

Liverpool Community Health

OLD SWAN HEALTH CENTRE & OLD SWAN WALK IN CENTRE

Premises Operational

Protocols And Procedures

**LIVERPOOL COMMUNITY HEALTH
PROVIDER SERVICES
OLD SWAN HEALTH CENTRE
LOCAL PROTOCOLS AND PROCEDURES**

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Introduction

The overall management of the facility will be the responsibility of the Primary Care Trust. The Centre is run by the Centre Supervisor, Jo Bagot. In her absence an appointed member of staff will act as Deputy. Procedures/protocols are set out below with regard to managing the facilities within the building and for its operation. In the first instance of any problem, the Centre Supervisor should be contacted on 285 3750 or their appointed Deputy on 285 3700. There may be occasion when neither of the above is available (i.e. annual leave, sickness). Under normal circumstances a member of staff will be appointed to perform these duties and staff will be advised of these arrangements.

However, in the event of an emergency or neither of the above being available, contact names and numbers are listed in each section.

The listed procedures/protocols are local to the facility and must be read in conjunction with the Trust's Risk Assessment Policies, which include:-

- ❖ Health and Safety Policy Manual
- ❖ Waste Management Policy
- ❖ Environmental Policy
- ❖ Security Policy
- ❖ Infection Control Policy
- ❖ Accident and Incident Reporting Management Policy

Copies of the above are held in the Centre Supervisors office or can be accessed via the Liverpool Community Health Intranet site www.liverpoolch.nhs.uk

Accessible PA (intruder) Alarm

The Accessible PA Intruder alarm is now included in the security provision with Samson. Should the intruder alarm be activated, Samson will dial in live to site to assess the situation. If the Intruder alarm is pressed by mistake, please inform Samson on 0151 548 2996 or 0845 4303 999 informing it is a false alarm. If Samson are not contacted straightaway, they will contact site via Reception and also will speak live in the speakers located around the building. It is important that Samson are informed immediately as to the situation, as we are also linked to the Police.

The key to reset the panel is located in key cupboard 1 in the main reception on key number 18

Any member of staff can reset the alarm. The Code for this is 2103 and then Enter. The panel is located in the main reception area of the Walk in Centre.

Important – Code to reset panel in Dr Agarwals zone differs to the above code, which Security are aware of.

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In the event of a fault with the alarm please contact the Centre Supervisor, in her absence, please contact the Estates Department on 0151 295 3097.

Air Conditioning and Ventilation System

Any problems/faults/damage etc should be reported to the Centre Supervisor or their deputy.

In the absence of the Centre Supervisor/Deputy, please report any faults to the Estates Department on 0151 295 3097. Out of hours please contact M J Quinn Tel: 547 8844 (Out of Hours Tel: 547 8844. Quote reference number, site number etc.

Asbestos Survey

In accordance with Building Regulations, an Asbestos Survey has been carried out as part of the Trust's Contract for Planned and Preventative Maintenance with M J Quinn. A copy of the survey is held in the M J Quinn Log Book (situated in supervisors office). This survey should be shown to any contractor working on the site. There is also an Asbestos Register File in main reception, where a copy of the Asbestos Survey can also be found.

Automatic Front doors

Any problems or breakdown in relation to the main front doors must be reported to the Centre Supervisor, in the absence of the Centre Supervisor please report to the Estates Department on 0151 295 3097. Out of hours please contact Quinns on 0151 547 8800.

Booking Rooms

To reserve either a bookable treatment, or consultation room, please contact the Estates Department on 295 3101, in the first instance. To book a meeting room please contact the Centre Supervisor on 0151 285 3750.

You must advise the Centre Supervisor if you no longer require the room in order that others could use the opportunity.

Building Maintenance/Repairs

The PCT has a contract with M J Quinn to provide planned and preventative maintenance.

Examples of jobs included within the PPM Contract (Planned):-

- Replacement of defective light bulbs

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- Replacement of defective door/locks
- Any other repairs to the building fabric and components up to £250.00

Examples of jobs not included (Reactive)

- Vandalised doors/windows
- Installation of new components (i.e. new water heater, shelving etc)
- Any other works to the premise in excess of £250.00

Requests for works must be done via a Job Request Sheet which should be e-mailed to the Estates Department at Estates@liverpoolch.nhs.uk. All job requests must be reported to the Centre Supervisor or her appointed deputy who will make the necessary request.

Requests for any other works must be made via the PCT Estates Department via the local lead Jan Fennell-Rutherford, Estates Department on Tel: 295 3104.

Car Parking

Car parking is at the rear of the building and is available for staff and visitors to the site. However, there are a limited number of spaces and therefore allocation will be on a “first come – first served basis”.

The car park has an electronic barrier access. An electronic fob is needed to gain entry/exit. These can be obtained from the Centre Supervisor. One fob per member of staff can be issued, should there be any available. In the event that any member of staff loses their fob - a charge of £10.00 will be made for a replacement.

For those staff without a fob, there is a main fob which is kept in key cupboard 1 located in the main reception. This fob should be signed in and out, in the book provided on reception. This fob should be replaced immediately once used.

Car Park Barrier - Any breakdowns/repairs will be dealt with by the Centre Supervisor. In the event of breakdown and in the absence of the Centre Supervisor, please contact the Estates Department on 295 3097.

