensures no asbestos exposure risk, following Health and Safety Regulations.
- **Clean Mesh Filters:** Ensures air conditioning systems are clean and efficient, following Health and Safety Regulations.

- **Inspect and Clean Lighting Pits:** Ensures lighting pits are clean and functional, adhering to Health and Safety Regulations.
- **Inspect Solar Tubes:** Ensures solar tubes are clean and functional, adhering to Health and Safety Regulations.
- **Clean Flag Pole:** Maintains the aesthetic quality of the facility.

#### Other Tasks

- **Put Up Christmas Lights:** Enhances the festive atmosphere for patients and staff.

## Appendix 2 – Contractor Service Information

### 1. Pool & Water Systems

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
CSS Pools	Chemical dosing - Hydrotherapy pool	Pool Maintenance	Monitoring, adjusting, and dosing chemicals for the hydrotherapy pool	HSE HSG179, COSHH
ZIP	Hot water tap st Hugh's	Hot Water Systems	Maintenance and servicing of instant boiling water taps	Manufacturer specifications
PH Water	Water hygiene Services and legionella precautions	Water Hygiene	Legionella risk assessment and water hygiene precautions	ACoP L8, HSG274
Pool plant experts (PPE Limited)	Pool plant quarterly servicing	Facilities Maintenance	Inspection and maintenance of pool systems, including filtration, chlorination, and heating components	Pool Water Treatment Advisory Group (PWTAG) guidelines
Nuvonic (previously Hanovia)	Ultraviolet System in pool	Facilities Maintenance	Inspection and maintenance of ultraviolet water purification systems in pools	Health and Safety Executive (HSE) and PWTAG guidance
PH Water	Hydrotherapy Microbiological testing	Water Systems		Pool Water Treatment Advisory Group (PWTAG) guidelines



## 2. Fire Safety Systems

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
Global fire	Fire suppression system (Catering)	Fire Safety Systems	Inspection and maintenance of fire alarms, sprinkler systems, extinguishers	Fire safety regulations and standards (BS 5306)
Southern Fire Alarms	Servicing of Fire Alarm system	Fire Safety Systems	Inspection and maintenance of fire alarms, sprinkler systems, extinguishers	Fire safety regulations and standards (BS 5306) BS 5839-1:2017
Stand by Limited	Fire Extinguisher servicing	Fire Safety Systems	Inspection and maintenance of fire alarms, sprinkler systems, extinguishers	Fire safety regulations and standards (BS 5306)

## 3. Mechanical & Electrical Services

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
British Gas	Landlords gas safety inspection (Bungalow)	Gas Safety	Annual inspection and certification for rented property gas systems	Gas Safety (Installation and Use) Regulations 1998
SIR SERVICES	Boiler Service (Bungalow)	Mechanical Services	Annual boiler servicing including safety and performance checks	Gas Safety Regulations, Manufacturer specifications
Earthing equipment Limited	Lightening System inspection and Testing	Electrical Testing Services	Inspection and certification of lightning protection systems	BS EN 62305
Ian Webb engineering	Servicing of standby Generator	Generator Maintenance	Servicing, inspection, and load testing of standby generator	BS 7671, Manufacturer specifications
Aquarius	Air Hygiene Services - Duct work cleaning,	Air Hygiene Services	Ventilation duct cleaning and inspection of fire	BESA TR19, BS 9999, HTM 03-01 – Specialised



	Fire Damper inspection		dampers for safety compliance	ventilation for healthcare premises
Paine Manwaring Limited	Mechanical Engineering (plumbing & Heating)	Mechanical Services	Routine plumbing and heating system maintenance	SFG20, Gas Safety Regulations
Paine Manwaring Limited	Electrical servicing, Emergency lighting testing	Electrical Testing Services	Routine electrical maintenance and regular testing of emergency lighting	BS 5266-1:2016 – Code of Practice for the Emergency Lighting of Premises, BS EN 50172:2004 / BS 5266-8:2004
RS refrigeration	Refrigeration servicing, including Air Conditioning	HVAC & Refrigeration	Inspection and servicing of air conditioning and refrigeration units	F-Gas Regulations, BS EN 378
Malvern heating - SJ	Landlords Gas safety inspection - SJ Kitchen only	Facilities Maintenance	Annual gas safety inspections and certification of kitchen ovens and boiler systems under landlord regulations	Gas Safety (Installation and Use) Regulations 1998, Landlord Safety Requirements
KTIC	Air Conditioning TM44 Certification	Energy Compliance and HVAC Services	Inspection and certification of air conditioning systems in accordance with TM44 guidelines	TM44 Energy Efficiency Regulations and CIBSE guidelines
Powerstar	Servicing of Voltage Optimisation unit	Energy Management Services	Maintenance and performance checks of voltage optimisation equipment to ensure energy efficiency	Energy Performance Standards and Manufacturer specifications
Ian Webb engineering	Generator	Facilities Maintenance	Servicing, load testing, and maintenance of backup power generators	BS 7671 IET Wiring Regulations, Manufacturer specifications

#### 4. Building Maintenance

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
ICONIC	Window, Gutters & Treehouse Glass screens	Building Maintenance	Cleaning and inspection of windows, gutters, and glass screens including treehouse	BS 8213, Work at Height Regulations
Acorn Integrated Systems	Building Maintenance System	Building Automation Services	Monitoring, software updates, and functional checks of the Building Management System (BMS)	CIBSE Guide H, manufacturer specifications
Record 247	Automatically opening doors	Facilities Maintenance	Routine servicing and safety checks of automatic door systems for accessibility and safety compliance	BS EN 16005:2012 Safety Standards for Automatic Doors
Doortek	Hydrotherapy sliding door (poolside)	Specialist Doors	Servicing of automatic hydrotherapy poolside sliding doors	Manufacturer specifications

