

THE STATE HOSPITALS BOARD FOR SCOTLAND

MAINTENANCE, REPAIRS AND CALIBRATION POLICY

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Lead Author	Head of Estates & Facilities	
Contributing Authors	Estates Officer	
Advisory Group	Health Safety & Welfare Committee	
Approval Group	SMT	
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Responsible Officer (SMT)	Security Director	

The date for review detailed on the front of all State Hospital policies/ procedures/ guidance does not mean that the document becomes invalid from this date. The review date is advisory and the organisation reserves the right to review a policy/ procedure/ guidance at any time due to organisational/legal changes.

Staff are advised to always check that they are using the correct version of any policy/ procedure/ guidance rather than referring to locally held copies.

The most up to date version of all State Hospital policies/ procedures/ guidance can be found on the intranet: <http://intranet.tsh.scot.nhs.uk/Policies/Policy%20Docs/Forms/Category%20View.aspx>

1. PURPOSE

The purpose of this policy is to highlight to staff members within the State Hospital are aware of the process that is undertaken to ensure maintenance and repairs are undertaken efficiently and effectively. The State Hospital is committed to ensuring it provides the best service possible with maintenance and repairs a vital part of this commitment.

2. THE REPAIRS REQUEST PROCESS - Estates Helpdesk (Ext 2100)

- The Helpdesk is usually staffed on Monday to Friday between the hours of:
 - 8.00 a.m. to 12.00 p.m.
 - 12:24 p.m. to 4.00 p.m. (12.24 p.m. to 3.30 p.m. on Friday)
- Voicemail messages left overnight or over the weekend will usually be responded to by 10.00 a.m. on the next working day.

Voicemail messages left during the weekday lunch-break will be responded to by 2.30 p.m. that afternoon. Estates will phone / e-mail job numbers to wards / departments to enable them to update their Reporting & Recording Sheet.

Requests for Non-Maintenance Works

The customer will be advised when any request received through the Helpdesk (Ext 2100) is a non-maintenance item. This will be assessed to ensure that funding is available before it can be progressed, as Estates only have a maintenance budget for existing assets, this does not include non-maintenance works.

Some examples of non-maintenance works are as follows:

- Shelving unit required
- Additional sockets required.
- Purchase of additional equipment.
- Replacement of existing equipment.

The Process

- A request for a repair is made to the Estates Helpdesk by telephone Ext 2100 or via e-mail to the Estates Team. Full details must be given at the time of reporting the repair, whether it be to the Estates Administrator / Estates Team or a message left on the voicemail service. Details required are:
 - name of person requiring service (customer);
 - location of repair / request for works (ward/department/room number/ contact telephone number);
 - full details of repair
- The customer should complete the following sections on the Ward / Department Reporting & Recording Sheet (Appendix 1):
 - nature of request,
 - the date reported,
 - name of customer;
 - room number
- During the conversation the Estates Administrator will inform the customer of:
 - the Job number, and
 - the Prioritisation Category.
- The above information should be documented by the Ward / Department on the Reporting & Recording Sheet (and this Sheet should be accessible within the Ward /

Department);

- At any time a phone call can be made to the Estates Helpdesk Ext 2100 for a status update.

Condemned Equipment

- When equipment is beyond economic repair / obsolete, Estates staff will complete a Condemned Items Form, a copy of which is issued to the Ward / Departmental manager who has responsibility for replacement of the equipment.

Other Considerations

- The prioritisation response times are intended as target times and are not inflexible - if circumstances warrant a speedier response than that stated as a target, then the Estates function will endeavour to achieve this;
- The purpose of the target response times is to document the expectations of both the Estates function and customers;
- The list of examples contained in the document (see Appendix 2) listing Prioritisation Categories and Response Times is not intended to cover all eventualities although it should cover a substantial majority of repair requests;

3. THE EMERGENCY CALL-OUT SERVICE - Call-out hours

- The Emergency Call-out Service operates during the following times:
 - weekdays between 4.00 p.m. to 8.00 a.m. (3.30 p.m. on a Friday),
 - weekends, and
 - public holidays.
- There should be no call outs made on normal working days after 7:15am.

What circumstances warrant an Emergency Call-out?