There are 2 Disabled parking spaces available for blue badge holders and these are situated in the staff car park and clearly marked.

Anyone using the car spaces does so at their own risk. Liverpool Community Health accepts no responsibility for loss or damage to vehicles or occupants.

When using the spaces at the rear to park, under no circumstances must the fire exits be blocked or obstructed and staff should not cause an obstruction by parking down the centre of the car park, and parking outwith the bays as this causes an obstruction, please remember our nursing staff are in and out on calls throughout the day and night.

Staff must not park in the allocated bays located outside of to Rock Court Surgery. These bays are allocated for their staff only.

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CCTV

Any problems/faults/damage etc should be reported to the Centre Supervisor or their deputy as soon as possible. In the absence of the Centre Supervisor or her appointed Deputy, please contact Estates Department on 0151 295 3101. The CCTV system is managed by Samson Security, contact number 0151 548 2996.

Centre User Group

The Centre User Group will consist of the following members:-

- Centre Supervisor
- 1 GP member
- 1 District Nurse Team member
- 1 Abacus member
- 1 Phlebotomy member
- 1 ERT member
- 1 Reception Supervisor
- 1 Dental team member
- 1 Homeopathy team member
- 1 Chiropody Team Member

The Centre User Group will meet bi-monthly on a Tuesday at Old Swan Health Centre.

It is envisaged that the Group will:-

- ❖ monitor and review the operational working of the Centre in relation to infrastructure and building related issues
- ❖ continue to work up these Local Procedures and Protocols
- ❖ discuss ways of improving services to the users of the Centre.

Cleaning

The Community Assistants currently provide cleaning services to the building **Monday to Friday** between 5.00am to 11.00am and 3.00pm to 7.00pm and **Saturday and Sunday 5am-11am.**

These times/days may be modified to cover annual leave or sickness.

Any issues with regard to the service provided should be reported to the Centre Supervisor on 0151 285 3750 or joanne.bagot@liverpoolch.nhs.uk.

COSHH Box

Each PCT building must keep a COSHH file. The COSHH file will keep an up to date inventory of all substances hazardous to health which are on site, with appropriate hazard information. The file is situated in the main reception on the back shelf. The COSHH box is red and clearly marked COSHH Box Old Swan, each department must also have a copy of the most up to date COSHH register. In most instances the Trust has substituted many hazardous substances for a less hazardous one. However, should an incident involving a substance occur, all relevant information can found here. Each department has a copy of this document in their Health & Safety file, copies can also be located in the Cleaning Cupboards within the building.

Confidential Waste

There are 5 confidential waste bins located within the building as follows:-

Medical records room – Ground Floor
Small reception area off medical secretaries room (ground floor)
ERT Room – 1st floor
District Nurses room – 1st floor
Therapist's room – 1st floor

The consoles are provided by Shred It. There is a 4 weekly collection schedule in place. In case of emergency ie something being put into the confidential waste, by mistake please contact Jo Bagot on 285 3750 or Tina Scott on 285 3570.

Any Service falling on a Bank Holiday will take place either the week before or the week after & will be scheduled closer to the date concerned.

Deliveries

All deliveries received must be checked and signed for and a receipt obtained. Any member of staff on the premises can accept deliveries as long as the aforementioned is adhered to. Staff accepting deliveries for other services must sign a disclaimer, the Disclaimer File is held on the back of reception. On receipt of goods they should be stored at the Collection Point in main reception.

Delivery notes/receipts should be given/left in a secure place (for example put in an envelope and left in the mail pigeon hole) for the requisitioner. The requisitioner is responsible to collect delivery and they should take action to remove goods for onwards storage.

Electricity Supply

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The electric meter is located in the cupboard opposite the ground floor galley, by the fire exit into staff car park. The meter is read quarterly.

The current supplier is N Power. Tel: 0845 070 9494 (Out of Hours 0845 272 2424) Customer/Account Number: R9040001.

The electricity panel board/fuse board is located in this cupboard, and in the galley on the first floor.

Key to access electricity cupboard can be found on the Master Keys in key cupboard 1 located in the main reception.

Emergency Evacuation Procedures

Emergency procedures require the complete evacuation of the building in case of fire or any other emergency affording risk to life. The fire alarm is the recognised signal for evacuation. Unless previously informed of testing or maintenance, evacuation must take place on the sounding of the alarm. In the event of an emergency, exit can be made through all designated fire doors.

Evacuation can only be effective if it is complete, controlled and guards against re-entry. This will be done with the help of designated Fire Marshals; however it is the responsibility of all senior members of staff to ensure that patients and staff are evacuated by the nearest exit. When evacuating the building care must be taken, **the lift must not be used as a means of escape.**

If there are wheelchair users in the building when the alarm activates, the following procedure must be followed:- when the fire is on the ground floor, wheelchair users should exit to the front of the building where possible. However, if this is blocked then the wheelchair should be left in a designated refuge point. When the fire is on the first floor, wheelchairs should be left in the refuge point situated at the top of both staircases. Procedures for wheelchair users will be overseen by Fire Marshals.