#### 5. Grounds Maintenance

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
Commercial Grounds Care	Grounds Maintenance	Grounds Maintenance	Lawn care, landscaping, and general grounds upkeep	Health & Safety at Work Act
Holt Arboriculture Tree Consultancy	Tree safety inspections and risk assessments	Grounds Maintenance	Trees should be inspected regularly by a competent person to identify any potential hazards.  Conduct thorough risk assessments to	Health & Safety at Work Act (section 3) Occupiers' Liability acts 1957 & 1984 National Tree Safety Group Guidance (NTSG) Health and Safety Executive (HSE) Guidance.

			evaluate the likelihood and potential impact of tree failure	
Gary Collier	Tree Surgeon	Grounds Maintenance	Tree removal and remedial works	Arboricultural Association/Forestry Commission/National Proficiency Tests Council (NPTC)/ Health and Safety Executive (HSE) Guidance.

#### 6. Energy & Environmental Systems

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
Low Carbon energy	Solar servicing (main Hospital)	Energy Management Services	Inspection, cleaning, and performance testing of solar photovoltaic systems	MCS Standards, IEC 62446 guidelines
Solstice Energy	St Margaret's UV solar system servicing	Energy Management Services	Maintenance and inspection of UV solar systems	Manufacturer specifications
Solar UK	Hydrotherapy solar heating servicing	Energy Management Services	Maintenance of solar thermal system	Manufacturer specifications

#### 7. Medical Equipment Maintenance

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
Drive deVilbis	Servicing of Beds and Active Mattresses	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
Aid call/ Legrand	Nurse call system	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
Wessex Lifts	Hoist Servicing	Lifting Equipment Maintenance	Servicing and maintenance of patient hoists and related lifting devices	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
Elan	Bed lift and passenger lift	Lifting Equipment Maintenance	Inspection, maintenance, and safety	Lifting Operations and Lifting

			certification of passenger and bed lifts	Equipment Regulations (LOLER) 1998
Orca	Konica HS2	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
NOMEQ	Physio couches/tilt beds	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
DDC Dolphin	Bed pan washers	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
Arjo	Patient handling and hygiene equipment	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards
OSKA	Bariatric Bed & Bariatric mattress plus Oska active mattress servicing	Medical Equipment Maintenance	Inspection, calibration, and repair of medical devices	Manufacturer guidelines, regulatory standards

#### 8. Lifting Equipment Maintenance & Inspection

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
Wessex lifts- LOLER	LOLER	Lifting Equipment Maintenance	LOLER inspections and servicing of lifting equipment to ensure safety and regulatory compliance	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
Elan	SJ Lifts	Lifting Equipment Maintenance	Inspection, maintenance, and safety certification of service lifts (SJ Lifts)	Lifting Operations and Lifting Equipment Regulations (LOLER) 1998

#### 9. Medical Gas Systems

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
MGPS	Medical gas audit and provision of	Medical Equipment Maintenance	Audit, professional advice	HTM 02-01 (Medical Gas Pipeline Systems)

	Authorising engineer			
Medical Gas Service Limited	Service and Maintenance of O2 and Medical Vacuum system	Medical Gas Pipelines	Inspection, testing and maintenance of the medical gas pipeline and medical Vacuum	HTM 02-01: Medical gas pipeline systems –

#### 10. Pest Control

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
David O'Connell	Pest Control	Pest Control	Routine pest prevention and control services for the facility	Control of Pesticides Regulations (COPR)

#### 11. Laundry and catering Maintenance

Contractor	Equipment Serviced	Type of Service	Scope	Compliance / Standard
PDS	Laundry appliances	Facilities Maintenance	Servicing, repair, and safety checks of commercial laundry appliances including washers and dryers	Manufacturer guidelines, Health and Safety regulations
Tyrells	Hot water Boilers/ Catering gas certificate/ kitchen equipment service and maintenance	Facilities Maintenance	Inspection, testing, and certification of hot water boilers, catering gas systems, and kitchen safety equipment	Gas Safety (Installation and Use) Regulations 1998, Commercial Catering Standards

### Appendix 3– Equality Impact Assessment (EIA) Tool

To be considered and where judged appropriate, completed and attached to any policy document when submitted to the appropriate committee for consideration and approval.

<b>Policy Title</b>	Maintenance Policy
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		Yes/No	Comments
	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Race	No	
	Gender reassignment	No	
	Marriage & civil partnership	No	
	Pregnancy & maternity	No	
	Ethnic origins (including gypsies and travelers)	No	
	Nationality	No	
	Sex	No	
	Culture	No	
	Religion or belief	No	
	Sexual orientation	No	
	Age	No	
	Disability- both mental and physical impairments	No	
2.	Is there any evidence that some groups are affected differently?	No	
3.	Is the impact of the policy/guidance likely to be negative?	No	
4.	If so can the impact be avoided?	N/A	
5.	What alternatives are there to achieving the policy/guidance without the impact?	N/A	

6.	Can we reduce the impact by taking different action?	N/A	
7.	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	No	

**Appendix 4 – QR Codes- Maintenance request & Customer Feedback**