- The ethos behind the Emergency Call-out Service is that of "making safe" rather than "repairing" and should not be used as an extension of the regular hours maintenance function;
- Those circumstances that appear as prioritisation "IR" in the Prioritisation Categories and Response Times list would warrant an Emergency Call-out;
- Those circumstances that appear as prioritisation "A" in the Prioritisation Categories and Response Times list that are marked with an asterisk may warrant an Emergency Call-out.

The Process

- The Ward / Department making the request should, using a combination of the list of Prioritisation Categories and commonsense, decide whether the circumstances warrant an Emergency Call-out;
- The Ward / Department should contact the Duty Security Manager and inform the D.S.M. of the nature of the problem;
- Depending upon the nature of the request, the D.S.M. may feel that the request can

be resolved without the intervention of the Estates staff who is on-call;

- Where the Estates staff who is on-call is requested to attend at the Ward / Department, he / she will make every effort to arrive as quickly as possible and will make every effort to make safe the problem.

Other Considerations

- There may be circumstances which warrant an Emergency Call-out where the request is not strictly an emergency but rather that the repair needs to be undertaken before the next available Estates working day, (e.g. if a problem arises over a bank holiday weekend) please follow the emergency call-out service in such an occurrence.

Calibration of Equipment

Electrical Test Equipment, etc is calibrated on an annual basis by an external contractor.

Calibration records and certificates are filed within the Estates general office.

Calibration of Medical Equipment

Medical equipment is routinely maintained and tested by NHS Lanarkshire Medical Physics Department.

NHS Lanarkshire has a Planned Preventative Maintenance (PPM) programme for all medical equipment.

Medical Physics maintain and update all records.

4. REVIEW

Suggestions

- Estates are keen to improve the quality of service provision and welcome any suggestions about how the service could be improved. These suggestions can be made to the Head of Estates and Facilities or the Estates Officer.

Complaints

- Where a person is not happy with the service provided by the Estates Department, in the first instance, their concerns should be made verbally or by e-mail to the Head of Estates and Facilities.
- The Head of Estates and Facilities will endeavour to resolve the problem to a satisfactory conclusion;
- It is recognised that there may be instances where the Head of Estates and Facilities is unable to fully satisfy the customer and in such circumstances the next course of action would be for the customer to document their concerns in a letter to the Security Director.

5. FORMAT

The State Hospitals Board recognises the need to ensure all stakeholders are supported to understand information about how services are delivered. Based on what is proportionate and reasonable, we can provide information / documents in alternative formats and are happy to discuss with you the most practical and cost effective format suitable for your needs. Some of the

services we are able to access include interpretation, translation, large print, Braille, tape recorded material, sign language, use of plain English / images.

If you require information in another format, please contact the Person Centred Improvement Lead on 01555 842072.

Key Stakeholders	Consulted (Y/N)
Patients	N/A
Staff	N/A
TSH Board	N/A
Carers	N/A
Volunteers	N/A

6. POLICY REVIEW

The policy will be formally reviewed every 5 years.

WARD / DEPARTMENT REPAIRS REPORTING & RECORDING SHEET

WARD / DEPARTMENT

MONTH

To be completed by Customer in Ward/Dept (The Helpdesk will inform you of the Job No)				
Room No & Location	Description of fault	Date reported	Reported by	Job No.

PRIORITISATION CATEGORIES AND RESPONSE TIMES

PRIORITY LEVEL	DEFINITION	RESPONSE TIMES
IR	A request that relates to an extremely serious potential breach of safety or security for staff or patients emergency response is required.	Immediate Response
A	A request that relates to a potential breach of either: <ul style="list-style-type: none"> • Safety/security • Patient welfare • Essential to service 	Same day, if request received prior to 2:00pm By following mid-day, if request received after 2:00pm
B	A request that, if not responded to by the next day, would cause serious disruption or would become a Health & Safety issue.	Next Day
C	Will not cause security or Health & Safety problems if left for 5 working days.	Within 5 working days
D	Will not cause security or Health & Safety problems if left for 10 working days.	Within 10 working days
E	Minor requests.	Within 1 month

It should be noted that these times are intended as a guideline and as a target within which requests must be responded to. Individual circumstances may warrant a speedier response. If a repair involves an external contractor, then the lead time in ordering must be also borne in mind as this factor may be out with the control of the Estates function.