FIRE

All staff have an important part to play in the evacuation procedure. You should make yourself and them aware of the following:-

- Location, method of operation, nature of fire alarm and location of call points.
- Location of emergency exits and staircases and details of any locks and bolts fitted to the exits.
- Alternative route from working area to safety.
- Assembly points.

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- Corridors and Exit doors should be clear of obstruction.
- Fire doors should not be wedged or propped open.
- All rooms containing stock/stores should be kept locked when not in use.

ON DISCOVERY OF FIRE:-

- Operate the nearest fire alarm immediately.

**Proposed Procedures post October 31st 2012
Between the hours of 07.30hrs and 19.30hrs**

- 1.1 Action to be taken on confirmation of a fire or strong suspicion there is a fire. On activation of the fire alarm, the building is evacuated to the identified assembly point as per the building's fire procedure notice. The monitoring station will receive a signal from the building's fire alarm which alerts them to fire alarm activation. The monitoring station informs Merseyside Fire and Rescue Service (MFRS) via 999 of Fire alarm activation (the fire service will only send a response if a call is sent from the building confirming that there is a fire or strong suspicion of a fire).

All staff evacuate the building and report, if confirmation of a fire or strongly suspect that there is a fire, to the 'identified person' (person nominated to oversee the fire evacuation and reoccupation the building) who will wear an orange tabard.

If confirmation of a fire or there is strong suspicion that there is a fire, a 999 call is made to MFRS by the 'identified person'.

- 1.2 Action to be taken if no confirmed signs of a fire.

If no confirmed fire or smell of burning is reported, the 'identified person' after five minutes of the activation of the alarm will attempt to silence the fire alarm and reset it.

The 'identified person' must identify the cause of the alarm activation by looking at the fire control panel, and if appropriate, the alarm can be silenced (e.g. accidental operation of a break glass call point).

If the alarm resets, this indicates that there is **no** fire at the site and the building can be re-occupied.

If the fire alarm does not reset, the building must not be reoccupied and a 999 call is made to MFRS informing them of the situation and the LCH on-call manager should be informed (by 'identified person').

In either case an IR1 Incident form must be completed

- 1.3 Role of the fire alarm monitoring company

On receipt of an automated fire alarm signal the fire alarm monitoring company and the building maintenance company will send a mobile response. When they arrive on site they will investigate why the fire alarm has activated and why the alarm will not reset.

If they confirm that there is a fault on the fire alarm, they will relay this information to the 'identified person' who will then allow the building to be re-occupied.

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The fire alarm will be silenced whilst the fault is being rectified.

Between the hours of 19.30hrs and 07.30hrs

- When the fire alarm is activated; the fire alarm activation signal is received at the monitoring station who calls MFRS who attend the affected building (usually within 5 – 8 minutes).
- The fire alarm monitoring station will send a mobile response with a key to the building to assist MFRS.
- The LCH On-call manager will be informed (call from fire alarm monitoring station will be sent).

In anticipation of these changes, the estates department have liaised with the monitoring company and the building maintenance company to review all building fire alarm panels to bring them up to the current British Standard

Fire Marshals should observe the following procedure:-

- The areas for which they are responsible are cleared as quickly as possible.
- Start the sweep system from the furthest point making sure that all rooms are empty and the doors are closed.
- Fire Marshals should spend no more than 60 seconds checking their allocated area.
- When sweep system is complete Fire Marshals should leave by the nearest available route and report to the Incident Controller.
- Fire Marshals should ensure that nobody re-enters the building until instructed to do so.

Roll call should be taken by the most senior member of staff on site.

FIRE ALARM TESTING

In order to comply with the Trust's Health and Safety Service Level Agreement, it is necessary to test the fire alarm on a weekly basis, the test is carried out every Friday between 2.00pm – 3.00pm , for which the Centre Supervisor has responsibility. The alarm will sound for 5 seconds. All staff within the building must be informed of the test. If, during that time, a fire is discovered, the fire alarm will not be silenced and so will remain on to indicate a fire, and the above procedure should be followed.

The following procedure should be implemented:-

1. Fire alarm activation points to be tested in rotation. The number of fire points will be found in the Centre floor plan.

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2. Announce to staff and public that the fire alarms are to be tested and evacuation is not necessary.
3. The alarm key is kept in the key cupboard in WIC reception on number 18, This should be inserted into the fire alarm panel (located in the foyer) activating the siren.
4. To cancel and reset the fire alarm at the main panel:-
 - Press alarm silence button
 - Press accept and then reset buttons
 - Where magnetic doors are in use, check that they have closed after the alarm is raised
5. If the alarm panel will not reset itself after the test, it signifies a possible fault which must be reported immediately to **Quinns on Tel: 547 8844**
6. Ensure that the date of the test is recorded and signed in the logbook, and record any faults that may be found.
7. Any testing of fire equipment by Quinns or outside contractors, must also be recorded in the logbook which is located in the Centre Supervisors office.
8. Once the fire alarm is activated all doors with fob access will be released and there is no requirement to use your fob, unless there is a fault on the system at which time your fob must be used.
9. The Centre Supervisor will then reset all the doors once the staff are able to go back into the building. In the absence of the Centre Supervisor and during office hours 9am-5pm, please contact the Estates Department on 295 3101. Out of hours then the on call Director must be contacted.

