

POLICY DOCUMENT

Policy Title:	Purchasing & Stores policy
Policy Group:	Finance
Policy Owner:	Finance Manager
Issue Date:	January 2020
Review Period:	24 months
Next Review Due	January 2022
Author:	J Speed & T Bailey
Cross References:	Private Transactions and Acceptance of Gifts Manual Handling Policy COSHH Equipment Fire Policy Waste disposal policy Food safety standards manual
Evidence:	Essential Standards of Quality and Safety, DEFRA website, Bribery Act 2010
How implementation will be monitored:	External audit, supplier audit
Sanctions for breach:	Re training and/or disciplinary action
Computer File Ref.	O:riskmanagement/policies/finance
Accepted by MT	7 th April 2020
Sign-off by CEO:	

Purpose of Policy: To ensure that all purchases of goods and services are subject to appropriate controls, and that all goods received are handled and stored safely and securely.

Policy Statement: The Hospital's policy is to purchases goods and services that are:

- Suitable to meet the operating requirements of the Hospital in terms of safety and quality
- Appropriately authorised and controlled, from ordering through to invoice authorisation for payment.
- For goods, suitably stored in secure and protected storage areas and handled safely and in accordance with any other relevant policies.
- Supplied only by approved suppliers, on acceptable terms and conditions.

This policy does not deal with the purchase or storage of medicines or medical gases.

The policy relies upon the following two main sets of controls for its effective implementation:

A. Financial and budgetary controls

1. Approved annual budgets are set for all material purchases of goods and services, including capital expenditure.
2. Expenditure is reviewed monthly by the Finance Manager, and all material variances against budget are investigated.
3. All purchase orders are authorised by a responsible manager, to whom such authority has been delegated by the Chief Executive (see Purchasing Authority controls below).
4. Invoices from suppliers will be reviewed initially by the Finance Manager or Accounts Assistant, coded and entered onto the accounting system. They are then checked (including price, quality, quantity and so on) and authorised for payment by the appropriate manager signing the invoice.

B. Purchasing Authority controls

1. All capital expenditure over £2,000 require the prior approval and authorisation of the Chief Executive.
2. All contracts with an annual value over £2,000 must be approved by the Chief Executive prior to signing.
3. The Chief Executive is responsible for authorising all purchases of goods and services unless this authority has been specifically delegated. At present, the Chief Executive has delegated purchasing authority to the following managers for the purchase of certain routine, regular goods and services from approved suppliers only.

Finance Manager – all replacement equipment, goods and services costing less than £2,000 and requested by another manager.

General Manager – all replacement equipment, goods and services costing less than £2,000, and all food supplies and related catering items and services

Clinical Supplies and Equipment Officer – all goods required within the medical stores, and/or for use on the wards or for patients, including all clinical supplies (but for the avoidance of doubt excluding drugs and oxygen), enteral feeds, clinical equipment and stationery.

Assistant General Manager – all goods required for day to day use by the Housekeeping, Laundry and Caretaking teams, and all services related thereto.

Catering Team Leader- all food and consumables required for the day to day running of the catering department. The General Manager must approve all purchases of equipment.

4. All other purchases require approval by the Chief Executive before the order is placed.
5. In the absence of the Chief Executive, and where the order is urgent and requires attention before the Chief Executive returns to the office, the Finance Manager is authorised to act on behalf of the Chief Executive.

Review

This policy has been reviewed for overt or implied discrimination within the scope of the Hospital's policies on equality and diversity and none was found.

SUPPORTING NOTES FOR GOODS HANDLING AND STORAGE

Deliveries should only be received by members of staff who have received training in the receipt and distribution of goods. In the absence of one of these, deliveries may be accepted by a manager, including the Nurse-in-charge.

Delivery notes should be signed to confirm receipt. Delivery notes must be retained until the invoice processing is complete.

Reception will take delivery of small parcels and will maintain a log of deliveries taken at Reception. Larger deliveries will either be redirected to the back door or a caretaker will be paged to take delivery and remove the items to their end location promptly.

It is the responsibility of the Assistant General Manager, the Catering Team Leader, the Clinical Supplies & Equipment Officer or the Caretaker Team to ensure that goods are dispatched to the appropriate department promptly. If there is no evidence on the external packaging to indicate who ordered the goods, the one of the afore mentioned should open it to try to determine the correct end location. All packages should be stored securely at all times.

