



Review Sheet



Last Reviewed
02 Jun '23



Last Amended
02 Jun '23



Next Planned Review in 12 months, or
sooner as required.

Business impact



Minimal action required circulate information amongst relevant parties.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

It is important that equipment is serviced regularly. This policy provides guidance on when and how equipment should be serviced. It has been reviewed with no significant changes. References have also been checked and updated to ensure they remain current.

Relevant legislation:

- Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- Provision and Use of Work Equipment Regulations (PUWER) 1998
- The Care Act 2014
- The Electricity at Work Regulations 1989
- The Gas Safety (Installation and Use) Regulations 1998
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- The Health and Safety (Miscellaneous Amendments) 2002
- Management of Health and Safety at Work Regulations 1999
- The Medical Devices Regulations 2002
- The Medical Devices (Amendment) Regulations 2012
- The Regulatory Reform (Fire Safety) Order 2005
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Manual Handling Operations Regulations 1992 (as amended 2002)

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: CQC, (2022), *Regulation 15: Premises and equipment*. [Online] Available from: <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-15-premises-equipment> [Accessed: 2/6/2023]
- Author: MHRA, (2021), *Managing Medical Devices - Guidance for healthcare and social services organisations (Jan 2021)*. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/101548/15_Apr_2015.pdf [Accessed: 2/6/2023]
- Author: HSE, (2013), *Providing and using work equipment safely*. [Online] Available from: <https://www.hse.gov.uk/pubns/indg291.htm> [Accessed: 2/6/2023]
- Author: HSE, (2012), *How the Lifting Operations and Lifting Equipment Regulations apply to health and social care*. [Online] Available from: <https://www.hse.gov.uk/pubns/hsis4.htm> [Accessed: 2/6/2023]
- Author: HSE, (2014), *Health and safety in care homes*. [Online] Available from: <https://www.hse.gov.uk/pubns/books/hsg220.htm> [Accessed: 2/6/2023]
- Author: HSE, (2021), *Equipment safety*. [Online] Available from: <https://www.hse.gov.uk/healthservices/equipment-safety.htm> [Accessed: 2/6/2023]

Suggested action:

- Encourage sharing the policy through the use of the QCS App

Calico Group - Barley View

Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

**Equality Impact
Assessment:**

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To ensure that Calico Group - Barley View has suitable arrangements in place to maintain all equipment and systems provided for use on site in such a way that protects the health and safety of all staff, Service Users, contractors and visitors.

1.2 This policy is implemented at Calico Group - Barley View alongside a suite of specific maintenance-related policies and procedures.

1.3 To support Calico Group - Barley View in meeting the following Key Lines of Enquiry/Quality Statements (New):

| Key Question | Key Lines of Enquiry | Quality Statements (New) |
|--------------|--|---|
| SAFE | S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected? | QSS4: Involving people to manage risks QSS5: Safe environments |
| SAFE | S6: Are lessons learned and improvements made when things go wrong? | QSS1: Learning culture |
| WELL-LED | W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed? | QSW5: Governance, management and sustainability |
| WELL-LED | W5: How does the service work in partnership with other agencies? | QSW6: Partnerships and communities |

1.4 To meet the legal requirements of the regulated activities that {Calico Group - Barley View} is registered to provide:

- | Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
- | Provision and Use of Work Equipment Regulations (PUWER) 1998
- | The Care Act 2014
- | The Electricity at Work Regulations 1989
- | The Gas Safety (Installation and Use) Regulations 1998
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- | Health and Safety at Work etc. Act 1974
- | The Health and Safety (Miscellaneous Amendments) 2002
- | Management of Health and Safety at Work Regulations 1999
- | The Medical Devices Regulations 2002
- | The Medical Devices (Amendment) Regulations 2012
- | The Regulatory Reform (Fire Safety) Order 2005
- | The Workplace (Health, Safety and Welfare) Regulations 1992
- | The Manual Handling Operations Regulations 1992 (as amended 2002)



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Commissioners
- | Local Authority



3. Objectives

3.1 Calico Group - Barley View will maintain its equipment in such a way that ensures the health, safety and welfare of all staff, Service Users and visitors. Calico Group - Barley View will carry out planned and reactive maintenance, regular servicing and testing of all equipment and associated systems to ensure full compliance with its statutory obligations.



4. Policy

4.1 All work equipment and associated systems provided for use or installed at Calico Group - Barley View is subject to suitable inspection, testing and servicing regimes to ensure that all equipment remains fit for purpose and safe to use.

4.2 A clear set of documented procedures and an annual plan of scheduled maintenance activities is produced by Calico Group - Barley View for maintenance staff to follow in relation to weekly, monthly, six-monthly and yearly checks that are required.

4.3 The frequency of required inspection, servicing and maintenance is informed by statutory requirements, best practice guidance, manufacturer's instructions and/or by a relevant risk assessment or written scheme of maintenance or inspection completed by a competent person.