FIRE DRILLS

Fire drills will be held as instructed by the Fire Certificate and fire risk assessment. A drill will simulate an incident of fire in one part of the premises with staff taking the appropriate action as laid out in the fire procedures. The Health and Safety Co-Ordinator, should ensure that policies and procedures are being correctly followed, will monitor drills.

ANNUAL REVIEW OF FIRE PRECAUTIONS

Each year a member of the Trusts Health and Safety Team and a management representative for the premises shall carry out a fire safety inspection.

TRAINING

All staff will receive fire awareness training appropriate to their needs and responsibilities.

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Managers, supervisors or their nominated deputies shall induct all newly appointed staff in the local fire procedures and fire instructions relevant to his/her department. This should include:-

- The action in the event of fire
- A walk over all escape routes
- The location of the fire alarm call points and the position of automatic fire detectors

FIRE RISK ASSESSMENTS

Fire Risk Assessments will be carried out by M J Quinn every year and these reports will be dealt with by the Estates Department.

These local procedures should be used in conjunction with the Trusts Fire Policy. Advice/information can be sought from the Fire Health and Safety Advisor, Mal Williams on 0151 295 3090.

Emergency telephone procedure when lines go down

If the telephone lines go down, there is 1 LCH mobile phone that can be used. This mobile should be used under **emergency** circumstances only, and not for any other reason. The telephone number of this mobile phone is 07920 150 322. WIC reception phone number (285 3565) must be diverted to this mobile (07920 150 322).

The mobile phone is kept on Reception next to the CCTV and is kept on continual charge. Within the contacts of the mobile there are emergency phone numbers.

OFFICE HOURS

Should the telephone lines go down during office hours please contact the Centre Supervisor. If they are unavailable, please use WIC reception mobile and report the fault to the IT helpdesk on 296 7777, contact and give a list of numbers affected and the mobile number that you want the phones diverted to. Ensure you receive a job number from them.

Walk In Centre 285 3565 Ask for this number to be diverted to 07920 150 322

Dr Agarwals 285 3740. Between the hours of 6.30pm – 8am please ask for the number to be diverted to 0151 220 3685. Within hours, please contact Practice Manager for the divert number.

OUT OF HOURS, WEEKENDS & BANK HOLIDAYS

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Monday - Friday after 5pm, Weekends and Bank Holidays, ring Telewest on 0800 953 8801 from WIC mobile to report fault, ensure you give them the mobile contact number (07920 150 322) from the back of the mobile to enable them to call you back if necessary.

Ask Telewest to divert the problem numbers to mobile numbers where available. Please ensure that you inform IT helpdesk during office hours of all faults that have been reported out of hours.

Walk in Centre Nurse Manager should Inform the centres below of the problem,

Garston WIC - 330 8300
City WIC - 285 3535
Smithdown WIC - 285 4821
Director on Call 709 2000
Clinical Service Manager – Tracy Greenwood on 0151 285 3564/Manager on call

When problem has been rectified, press hash 44 on affected telephones to cancel the divert numbers.

Inform all staff that problem has been resolved and phones are working again.

The mobile phones will be kept fully charged at all times by the Centre Supervisor/Reception Supervisor.

Environmental Problems

Any problems with regard to infestations of insects, rats, mice, ants etc should be reported to the Centre Supervisor or their deputy.

In an emergency or out of hours please contact Action Pest Control Tel: 430 7051.

Equipment

All members of staff have a responsibility to report all equipment, which is found to be faulty, or not in working order to the Centre Supervisor. At no point should any member of staff try to fix it of their own accord. All faulty equipment will be reported to the appropriate agencies for repair or replacement.

All electrical equipment/items will be PAT tested annually and appropriate labels will be attached to all equipment tested.

Servicing of medical devices is carried out by Aintree Hospitals (see under Medical Devices).

Fax Machines

Fax machines in the Centre are considered to be Safe Haven/Secure Faxes. This means that the machines cannot be accessed by the general public and must be checked on regular basis for received faxes. Received faxes should be distributed to the relevant person as soon as possible.

For fax transmission – if you are faxing to a Safe Haven/Secure Fax then no special instructions need to be followed. If not then the following steps should be followed:-

- Telephone the recipient of the fax (or their representative) to advise them you are sending confidential information.
- Ask them to acknowledge receipt of the fax.
- Double check the fax number
- Use pre-programmed numbers wherever possible
- Make sure the fax cover sheet states who the information is for, and mark Private and Confidential
- If appropriate, request a report sheet to confirm that transmission was successful

The above information is displayed next to/above fax machines

First Aid

The first aid box is located in Reception. Supplies for the box are the responsibility of the Centre Supervisor/Reception Supervisor, who will regularly check and replenish. However, any staff member noticing a shortfall in supplies should report this to the Centre Supervisor or Reception Supervisor as soon as it is noticed.

Fob (Door Access)

Staff & Teams based at Old Swan Health Centre/Walk in Centre will be issued with the appropriate amount of Fobs as deemed necessary for door access throughout the building. This access will be limited to areas of the building they should only be required to go in.

Users of the building will be issued with shared/visitor fobs, the fobs will be locked in key cupboard 2 located in the main reception. Upon starting the clinical session, the fob **must be signed out and then returned and signed back** in at the end of the clinical session. The book to sign in and out is located in the main reception in the Security guards tray. The fob must not be taken out of the building.

