

St Hugh's Operational Policy

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Printed copies are for reference only. Please refer to the electronic copy for the latest

Version

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1. Introduction

The purpose of this policy is to establish clear guidelines and procedures for the safe and effective use of St Hugh's for meetings, conferences, and training sessions. St Hugh's is a versatile facility equipped with modern audio-visual and clinical training equipment, designed to accommodate up to 80 people. This policy outlines the responsibilities of individuals and departments involved in booking, using, and maintaining the facility, ensuring that all activities are conducted safely and efficiently.

The Director of Operations is the policy owner and is responsible for overseeing the implementation and adherence to this policy. This document also cross-references other relevant policies, including the Fire Procedure, Health and Safety Policy, Function Booking Form, and Learning & Development Policy. The policy will be reviewed every 24 months to ensure it remains current and effective.

By adhering to this policy, we aim to provide a safe, well-maintained, and functional environment for all users of St Hugh's, while minimizing risks and ensuring compliance with all relevant safety and operational standards.

2. Purpose

The purpose of the policy is to define the arrangements for the safe use of St Hugh's for meetings, conferences, and training sessions. It aims to ensure that all activities conducted in St Hugh's are safe, well-organized, and compliant with relevant safety and operational standards. This includes outlining responsibilities for booking, using, and maintaining the facility, as well as ensuring that all users are aware of and adhere to safety procedures.

3. Objectives of this Policy or Procedure

The objectives of the policy are to:

- **Ensure Safety:** Provide a safe environment for all users of St Hugh's by outlining procedures to prevent accidents and manage risks, including fire safety and health hazards.
- **Define Responsibilities:** Clearly specify the roles and responsibilities of individuals and departments involved in booking, using, and maintaining St Hugh's.
- **Maintain Order and Cleanliness:** Ensure that the facility is kept clean, orderly, and well-maintained, with proper procedures for waste disposal and equipment storage.
- **Facilitate Effective Use:** Provide guidelines for the effective use of the facility's equipment and resources, ensuring that all users can make the most of the available amenities.
- **Support Training and Development:** Enhance the training experience by ensuring that all necessary equipment and resources are available and properly used.
- **Regulate Bookings:** Establish a clear process for booking the facility, including provisions for both internal and external users.

- **Monitor Compliance:** Set up mechanisms for monitoring compliance with the policy and addressing any breaches through appropriate sanctions.

4. Policy Statement

St Hugh's is a versatile facility designed to support a wide range of activities, including meetings, conferences, and training sessions. This policy outlines the procedures and responsibilities necessary to ensure the safe, efficient, and effective use of St Hugh's.

We are committed to providing a safe environment for all users by adhering to strict safety protocols, maintaining cleanliness, and ensuring that all equipment is used properly. The Director of Operations is responsible for overseeing the implementation of this policy and ensuring compliance with all relevant safety and operational standards.

By following this policy, we aim to create a supportive and well-organised environment that enhances the training and development experience for all users of St Hugh's.

5. Scope

This policy applies to all individuals and departments involved in the booking, use, and maintenance of St Hugh's. It covers the following areas:

- **Users:** Both Hospital caregivers who book and use St Hugh's for meetings, conferences, and training sessions and external organisations and individuals who are authorised to use the facility.
- **Activities:** All activities conducted within St Hugh's, including meetings, training sessions, and conferences. The use of audio-visual and clinical training equipment. The booking procedures and the management of bookings.
- **Safety and Maintenance:** Fire safety and health and safety procedures, cleaning and maintenance of the facility. Security measures to ensure the building is properly secured when not in use.

6. Responsibilities

Director of Operations

- **Overall Responsibility:** Oversee the implementation and compliance with this policy.
- **Security and Maintenance:** Ensure the building is checked thoroughly on any day it is not in use and that it is locked and secured when not in use.
- **Equipment and Resources:** Ensure that all necessary equipment and resources are available and properly maintained.
- **Policy Review:** Conduct periodic reviews of the policy to ensure it remains current and effective.

Learning and Development Coordinator

- **Training:** Provide training on the use of audio-visual equipment and other resources available in St Hugh's.
- **Booking Management:** Manage the booking arrangements for training events, including handling queries and coordinating with other departments.