4.4 Jodie Bland is responsible for monitoring adherence to maintenance schedules to ensure ongoing safe condition and correct operation of all equipment in use.

4.5 All servicing, inspection and testing of equipment and systems will be carried out in accordance with statutory requirements, industry best practice and manufacturer's instructions by a competent, qualified and skilled nominated individual or specialist contractor where necessary.



5. Procedure

- 5.1** An assessment has been made by Jodie Bland to ensure that all work equipment provided is suitable for its intended and specified purpose and for the environment in which it is to be used.
- 5.2** The risk associated with the use of all equipment is subject to a suitable risk assessment prior to being brought into service. This includes identification of requirements for planned periodic servicing and maintenance to ensure the continued safe condition and correct operation of the equipment. Jodie Bland will ensure that any significant risks arising from the use of such work equipment are adequately controlled, including the provision of suitable guards, protection devices, markings, emergency stop and warning devices as appropriate.
- 5.3** All planned, periodic maintenance task requirements, identified via the risk assessment process, are documented within a maintenance log, along with defined schedules for completion.
- 5.4** Upon completion of each inspection, servicing or maintenance task the maintenance log is signed and dated by the maintenance engineer responsible for the completion of the specified task. Additional records and information relating to the inspection, maintenance or testing will be provided to Jodie Bland and retained on file.
- 5.5** A regular, weekly review of current maintenance requirements is carried out by Jodie Bland to ensure ongoing adherence to the schedules in place.
- 5.6** All employees are provided with appropriate instruction and training, in all aspects of health and safety associated with all work equipment they are required to use as part of their work activities. This includes appropriate training in identifying and reporting defects and any specific user maintenance or checks required. Regular refresher training is provided at appropriate intervals as necessary.
- 5.7** Employees are required to visually inspect all items of equipment prior to use to ensure that they are in good condition and are safe to use. Any identified or suspected defects are reported by the employee to Jodie Bland as soon as they become known. Damaged and/or defective equipment is immediately taken out of use for repair or replacement.
- 5.8** A reactive maintenance procedure is in place to ensure prompt rectification of any identified defective or damaged equipment. Suitable maintenance agreements are in place with competent external contractors where necessary.
- 5.9** In conjunction with any other servicing, testing or inspection requirements, all portable electrical equipment is examined by a qualified electrical engineer at suitable intervals in line with HSE guidance and recommendations. Records of portable appliance inspection and testing are retained on file by Jodie Bland.
- 5.10** Generally, the inspection, servicing and maintenance schedules in place require a combination of in-house inspection by competent nominated individuals and supplementary thorough inspection, examination, testing, servicing and maintenance by external appointed contractors. Procedures for the selection and management of external contractors are outlined within the 'Visiting Contractors Policy and Procedure' and the 'Maintenance Policy and Procedure.'
- 5.11** The following systems and equipment are subject to regular inspection, testing and maintenance regimes in line with the above procedures (this list is not exhaustive):
- | Fixed electrical equipment
 - | Portable electrical equipment
 - | Gas systems and appliances
 - | Lifting equipment i.e. hoists/ slings (in accordance with LOLER)
 - | Water systems
 - | Ventilation and extraction systems
 - | Catering equipment
 - | Laundry equipment
 - | Passenger lifts
 - | Pressure systems
 - | Beds, bed rails and trolleys
 - | Medical devices/equipment



6. Definitions

6.1 PAT

- | Portable appliance testing (PAT) is the term used to describe the examination of electrical appliances and equipment to ensure they are safe to use
- | Most electrical safety defects can be found by visual examination, but some types of defect can only be found by testing

6.2 LOLER

- | LOLER - The Lifting Operations and Lifting Equipment Regulation 1998 - All service equipment which lifts persons or goods will be subject under regulation 9 to a thorough examination by a competent person as follows:
 - | In the case of lifting equipment for lifting persons or an accessory for lifting, at least every 6 months; (Regulation 9.3 (a) (i)) i.e. passenger lifts, hoists and slings etc.
 - | In the case of other lifting equipment, at least every 12 months: (Regulation 9.3 (a) (ii) i.e. goods lifts
- | NB: LOLER examinations are in addition to the servicing of equipment which is a requirement under PUWER

6.3 Planned Maintenance

- | Planned maintenance is scheduled work that is completed to prevent equipment breakdown or the deterioration of facilities below an acceptable standard
- | Planned maintenance frequencies will be determined in some cases by statutory obligations or best practice guidance, and required activities will be detailed alongside manufacturer's instructions or contained within a relevant scheme of maintenance or inspection prepared by a competent person

6.4 Reactive Maintenance

- | Reactive maintenance focuses on restoring equipment to its normal operating condition
- | Reactive maintenance (also known as breakdown maintenance) refers to repairs that are done when equipment has already broken down