Upon loss or theft of your fob, this must be reported to the Centre Supervisor **immediately** on 0151 285 3750 or by e-mailing joanne.bagot@liverpoolch.nhs.uk.

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Staff will be charged £15.00 for any loss of the fob issued to them. Please discuss further with the Centre Supervisor.

Staff ceasing to work from Old Swan Health Centre **must** return the fob on their leaving date.

Gas Supply

The gas meter is located in the boiler room in the staff car park. The gas shut off valve/isolation switch is located to the right of the meter. If the lever is vertical the gas is on, and if the lever is horizontal the gas is off.

The current gas supplier is British Gas and they can be contacted by calling Tel: 0845 603 3404. The customer number is 431 880 0015

Estates Department should be contacted on 0151 295 3097, also, in the event of an emergency.

In the event of a gas leak, turn off the gas, call Transco on 0800 111 999 and evacuate the building.

The only appliance in the building that uses a gas supply is the water heater, which is located in the Boiler Room (staff car park). If the gas supply is switched off the hot water boiler will need relighting. If Transco attends the Centre they will normally relight the boiler.

Health and Safety

All employees have a responsibility to report to their immediate supervisors any incident or accident which has, or might have (near miss) caused injury to persons, including themselves, or damaged property, equipment, material or the environment.

All employees will co-operate with the Trust so that the organisation is able to comply with the statutory duties placed upon it.

All employees will follow the procedures laid down for the jobs or tasks they perform, once those procedures have been explained and understood by them.

Employees will use all safety equipment in a proper manner, maintain it in good working order and immediately report any deficiencies or defects to their immediate supervisor/line manager. Employees will work in a safe manner, so as not to affect their own or any other person's health and safety. Any employee may be subject to disciplinary action if he/she fails to carry out safety instructions or recklessly interferes or misuses anything provided in the interest of health and safety.

Please refer to the Risk Management Folder kept in the Supervisors office for a full list of Risk Management Policies, including Health and Safety.

Housekeeping

General - **staff** are responsible for keeping **their** area of work tidy. This includes keeping floor areas free from clutter for Health and Safety reasons

Shared

Staff should keep all shared areas tidy whilst using them and after departure, particularly the kitchen area. Staff must ensure they wash up and **put away their own dishes/cups/cutlery etc.**

Incident/Accident Reporting

Please refer to the Accident/Incident Reporting Policy which can be found in the Health & Safety file located in the main reception. However, all managers are responsible for the safety of their workforce and should ensure all accidents, incidents and near misses affecting or involving their workforce, service users, patients, temporary staff, volunteers, contractors or members of the public are reported in line with the requirements of this policy. All employees have a statutory legal duty to report any accident, incident or near miss that involves them or that they witness to their Manager as soon as is reasonably practicable after the event.

Usually the person involved in the accident or incident should complete the accident and incident report form (DATIX) as soon as possible following the event, however in certain circumstances this may not be possible, in this situation the form should be completed by the senior person on duty.

Health and Safety Department can be contacted on 0151 295 3093 if advice is required.

Information Technology

If computers or printers are not responding or the system appears to have failed/shut down contact the IT Helpdesk on 296 7777 . The Helpdesk will ask what the problem is and will determine the priority level for the job. Ensure you receive and record a job number, priority level and whom you spoke to.

Laundry

Privacy Curtains

There are 12 examination areas/beds that require privacy curtains. There is 1 spare set available and this are kept in the community assistants store cupboard located on the 1st floor. It is good practice to have curtains cleaned (every 3 months for heavy soil and 6 months for light soil). All curtains are cleaned on a rotational basis every 6 months. However, if there is an unpredicted heavy soiling, the curtain

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should be taken down immediately and a Community Assistant should be informed, in the event a community assistant is not available, then the Centre Supervisor/deputy should be informed immediately.

If soiled with blood or bodily fluids all curtains must be removed and cleaned immediately. Therefore, sites must own sufficient supplies to ensure that curtains may be changed if soiled and to allow for routine cleaning. Staff must wear gloves and aprons when removing curtains, once removed, curtains should be placed in a large plastic bag to await collection. If soiled with blood or bodily fluids, an alginate plastic bag must be used.

Curtains are cleaned by A H Textiles, their telephone number is 529 3633. A H Textiles will collect and return the curtains. The current cost per curtain is £3.00. Curtains should be bagged up correctly using plastic bags and ensure the bag is labelled clearly.

Lift

In the event that the lift ceases to operate/malfunction the following procedures should be followed.

- Identify if anyone is in the lift.

If there is a fault with the lift, please report this to the Centre Supervisor, in the absence of the Centre Supervisor, please contact the Estates Department on 0151 295 3101. All faults should be entered in the Building Incident Logbook (which is kept in the Supervisors office), which the Centre Supervisor is responsible for. If you are unable to access this, please leave a clear message of what has been reported/taken place in the Centre supervisors pigeonhole.

During the hours of 5pm – 8am and weekends please contact Quinns on 0151 547 8800.

Mail

Royal Mail

Mail is received on a daily basis to the main reception and should be dealt with as soon as possible after delivery. Any member of staff can do this. Each envelope should be date stamped, sorted and distributed to post trays/pigeon holes. It is each practice/ department/occupants or individual's responsibility to deal with their own post.