Maintenance Officers

- **Preparation:** Ensure the facility is prepared for booked events, including setting up furniture, equipment, and catering as required.
- **Maintenance:** Conduct regular checks and maintenance of the facility, addressing any issues promptly.
- **Security:** Secure the premises after use, ensuring all doors and windows are locked, lights are off, and electrical items are unplugged. If still in use when caretakers leave, Reception are informed and lock accordingly.

Facilities and Housekeeping Lead

- **Cleaning:** Arrange for the cleaning of St Hugh's before and after use.
- **Non-Routine Maintenance:** Coordinate any non-routine maintenance required, ensuring that any faults are reported and addressed promptly.
- **Feedback:** Collect feedback from users regarding their experience with the booking process and communicate this to the Director of Operations for continuous
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Users (Hospital Caregivers and External Organisations)

- **Booking:** Follow the established booking procedures and ensure all necessary arrangements are made in advance.
- **Safety and Cleanliness:** Adhere to safety protocols, maintain cleanliness, and ensure that all equipment is used properly.
- **Responsibility:** Designate a person responsible for opening, using, and securing the building, as well as ensuring that all attendees are aware of safety information.

Responsibilities of the Reception Team

Booking Management

- **Booking Requests:** Receive and process booking requests for St Hugh's, ensuring all necessary details are collected and recorded accurately.
- **Calendar Management:** Update the shared calendar on Microsoft Outlook with all confirmed bookings, ensuring it is accessible to all relevant persons.

Communication

- **Notification:** Notify the Learning and Development Coordinator and other relevant departments (e.g., Catering, Housekeeping) of new bookings and any specific requirements.
- **Confirmation:** If required, send booking confirmations to the person making the booking, including details of the room layout, equipment, and any other arrangements.

Coordination

- **Follow-Up:** Follow up with the person making the booking to confirm any additional requirements or changes.
- **Liaison:** Act as a point of contact between the person making the booking and the relevant departments to ensure all arrangements are in place.

Documentation

- **Record Keeping:** Maintain accurate records of all bookings, including any changes or cancellations.
- **Reporting:** Provide regular reports to the Director of Operations on the status of bookings and any issues that may arise.

Customer Service

- **Support:** Provide assistance and support to individuals making bookings, answering any queries and offering guidance on the booking process.

Security

Checking and Locking Up (Ground floor training suite only)

- **End-of-Day Check:** At the end of each day, the reception team must ensure that the ground floor training area of St Hugh's is thoroughly checked. This includes verifying that all windows are closed, lights are turned off, and audio visual equipment is switched off.
- **Locking Up:** Ensure that all doors, including internal and external access points, are securely locked. The front door must be locked, and keys should be returned to the key safe at the front door.
- **Final Inspection:** Conduct a final inspection to confirm that the building is secure and no unauthorised persons are present.

External Customers

- **Opening and Locking Process:** When external customers book St Hugh's, the reception team must provide a detailed walkthrough of the opening and locking process. This includes:
 - Demonstrating how to unlock and lock the front door and any other relevant access points.
 - Explaining the location and use of the key safe.

- Providing instructions on how to secure the building after use, including checking windows, turning off lights, and unplugging electrical items.
- **Contact Information:** Ensure that external customers have the contact information for the reception team or if booking occurs out of reception staffed hours, a designated representative in case they encounter any issues with securing the building.

7. Definitions

- **St Hugh's:** The facility used for meetings, conferences, and training sessions.
- **Director of Operations:** The individual responsible for overseeing the implementation and adherence to this policy.
- **Learning and Development Coordinator:** The person responsible for providing training on the use of audio-visual equipment and managing booking arrangements for training events.
- **Caretakers:** Individuals responsible for preparing the facility for events, conducting maintenance, and securing the premises.
- **Facilities and Housekeeping Lead:** The person responsible for arranging cleaning and non-routine maintenance.
- **Users:** Hospital caregivers and external organisations authorised to use St Hugh's.
- **Reception Team:** The team responsible for managing booking requests, updating the shared calendar, and ensuring the facility is secure.
- **External Customers:** Organisations or individuals outside the hospital who book and use St Hugh's.
- **Fire Policy Procedure:** The protocols and emergency procedures to be followed in case of a fire.
- **Health and Safety Policy:** Guidelines for maintaining a safe and healthy environment.
- **Function Booking Form:** The form used to request and authorise bookings for St Hugh's.