The quality and condition of the goods received should be checked by the person who placed the original order, and any variations or damages reported to the supplier as soon as possible.

Goods being received into the clinical stores will be checked as far as possible for quality and condition. The dates of manufacture and expiry are noted. Any goods that appear to be damaged, of poor quality or with insufficient shelf life remaining will be rejected. This is done by making a note of the reason for rejection on the carrier's delivery ticket, endorsing it 'delivery refused' and contacting the supplier to arrange for collection and for alternative goods to be supplied.

The Assistant General Manager is responsible for checking that goods received into the housekeeping stores are checked against the original order. Damaged packages should be rejected and the supplier should be contacted to arrange for collection and replacements. The goods should be stored appropriately taking into consideration the Control of Substances Hazardous to Health risk assessment. Goods are stored in the housekeeping store and not stored in the corridor, as this would constitute a fire risk.

Catering stores are handled in line with Food Safety Standards.

Some goods may be delivered direct to the department (e.g. Maintenance) where they should be checked against the original order, shortfalls being notified to the supplier.

Goods for contractors should be directed to the contractor if possible. If the contractor is not available the General Manager should be contacted.

It is the responsibility of the person placing an order for goods to ensure there is a designated store (if required) that is safe, secure and approved.

Full consideration must be given by the person placing the order to shelf life, storage conditions, health and safety and security.

Summary of storage areas, goods held and responsibilities:

Storage area	Goods held	Person responsible
Clinical stores	All clinical supplies and disposables	Clinical Supplies and Equipment Officer
Housekeeping stores	Cleaning materials and supplies	General Manager Assistant General Manager
Catering Stores	All food and supplies	Catering Manager
Maintenance Workshop and shed Hospital Plant room and Nurse's home plant room are now used for stores	Building maintenance supplies	Assistant General Manager
Electrical stores	Electrical supplies	Assistant General Manager
Equipment stores	All medical equipment not in use	Clinical Supplies and Equipment Officer
Administration	Stationery and printed material	Clinical Supplies and Equipment Officer
Furniture stores	Furniture and large equipment not in use Enteral feeds Back up stock of plastic and paper disposables	General Manager Clinical Supplies and Equipment Officer Assistant General Manager
St Hugh's	Office equipment Training equipment and supplies	General Manager
Staff Accommodation	Spare Mattresses Housekeeping equipment	General Manager
Living Room Stores	Supplies of materials for use including art and craft	Social Activities Co-ordinator
Physiotherapy Stores (in and out patient)	Equipment and supplies for use by physiotherapists	Therapy Services Manager

Clinical and Non Clinical Stores Standard Operating Procedures

Routine ordering & Stock holding: all stores orders must be emailed to Stores@holycross.org.uk

This email address will be monitored Monday to Friday between 8am and 2pm

Clinical supplies

The Ward Sister/Charge Nurse (WS/CN) and Night Sister (NS) is responsible for ensuring that Clinical Supply Requisitions for the following week are emailed to the **Stores Department** by 10.30am on Friday. The Clinical Requisition form contains all standard stock items.

The WS/CN should ensure that adequate daily stocks are requisitioned for each patient's nurse server and also for back up supplies held in the Clean Holding. Adequate stocks should be requisitioned to cover 24 hour period. The WS/CN should ensure adequate back up stock is ordered for the Clean Holding.

- Clinical supplies
- Enteral feeds
- Clinical PPE (including FFp3 masks, Gowns, Visors)
- Patient personal items, such as shampoo and body wash
- Projected Oxygen usage (Litres/Per minute)

Ad Hoc Ordering

Additional requisitions may be ordered on a daily basis to meet any unforeseen demands, these items should be ordered by sending an email to Stores@holycross.org.uk. If the email is received before 11am and there is adequate stock holding in place the order will be dispatched on the same day. Orders sent in after 11am may not be dispatched until the next working day.

Emergency Ordering

We recognise that there will always be occasions when additional supplies are required at short notice and the following procedure should be followed.