Internal & External (Liverpool Community Health Staff only)

As from 4 January 2011 **Fast Transport Services** will provide postal services to the Trust.

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The service will provide a collection of both internal and external mail. All sites will be provided with new post bags, a red (for external post) and blue (for internal post). All post must be segregated and counted ready for collection for monitoring and payment purposes. Until the new bags are delivered you should still segregate post into External and Internal and secure with elastic bands.

Frequency of collection is Monday, Wednesday and Friday.

Internal post will be sorted and returned to sites the next scheduled delivery day. External post will be franked and sent out using the best possible value-for-money service. All post will be sent 2nd class unless otherwise stated on the envelope. 1st class, special or recorded delivery must be clearly marked. However, all staff should be aware that external postal charges are due to increase in April 2012 with the rise of a first class stamp to 60p, and an increase on a second class stamp to 50p. Although it is appreciated that some items need to go out as a hard copy, perhaps staff could think if it is necessary or can it be emailed.

No post should be accepted from other providers of services who use the sites for clinical or other sessions. Reception and Site Managers have the responsibility for this and should advise other services of the new contract and that they need to make their own future arrangements. If you suspect that there is any abuse of the system you should inform the Centre Supervisor immediately.

Manual Handling

A Trolley must be used to transport boxes of paper and other heavy items when collecting deliveries etc

Higher shelves only to be used for light objects

All Community Health staff must complete Manual Handling training as a mandatory requirement

Trolleys for transporting large objects can be found in main reception or in the Cleaners Store Cupboard on the 1st floor. Key to this room is in Supervisors Office, 1st Floor.

Medical Devices

The PCT has a SLA with Biomedical Engineering Department at Aintree Hospitals NHS Trust to service and repair the PCT's medical devices.

Equipment is serviced according to the appropriate schedule. Next date of service should be marked on the device. Refer to Clinical Inventory (kept in Clinical Co-ordinators room).

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Syringe drivers cannot be serviced on site and need to be sent to the Department. These can be collected by the Maintenance Assistant, Alf Dineley by completing a Job Request form and emailing this to Estates

All equipment being sent to the Department must be cleaned and decontaminated prior to collection and a yellow label confirming this attached to the device. **Under no circumstances will the Biomedical Engineering Department repair or service unless it has been decontaminated and a label (fully completed) attached to it.**

There is a Helpline at Aintree (Tel: 529 3498) to report any urgent work or enquire about repairs in progress.

A copy of the full PCT policy "Medical Device and Equipment" can be found on the website.

Office Security

Never leave handbags/wallets/purses on desks or in coats in your absence. Take them with you or lock them away. Staff are responsible for the safety and security of their own items.

Always keep money in a safe place. Even if it is only tea money. Never leave it in an unlocked drawer.

Be careful with keys. Always put them in a safe place.

I.D. Badges should be used at all times. If you need a replacement please contact your admin support who can give you the information.

Fasten vulnerable windows in your absence. It is easy to forget, particularly in the summer remember a thief can come and go in a couple of minutes.

Never assume a stranger wandering in the building is a member of staff. Challenge them. Often even "Can I help you" can deter the dishonesty.

Do not just accept that a stranger is authorised to be in the building just because they say so. Check with someone in authority – should they be there. Never allow anyone to remove office equipment without checking first.

Do not be overawed by callers. Even if they do want to see the Chief Executive – make sure they are expected and known.

Never leave callers alone in your office. Use the telephone to enquire whether someone can see them.

Do not disclose confidential information to a stranger. No matter how important they may seem – always report any such request for information to your employer.

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Do not assume all staff are as honest as you. Take care of your property and that of your employer.

Out of Hours

If there is an emergency/incident out of hours, then the Director on call should be contacted. This is done by contacting the main switchboard at the Royal Liverpool University Hospital Tel: 706-2000. You should ask for the Director on call for Liverpool Community Health.

Panic Alarms

Golden rule... do not put yourself at risk

- The alarm will either be an electronic siren or a bell.
- If it is a siren, check the small white panel next to the door in reception. This shows alarms in the treatment room.
- If it is the bell, identify the room using the control panel in the main reception; the light will illuminate against the room in question
- Once you have identified the alarm, call the room in question using the telephone
- If there is an answer, ask the clinician to come out to reception and confirm that there was a false alarm (they may not be able to speak freely if there is a real incident, even if they answer the phone)
- If there is no answer and you know the room is in use, **consider calling the police.**
- If the room is not in use... assess the situation, if you feel it is safe to do so, investigate the cause... tell somebody where you are going. **If in doubt... call the police for assistance**

False Alarm – Treatment Rooms - follow the instructions on the control panel in reception.

False Alarm – All Other Areas - turn the key in the alarm button in the room and press reset.

Testing

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In accordance with the Trust's Health and Safety Policy, it is a requirement that the internal panic buttons situated in treatment rooms are tested each month in rotation.

Please implement the following procedures:-

1. To Activate
 - Press hold and the red button for 2 – 3 seconds
 - This activates a buzzer in reception and corresponding room indicator light.
2. To Deactivate
 - Press the reset button on indicating panel.
 - After each test please ensure that it is recorded on the log sheet.