8. Policy or Procedure Implementation

Safe and Permitted Uses of St Hugh's

St Hugh's is equipped for use by up to 80 people for training, conferences, or meetings.

The building provides flexible room layouts, with the main training room (St Hugh's) seating no more than 80 people in various configurations.

Audio Visual equipment is available to enhance the training experience, including audio equipment with induction loop, projection screens, projectors, workstations for e-learning, and more.

Clinical training equipment is stored on the ground floor and can be requested for use.

Booking arrangements and responsibilities for safe use and security are outlined.

Risk Assessment

Identified risks include electrical risks, moving and handling risks, slips, trips and falls, scalding from the Ziptap, and food safety risks.

Security

St Hugh's is locked when not in use, with keys stored in a key safe. The person booking the room is responsible for securing the premises.

Workshop

The workshop storage area is on the first floor is managed by the Director of Operations.

First Floor Office

The open-plan office area for Support Services Team members must be secured by the last person on duty.

Room Preparation

The Facilities and Housekeeping Lead coordinates preparations for booked events, including furniture, equipment, catering, and heating.

Storeroom

The storeroom for tables, chairs, and training items is managed by the Director of Operations.

Cleaning and Maintenance

Facilities and Housekeeping Lead arranges cleaning and non-routine maintenance.

Procedures

Fire emergency arrangements and other safety information are displayed in St Hugh's.

Booking arrangements are managed by Reception via a shared calendar on Microsoft Outlook.

External bookings require authorisation from a member of the Leadership Team

9. Regulatory Requirements/ References

The use and management of St Hugh's must comply with various regulatory requirements to ensure safety, sustainability, and legal compliance. Key regulatory references include:

- **Health and Safety at Work Act 1974:** Establishes the general duties which employers have towards employees and the public, and employees have to themselves and each other. This is further expanded by the Management of Health and Safety at Work Regulations 1999, which emphasize risk assessment and management.
- **Regulatory Reform (Fire Safety) Order 2005:** Requires facilities managers to conduct fire risk assessments and implement appropriate fire safety measures, including maintaining fire detection and alarm systems, ensuring clear escape routes, and providing regular fire safety training for Caregivers.
- **UK Building Regulations:** Set standards for the design and construction of buildings to ensure the health and safety of people in or around those buildings. This includes aspects such as structural integrity, ventilation, energy efficiency, and accessibility.
- **Workplace (Health, Safety and Welfare) Regulations 1992:** Cover a wide range of basic health, safety, and welfare issues such as ventilation, lighting, and facilities. Facilities managers must ensure that the environment complies with these welfare standards.

- **Equality Act 2010:** Requires that buildings are accessible and usable for people with disabilities. Facilities management must conduct access audits and make necessary adjustments to comply with these requirements.
- **General Data Protection Regulation (GDPR) and Data Protection Act 2018:** Facilities managers dealing with the installation and management of security systems such as CCTV must ensure compliance with data protection laws and respect individuals' privacy rights.

10. Evaluation Measures

To ensure the effectiveness and compliance of the policy for the use of St Hugh's, the following evaluation measures will be implemented:

- **Regular Audits:**
 - Conduct regular audits of the facility to ensure compliance with safety protocols, cleanliness standards, and proper use of equipment.
 - Audits will be carried out by the Facilities and Housekeeping Lead, reported to the Director of Operations and documented for review.
- **Feedback Collection:**
 - Collect feedback from users (both internal and external) regarding their experience with the booking process, facility use, and overall satisfaction.
 - QR codes will be permanently displayed responses will be reviewed to identify areas for improvement.
- **Incident Reporting:**
 - Maintain a log of any incidents or issues that occur during the use of St Hugh's, including safety breaches, equipment malfunctions, or security concerns.
 - Incident reports will be reviewed regularly to identify patterns and implement corrective actions.
- **Review and Update:**
 - Conduct a formal review of the policy every 36 months to ensure it remains current and effective.
 - Update the policy as needed based on audit findings, user feedback, and changes in regulatory requirements.