Between the hours of 7am and 3.45pm (Monday to Friday only) – Call reception and give them the details of the item that you require. They will then ask the Clinical Supplies and Equipment Officer OR Duty Caretaker to fetch the item for you and deliver it to the ward. This request should then be emailed to the Stores email to confirm request.

From 3.45pm until 7am (seven days a week) – The WS/CN/NS will have access to the master keys and should either go themselves or send a nominated individual to fetch the item, an email **MUST** be sent retrospectively detailing the items taken.

Weekend arrangements – The WS/CN/NS will have access to the master keys and should either go themselves or send a nominated individual to fetch the item, an email **MUST** be sent retrospectively detailing the items taken.

A summary of all Ad Hoc and emergency supplies will be sent by the Clinical Supplies and Equipment Officer on a weekly basis.

Special requests

We recognise that there will sometimes be a need for special items for use in the department (for example- additional storage boxes, new mugs and plates) all such special requests should be made by email and should be authorised by the WS/CN or CTL. The Clinical Supplies and Equipment Officer is not permitted to take verbal requests for items. In all cases as much information about the items which is requested

should be sent through with the email so that the Clinical Supplies and Equipment Officer can source the correct items.

New Patient requirements

The Clinical stores holds stock of all regularly used items. If a new patient is admitted with specific requirements the Clinical Supplies and Equipment Officer should be given as much information as possible and adequate time to source the items.

The information that will be required is

- Name of item and as much information as possible relating to size etc.
- Reason for request
- In the event of items which are consumable/Disposable a projected weekly consumption of this item should be identified so that adequate stock holding levels can be established.

Procedure to place weekly regular orders – note all emails should be sent to Stores@holycross.org.uk

1. Open Stores Order sheet Template, this is a read only template so you will need to “save as” -
2. Save as Date Week ending plus ward name (eg “SAW11.4.21”)
 - a. Save a copy in O:Clinical Governance/Clinical stores
3. Complete order sheet for patients for patients on their individual tab (Ensure that the Room number is recorded at the top of the Order Sheet)
4. Add additional requirements to “clean holding” tab. This is your emergency back up so please ensure you order sufficient on a daily basis, whilst not holding excessive stock levels.
5. Add Projected Oxygen use to Oxygen tab, **this must be checked and confirmed on a weekly basis**
6. Once all sheets are completed attach to email and send to Stores email address.
7. As Patients requisitions fairly standard week on week, you **may** want to save this document to save you time next week Click Save as “SAW18.4.21” Then the bulk of the data entry will be completed and will only need to be checked before being sent the following week.
8. Please ensure that you **check orders** before sending them to Stores. The Clinical Supplies and Equipment Officer is not responsible for correcting mistakes with orders.
9. Minor Changes to the weekly requisition can be made by sending an email with “Change to weekly order” in the subject line.
10. On Receipt the Clinical Supplies and Equipment Officer will send the Order sheets to reception for printing

Delivery of Stores

The Clinical Supplies and Equipment Officer (or designated deputy) will deliver requested stock to wards on a daily basis, on Friday, the stock that has been indicated for Friday and the weekend will be left. Ward Deliveries will take place on Monday, Wednesday, Thursday and Friday

Clinical Supplies and Equipment Officer will put stock into Nurse Servers but she is not responsible for tidying the Servers. If the servers are found to be untidy the stock will be placed in a box next to the Nurse Server for the clinical team to put away at a later date

When the Clinical Supplies and Equipment Officer is unavailable a designated deputy will deliver the stores on a Monday, Wednesday and Friday. The Stores will be delivered

on a trolley by 11am and the trolley should be returned to the Stores Corridor by 3pm on a daily basis. The designated deputy will not be responsible for putting stock away in Nurse Servers.

Stock Rotation and Control of storage areas.

Central Stores

The Clinical Supplies and Equipment Officer is responsible for maintaining adequate but no excessive stock levels in the Central Stores. Effective Stock rotation should be carried out to ensure all goods are used within "use by dates". The Clinical Supplies and Equipment Officer will ensure that all stock is checked against delivery notes and put away without undue delay. The Clinical Supplies and Equipment Officer will ensure that all stock is stored in a safe way in accordance with Stores Risk assessment control measures.