Photocopier

Photocopying provision is provided as a shared facility. The photocopier is situated in the medical records area on the ground floor. Each user must provide their own paper, the paper is not supplied by the Health Centre. All faults should be reported to the Centre Supervisor.

The photocopier is supplied by NRG. To report any faults/problems out of hours please Tel: 0845 744 5565 quoting Serial Number: K855 4700 622 Model Make: Gestetner DSM 725. Ensure you receive a job number, priority level, whom you spoke to and record a description of the problem in the Logbook (this is located in the top drawer of the photocopier).

Play Area

A designated area to accommodate small children has been allocated as a part of the main waiting area. Small children should be accompanied and supervised by the person(s) bringing them to the Centre. Notices to this effect will be prominently displayed.

A limited amount of easy clean equipment will be provided, the cleaning of which will form part of the Centre's cleaning schedule.

Reception/Waiting Area

The reception for community services is situated in the Walk In centre. The building opens at 7am and closes at 10pm. Each community service will have a list of their opening times. The walk in centre opens at 7am – 10pm 7 days per week, 365 days per year.

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There is a GP Practice situated in Health Centre. The operational times are Monday to Friday 8.30 am to 6.30 pm.

The general waiting areas are separate and situated in front of the reception areas.

Risk Management

Every member of staff has an individual responsibility for the management of risk and all levels of management must understand and implement the PCT Risk Management Policy and Strategy (copies of all Trust policies can be found in the supervisors office and are also available on the Intranet site (www.liverpoolhealth.nhs.uk). However the Centre Supervisor will produce risk assessments and action plans in conjunction with the Risk Advisor.

Security Guard

Samson Security are responsible for providing a security guard in the building as follows:- weekday from 4.00pm to 7.00am Monday to Friday, and from 4.00pm Friday to Monday 7.00am and 24 hours cover at Bank Holidays.

If, for any reason the guard does not turn up please contact, in the first instance the Centre Supervisor and in her absence Samson Security on 0151 548 2996.

Smoking

The PCT implemented a smoke free work place policy on 1st January 2006. Therefore smoking is not permitted anywhere in or immediately outside of the Centre. Staff who wish to smoke must only do so as part of their official break time and away from the building. Please refer to Active Smoking Policy on the intranet. Staff who deliberately ignore this policy will be subject to disciplinary action.

Staff/Tenant List

Staff/tenants lists are kept up to date by the Centre Supervisor. These form part of the Neighbourhood Profiles and are located on the Centre Supervisors F:Drive and Estates also have a copy. These lists are also used as roll call lists for fire evacuation procedures.

Telecommunications

The telephone system is supplied by Telewest. If there are any problems/faults the contact PCT Helpdesk Tel: 296-7777 between 9.00 am and 5.00 pm. The Helpdesk will ask what the problem is and will determine the priority level for the job. Ensure you receive and record a job number, priority level, whom you spoke to and record a description of the problem in the IT Helpdesk Logbook.

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For Out of Hours contact Telewest Tel:0800 953 1800

Telephone Usage Policy - telephones should only be used for personal calls in URGENT/EMERGENCY situations. Wherever possible, personal calls should be made in break/lunch times using a public telephone or personal mobile. If you need to make an urgent personal call, you should discuss this with your line manager (local/national/mobile rate, duration of call etc) who may decide that you have to pay for the call. This income should be recorded in line with the Trust's financial procedures.

Uniforms

Reception and nursing staff are provided with uniforms. For full guidance on uniforms please refer to the policy kept in the HR Policy folder situated in the supervisors office. The general principles of wearing a uniform are:

To promote mobility and comfort of the wearer
Reduce cross-infection risk
Allow identification for security purposes
Project a professional image

In general, staff who do not wear a uniform in the course of their duties should present themselves as tidy and professional in appearance at all times. Sportswear, shorts, jeans and casual clothing are not acceptable. The Trusts Uniform policy can be found on the intranet or in the HR Policies file in the Supervisors Office.

Visitors

All Visitors must report to the Reception and sign in the Visitors book. Reception staff must contact the person who the visitor has come to see prior to showing/directing them into the building. All visitors must sign out.

Visitors for building or engineering work shall be escorted round the building. Either the Centre Supervisor or their deputy must accompany engineers requiring access to the electric/gas metre supply.

Waste

Clinical Waste (Hazardous)

- Human or animal tissue
- Blood or body fluids
- Excretions
- Drug or other pharmaceutical products
- Swabs or other dressing
- Any other waste arising from medical treatment, care, teaching or research

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- Waste which may cause infection to any other person coming into contact with it

All the above must be disposed of in Orange Waste Bags. This is picked up by SRCL every Monday and Wednesday morning. The clinical waste bin is situated in the bin shed in the staff car park (steel with yellow lid). It is secured by chain and padlock to the railings. Waste disposal contractors have a key and there is also a spare key in the Reception key cupboard.