11. Related Documents

- **Fire Procedure:** Outlines the fire safety protocols and emergency procedures to be followed within St Hugh's.
- **St Hugh's Fire Risk assessment is this up to date?**

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- **Health and Safety Policy:** Provides comprehensive guidelines on maintaining a safe and healthy environment for all users.
- **Function Booking Form:** The form used to request and authorise bookings for St Hugh's, detailing specific requirements for room layout, equipment, and catering.
- **Learning & Development Policy:** Details the procedures and responsibilities related to training and development activities within the facility.
- **Reception Operational Procedures Manual-** Details Reception procedures relevant to this policy
- **Housekeeping Operational Standards Manual –** Details Cleaning and auditing standards relevant to this policy

12. Appendices

APPENDIX 1 – 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.

Policy Title	St Hugh's Operational 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	No	

	impairments		
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 2 Function/ Training Booking Form

Date	Time	Location	
Numbers attending		Requested by	Authorised by
Room Layout (if you have specific requirements please sketch out)			
Theatre style		Classroom style	
Boardroom style		Other (please specify)	
Equipment required			

<ul style="list-style-type: none"> • Screen • Projector • Laptop • Flip Chart • Microphones and audio equipment • Portable PA system • Portable Projector • Portable display screens (we have three available) • Banner stands (please specify) <p>Other- Please list</p>			<ul style="list-style-type: none"> • Bed • Resuscitation Manikin • Clinical trolley • Respiratory training box (tracheostomy tubes, ambu bag, tracheal/face mask, etc.) • Nippy 3 + ventilator for training purpose • Fisher & Paykel humidifier and circuit for training purpose • AED machine for training purpose • Cough assist for training purpose 		
<p>Catering for further information please see over the page.</p>					
AM		Lunch		PM	
Time required		Time required		Time required	
<p>Please list any food allergies:</p>					
<p>Please email your completed form through to The Facilities and housekeeping lead (Sharon Cunningham-Howard) who will ensure it is forwarded to the relevant people.</p>					

APPENDIX 3 – Fire and Safety Information

Fire and Health and Safety

Please take all steps to avoid the risk of fire. Smoking is not permitted in the St Hugh's [or elsewhere in the Hospital buildings or grounds.]

Please note the three fire exits from the building on ground floor level. They are, the Front door and two doors in the main training room at the north east and south east corners. All Exits are clearly signed. The front door must be kept unlocked throughout the time the building is in use.

Fire Extinguishers are located throughout the building.

In the event of a fire

On hearing the fire alarm, please leave the building using the nearest fire exit and assemble either at the point in front of the main reception. If leaving the building at the north east corner the steps can be taken to the assembly point next to the sub station

If someone within St Hugh's discovers a fire the nearest break glass must be used to sound the alarms and all users should immediately evacuate the building. One person should go to reception and telephone the fire Brigade without delay.

Other safety arrangements

There is a telephone located in the corridor that can be used to dial all internal extensions. A list of extensions is provided next to the phone

First aid arrangements

There is a first aid box located in the First Floor office and also wall mounted in the server area.

If a first aider is required telephone extension 2625 and ask for the bleep holder to be summoned to give first aid.

APPENDIX 4 Procedure for External Bookings

1. Authorisation

- All external bookings must be authorised in advance by a member of the Leadership Team.
- External hirers should be organisations or individuals known to Holy Cross or have links to a Hospital Manager.
- The Manager should discuss the level of charges with the Director of Finance.

2. On-Site Arrangements

- A named individual must be on-site at the start of the event and for the closedown after the event.
- This individual should also be available for telephone contact during the event.

3. Responsibilities of Attending caregivers

- If Holy Cross caregivers are attending the training, one named person will take full responsibility for:
 - Opening the building.
 - Receiving the delegates.
 - Placing appropriate signage throughout the hospital to highlight areas that should not be accessed (e.g., on ward entry doors).
 - Providing appropriate housekeeping and fire-related information to all delegates and the tutor.

4. Pre-Event Coordination

- The senior manager (Leadership Team) who authorised the course/conference should liaise with the Learning and Development Lead to:
 - Arrange suitable pre-reading material for delegates prior to the course.
 - Prepare appropriate handouts and certificates for all delegates.
 - Prepare sign-in sheets for the day of the course.
 - Inform Catering of any special dietary requirements.

- Inform Support Services/other teams of any delegate with special needs (e.g., delegate with a visual impairment or a wheelchair user).

5. **Non-Attending caregiver Arrangements**

- If a Holy Cross caregivers are not attending the study day, the senior manager must either:
 - Provide all necessary information to the course tutor.
 - Arrange for a named person to be responsible for opening and closing down the building.