IR - IMMEDIATE RESPONSE

Security

Main vehicle gates jammed or stuck
All or one section of fence lights out
All or one section of street lighting out
Security systems fault

- cameras
- intruder alarm
- perimeter detection (PIDS)
- personal attack alarm

Electricity/heating/lighting

Total power failure – ward or whole site
Total heating failure – ward or whole site

Doors/Locks

Door lock jammed or key stuck in lock
Fire doors or non-fire doors jammed
Security / DDA cupboard lock broken/faulty

Telephones

Main telephone system fault

Plumbing

Burst pipe

Other

Broken window – patient area
Fire alarm fault
Fire
Assist in search (as required by Security)

A – SAME DAY

Same day, if request received prior to 2.00 p.m.
By following mid-day, if request received after 2.00 p.m.

Security

None

Electricity/heating/lighting

Any heating system not functioning properly * Hot water system not functioning properly * Section of ward lighting/power failure * Patient room, observation light failure

Doors/Locks

Stiff lock on door – patient area
Fire doors sticking
Cash safe lock broken/faulty
Key safe lock broken/faulty
Cutlery drawer lock broken/faulty
Drugs cupboard lock broken/faulty (if within locked surgery)

Telephones

Patients Telephone fault *
Ward telephone failure

Plumbing

More than one blocked toilet and/or toilet flooding *
Choked sink *
Choked waste disposal

Other

Broken window – non-patient area *
Main kitchen fridge/freezer fault/failure *
Sharp edge on fixed equipment/furniture & fittings *
Electrical covers (patient area) removed *
Ward urn fault/failure *

N.B. Those marked with an asterisk may generate an emergency call-out.

B – NEXT DAY

Security

None

Electricity/heating/lighting

None

Doors/Locks

Ward drugs fridge lock broken/faulty (if within locked surgery)

Telephones

None

Plumbing

One blocked toilet (no flooding)

Ward electrical equipment

Ward fridge/freezer total failure

Washing machine/tumble dryer/dishwasher total failure

Ward ventilation system fault/failure

Other

Transport food trolley failure

Roof leaks

Loose fixed equipment/fittings

C – WITHIN FIVE WORKING DAYS

Security

None

Electricity/heating/lighting

Any other light failure (discretion will be applied to this situation)

Doors/Locks

Stiff lock on door – non-patient area

Non-fire doors sticking

Staff/patient lockers broken/faulty

Telephones

Programming of patients telephone system

Plumbing

Dripping tap – patient room

Replace WC seats

Ward electrical equipment

Ward fridge/freezer faulty (e.g. temperature fluctuations)

Washing machine/tumble dryer/dishwasher fault

Patients electrical equipment checked/adjusted

Other

Sharp edges on moveable equipment

Floor covering repairs/inspection

Transport food trolley fault

Damaged plasterwork/brickwork repairs/inspection

Silicon re-sealing (pictures/mirrors)

Stores-ordered electrical equipment (PAT) portable appliance testing

Fit checked electrical equipment

D – WITHIN TEN WORKING DAYS

Security

1 Fence light out
1 Street light out

Electricity/heating/lighting

None

Doors/Locks

Kitchen/other cupboards broken/faulty

Telephones

None

Plumbing

Dripping tap – any other area

Ward electrical equipment

None

Other

Furniture & fittings repair (discretion will be applied to this situation)
Supply & fit “extension” lead

E – WITHIN ONE MONTH

Other

Non-routine uplift/transfer/removal of furniture and equipment

Minor works (materials/fittings supplied by customer)

Fit signs

Fit pictures

Fit notice-boards

Fit shelves

Fit paper towel/soap dispensers

ESTATES DEPARTMENT

CALL OUT REPORT SHEET

To be completed by Security Staff

Date:	Authorised By:
Time Contacted:	Location:
Nature Of Call Out:	

To be completed by Estates Staff

Estates Staff:	
Time Left Home:	
Time On Site:	
Time Left Site:	
Time Returned Home:	
Compensatory Rest Taken From:	To:
Action Taken:	
Further Action Required:	
Person Notified Of Outcome:	

Signature of Reception Staff :