SRCL Tel: 0845 124 2020

All clinical waste will be bagged by clinical staff and taken to the external collection point by Community Assistants for removal by the approved contractor

Sharps boxes are removed (when full) from clinical rooms by staff member using that room and taken to the clinical waste bin. The clinical bin is stored in the bin shed in the staff car park

Domestic/Household Refuse (Non Hazardous)

- Paper
- Packaging
- Plastics
- Food

All of the above must be disposed of in Black Waste Bags. Collection is on a Monday & Thursday morning by B & M Waste. There are two waste bins situated in the staff car park in a metal cage (yellow with blue lids). A member of staff must sign for any extra waste.

B & M Waste Services Ltd Tel: 346 2900

Sanitary Waste

There are currently 8 sanitary bins. They are located in the following toilets:

- Disabled x 1 (Ground)
- Staff/GP's area x 2 (Ground)
- Public Reception x1 (Ground)
- Staff toilet x 1 (Ground)
- Staff toilets x 3 (First)

Nappy Bins

There are 4 nappy bins located on site, these can be found in the public toilets which house baby changing units.

Shorrock Trichem, as part of a larger PCT contract operates the service. Sanitary Bins are collected monthly and Nappy bins collected 2 weekly and fresh ones put in

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place, usually early in the morning (7.30 am). You can refer to the Shorrock Trichem file located on reception for further information on collection dates.

Shorrock Trichem Tel: 01772 6270602 or contact the Procurement Department at Bevan House on 296 7278.

Water Machines

Water machines are supplied by Maestro Tel: 020 8302 4035. There are 3 plumbed in water machines, the machines are in the kitchen on the first floor, walk in centre kitchen and Dr Agarwals kitchen. We currently have a service contract which runs. In the event of a breakdown please call Maestro on the above number.

Water Supply

The water meter is located in the boiler room The stopcock is located next to the water meter. In the event of an emergency please contact United Utilities Tel: 0845 746 1100 Account number 408 036 1388

Window Cleaning

Both interior and exterior windows are cleaned bi-monthly. The supplier of this service is Spot Cleaning Services Tel: 920 4531 or 07961 818930. The service is provided on a block contract with the PCT. Therefore any problems/issues should be taken up with the Centre Supervisor who will feed this in to the Procurement Dept

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QUICK REFERENCE OF USEFUL TELEPHONE NUMBERS

SERVICE	COMPANY/CONTACT	TELEPHONE NUMBER
Air Conditioning and Ventilation Systems	M J Quinn	547 8844
Liverpool Community Health Director on Call - Out of Hours - Emergency	Royal Liverpool Hospital Switchboard – speak to Director on Call for Liverpool Community Health	706-2000
Intruder Alarm	Samson	0151 548 2996 or 0845 4303 999
Autoclaves	Wardell Engineering	433-3904
CCTV	Samson	0151 548 2996 or 0845 4303 999
Clinical Waste	SRCL	0845 124 2020
Domestic Waste	Bagnall and Morris	346 2900
Electricity	N Power	0845 070 9494
Estates	Estates – Jan Fennell-Rutherford	295 3101
Fax	Teffont	0800 018 6111
Fire Alarm	Samson	0151 548 2996 or 0845 4303 999
Gas	British Gas	0800 111 999
Health and Safety Manager	Paul Airey	295 3091
IT Help Desk	Enquiries/Log Faults	296-7777
Kitchen Boiler	Zip Heaters	0870 608 8888
Liverpool Direct	General Enquiries	233-3000
Lock Smith	J Beattie	236-6296

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Maintenance/Repairs	M J Quinn Out of Hours	547 8844 0776 546 8039
LCH Provider Headquarters	Wilkinson Place	295 3001
Medical Engineers	Aintree Hospital	529-3498
Pest Control	Action Pest Control	430-7051
Photocopier	NRG	08457 44 55 65
Police	Non Urgent	709-6010
Risk Assessment Officer	Joyce Bennett	295 3093
Sanitary Disposal Unit	Shorrock Trichem	01772 6270602
Shutters	M J Quinn	547 8844
Telecommunications	Telewest	0800 953 2800
United Utilities	Metre and Surface Water	0845 746 1100

**Old Swan Health Centre/Walk in
Centre
Crystal Close
St Oswalds Street
Liverpool
L13 2GA**

Locations of Red Break Glass Alarm Points

- (1) Main Entrance**
- (2) Back door leading to staff car park (ground floor) (Opposite kitchen)**
- (3) Back door leading to staff car park – Dr Agarwals surgery**
- (4) Main Entrance to Dr Agarwals surgery**
- (5) Top of stairwell from main entrance**
- (6) Top of stairwell to back entrance from staff car park – Dr Agarwals side**
- (7) Corridor to Dr Agarwal's Staff Room located immediately on the right as you turn into the corridor.**

Old Swan Health Centre and Walk in Centre

Shutdown procedures

The shutdown procedure is to inform the emergency services of the location of the shutdown switches. This will normally be done by the Health Centre Supervisor. However, in the case of an unforeseen emergency it is advisable that all staff know of these locations:-

Gas

Boiler Room in staff car park at rear of the building. The key is located in the key cupboard in reception on key number 22. Jo Bagot also holds a key

Water

Boiler room in staff car park at rear of the building. The key is located in the key cupboard in reception on key number 22. Jo Bagot also holds a key.

Electricity

Ground floor, in cupboard opposite the kitchen by the fire door leading to the staff car park. Key is located in the key cupboard located in reception on key number 2.