Ward Storage areas including individual nurse Servers

The Clinical Supplies and Equipment Officer is not responsible for storage in ward areas (Nurse Servers, Clean holding etc) The Ward Sister/Charge Nurse/Night Sister is responsible for ensuring that stores are put away on a daily basis and effective stock rotation is carried out.

Access to Central Stores

The Clinical stores has access control logging equipment installed so all access will be recorded.

To maintain security and safety, access to the clinical stores is restricted to **authorised personnel** only. Authorised personnel are:

- Clinical Supplies and Equipment Officer (plus allocated deputies from Support Services Team)
- Members of the housekeeping team who carry out cleaning duties and assist with moving supplies around within normal working hours (up until 8pm Monday to Friday)
- Any Member of Management Team
- Caretakers
- Ward Sister/Charge Nurse/Night Sister (or a person nominated by them)
- Care Team Leaders

In the event of the Clinical Stores being accessed outside the normal working hours of the Clinical Supplies and Equipment Officer, whoever is accessing the Stores should either leave a note of the reason for entry and the items of stock removed on the clipboard or send an email retrospectively. In instances when access to the Stores has been logged and a reason for this access has not been identified an incident will be logged for investigation.

Housekeeping Supplies

The Head housekeeper or Senior Housekeeper will ensure that stock is ordered for the following week are emailed to the Stores Department by 10.30am on Friday

Stationary Supplies

Requisitions for stationary be emailed to Clinical Supplies and Equipment Officer By Monday @12.30 for delivery Tuesday @10am. A standard stationary order form is located in O:Templates

If you require any special order items please send an email to the stores email address

Orders for toner cartridges should be **emailed** to reception who manage the stock holding.

Battery Supply

An email should be sent to the Maintenance email address for any batteries that are required. Small stocks may be held in departments if required. If you expect to need large supplies of batteries you should make arrangements with the caretakers to supply you with your own stock holding.

The batteries that are held in stock are AA, AAA, C, D and 9v

Batteries must be disposed of safely, please return all used batteries to the maintenance department.

Below is a summary of who supplies which items

	Who to contact /Email address	When Deliveries are available
All Clinical Supplies	stores@holycross.org.uk	Mon to Fri
Stationary	stores@holycross.org.uk	Order by Monday 12.30 for delivery on Tuesday
Batteries	maintenace@holycross.org.uk	Mon to Fri
Toners	reception@holycross.org.uk	Mon to Fri

Goods Storage:

It is the responsibility of any person placing an order to ensure there is a designated store if required that is safe, secure and approved.

Full consideration must be given by the person placing the order to shelf life, storage conditions, health and safety and security.

The person responsible for the storage area is responsible for ensuring that storage areas are kept tidy and secure and that stock holding is adequate but not excessive. Effective stock rotation must be carried out for items with "use by" dates. A record should be kept of any items that are disposed of due to being outside of expiry date.

Storage area	Goods held	Person responsible
Main medical stores	All clinical supplies and disposables	Clinical Supplies and Equipment Officer & General Manager
Ward Clean holding	All clinical supplies and disposables	Ward Sister/Charge Nurse/Night Sister
Patient Nurse Servers	Patient Individual requirements	Ward Sister/Charge Nurse/Night Sister
Housekeeping stores	Cleaning materials and supplies	Head Housekeeper
Catering Stores	All food and supplies	Catering Team Leader
Maintenance Workshop and plant rooms	Building maintenance supplies	Caretakers
Chemical Plant room	All pool chemicals	Caretakers
Storage Container	Furniture and large equipment not in use	General Manager & Caretakers

Electrical stores	Electrical supplies including Batteries	Caretakers
Equipment stores	All medical equipment not in use	Clinical Supplies and Equipment Officer
Stationary Cupboards	Stationary and printed material	Clinical Supplies and Equipment Officer
St Hugh's Store room	Printer Toners	Reception Team Leader (or nominated Team member)
Rose Cottage (West End)	Enteral feeds	Clinical Supplies and Equipment Officer
Rose Cottage (East end)	Back up stock of plastic and paper disposables including PPE and clinical items Flammable Safe Christmas Decorations	Head Housekeeper & Caretakers
Living Room Stores	Supplies of materials for use including art and craft	Social Activities Co-ordinator
Physiotherapy Stores (in and out patient)	Supplies for use by physiotherapists	Physiotherapy Team Leader