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | All staff have a responsibility to ensure that equipment is serviced, well maintained and clean and there should always be a visual check before each use
- | Maintenance of equipment is conducted as per the manufacturer's guidelines and a copy of such guidelines must always be accessible by staff
- | Record keeping of servicing and maintenance of equipment must be fully complete to demonstrate that Calico Group - Barley View considers the safety of its staff and Service Users and complies fully with legislation
- | External contractors are used from time to time for more specialist servicing
- | Staff have a duty to report any equipment failures or concerns immediately



Key Facts - People affected by the service

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

- | Staff are trained to check any equipment before use and report any concerns immediately
- | You can be assured that all equipment and facilities are subject to servicing, maintenance, and visual checks
- | You are encouraged to feedback any suggestions or concerns in relation to equipment used at Calico Group - Barley View



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 The wide understanding of the policy is enabled by proactive use of the QCS App
- 1 There is a culture where all staff hold responsibility in relation to ensuring that equipment and facilities are well maintained, clean, serviced and fit for purpose
- 1 The training matrices at Calico Group - Barley View demonstrate that staff have not only received the required training when working with equipment, but have also had the opportunity to learn additional skills
- 1 Records are well maintained and issues identified are responded to in a timely manner
- 1 Feedback from Service Users and staff is gathered at every opportunity and indicates that equipment is satisfactory and suitable
- 1 Jodie Bland reviews and undertakes spot checks to monitor compliance with this policy. Any findings are addressed and changes to practice embedded and sustainable



Forms

The following forms are included as part of this policy:

| Title of form | When would the form be used? | Created by |
|-------------------------------|---|------------|
| Maintenance Log Sheets - ME05 | To evidence routine servicing, inspection and maintenance checks. | QCS |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Weekly Water Equipment Maintenance Checks Record

| Week ending | | | | | | | | | | | | | |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|---------|---------|---------|
| Plant Item | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Week 8 | Week 9 | Week 10 | Week 11 | Week 12 | Week 13 |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Quarterly Water Equipment Maintenance Checks Record

| Quarter ending | Quarter 1 | | Quarter 2 | | Quarter 3 | | Quarter 4 | |
|----------------|-----------------|-----------|-----------------|-----------|-----------------|-----------|-----------------|-----------|
| | Inspection date | Signature | Inspection date | Signature | Inspection date | Signature | Inspection date | Signature |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

PAT Testing Log

| Date | Appliance | Log No | Location | Owner | Signature | Referral/Comment |
|------|-----------|--------|----------|-------|-----------|------------------|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Wheelchair Maintenance Log

| Date | Chair No | Brakes | Footrests | Tyres | Cleaned | Signature | Comments |
|------|----------|--------|-----------|-------|---------|-----------|----------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Water Temperature Log Sheet – Shower Heads

| Shower Heads | | | | |
|--|----------|-----------|-----------|-------------------|
| Date | Location | Disinfect | Signature | Referral/Comments |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| <p>Water temperature must be checked monthly for all water storage. Hot water tank storage at 60°C, minimum. Circulating temperature 50°C minimum. Cold water storage below 20°C.</p> | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Water Temperature Log Sheet – Storage Tanks

| Storage Tanks | | | | |
|--|------|------|-----------|-------------------|
| Date | Tank | Temp | Signature | Referral/Comments |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| Shower heads to be flushed weekly for 10 minutes and disinfected. | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Water Temperature Log

| Month: | | Year: | | |
|--|------|--------------|-----------|------------------|
| Water temperature must be checked monthly at point of outlet. Temperature in excess of 43°C must be reported. | | | | |
| Date | Room | Temperature | Signature | Comment/Referral |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Pressure Relieving Mattress Log

| Please report any non-compliance/problems to management | | | | | | |
|---|---------------|--------|----------|---------|---------------|-----------|
| Date | Mattress type | Log no | Location | In use? | Satisfactory? | Signature |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Bed Safety Rail Log

| All bed restraints to be checked weekly and findings recorded | | | | | | | | |
|---|-------------|----------|---------|-------------------------------|--------|----------------|-----------------|-----------|
| Plant item | Bed rail no | Location | In use? | Suitable for mattress or bed? | Secure | Bumper in situ | Entrapment gaps | Signature |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Calico Group - Barley View
Barley View Care Home, Market Street, Whitworth, Lancashire, OL12 8BD

Annual Planner – Service Contracts

| Service | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|----------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Wheelchair safety | | | | | | | | | | | | |
| Bed safety rails | | | | | | | | | | | | |
| Bathroom hoists | | | | | | | | | | | | |
| Moving and handling hoists | | | | | | | | | | | | |
| Lifts | | | | | | | | | | | | |
| Specialist baths | | | | | | | | | | | | |
| Electrical installation | | | | | | | | | | | | |
| PAT tests | | | | | | | | | | | | |
| Gas installation | | | | | | | | | | | | |
| Gas cooker | | | | | | | | | | | | |
| Deep fat fryer | | | | | | | | | | | | |
| Laundry equipment | | | | | | | | | | | | |
| Kitchen equipment | | | | | | | | | | | | |
| Boiler | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |