

# Brigstock Skin and Laser Centre



## 12. Premises, Facilities and Equipment

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## 12 Premises Facilities and Equipment

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## 12.1 Cleaning and Maintenance Policy

### 12.1.1 Introduction

Ensuring clinics are clean and safe is an essential component in the provision of effective healthcare. A clean and tidy environment is an outward manifestation of the standard of clinic maintains and provides the right setting for good patient care. It is fundamental in the prevention and/or control of the spread of healthcare associated infections.

Cleanliness and infection control are closely linked in the public mind, however there are important distinctions to be made; whilst cleanliness contributes to infection control, preventing infections requires more than simple cleanliness.

Cleaning programmes should be properly focussed, effectively resourced and consistently deliver high quality services that are well regarded by the clinic's clients.

The cleaning of the clinics premises is carried out by contracted cleaners who are managed via the Brigstock Family Practice Cleaning manager.

### 12.1.2 Aim

A clean clinic environment is paramount to all staff and clients. Whilst this is important from an aesthetic perspective, it is also of significance with regard to the minimisation of risks, including the incidence of healthcare associated infection. There are many factors that influence the overall impression presented by the organisation, in addition to those of cleanliness and maintenance and the clinic therefore recognises its responsibilities to wider environmental issues.

Maintenance, as well as cleaning, is essential in ensuring a safe and aesthetically pleasing environment, and it is recognised that as buildings and equipment become old, they often become more difficult to keep clean.

It is stressed that all employees have a responsibility for caring for this environment. Recognising that cleanliness is everyone's responsibility the aim of the Cleaning and Maintenance Policy is to:

- Provide direction in maintaining and improving cleanliness standards in the clinic, ensuring a clean, comfortable and safe environment for clients, visitors, staff and members of the general public.
- Increase client confidence whilst using the clinic facilities in relation to environmental hygiene and the organisational commitment to reduce the incidence of healthcare associated infection.
- The opportunity to improve cleanliness standards in terms of the national standards of cleanliness and patient environment action teams.

### 12.1.3 Scope

The cleaning and maintenance policy embraces all cleaning activity within the clinic. This includes all general scheduled and reactive cleaning activities undertaken by cleaning contracts as well as those undertaken by other members of.

#### 12.1.4 Responsibilities

**The Responsible Individual will:**

- Ensure that the clinic has an effective policy on Cleaning and Maintenance

**The Registered Manager will:**

- Ensure that this policy is implemented operationally and monitored as part of the Clinical Governance Strategy
- Report to the Responsible Individual about Cleaning Services
- Ensure clinic cleanliness is high on the organisation's agenda
- Ensure year on year improvements in the clinic's cleanliness
- Ensure robust systems, processes and adequate resources are in place to achieve high standards of cleanliness
- Provide technical advice on cleaning agents, equipment and methodology of cleaning
- Provide appropriate infection control training

**The Cleaning Manager will:**

- Ensure this policy is disseminated and implemented within the clinic.
- Ensure all staff are aware of and understand the policy and that it is implemented into practice locally
- Will investigate failures to comply with the policy and ensure corrective action is taken to prevent a recurrence
- Be accountable for achieving the key objectives detailed within this policy
- Monitor compliance of this policy

**All staff will:**

- Adhere to the Cleaning and maintenance Policy

#### 12.1.5 Key Objectives

**1 – Taking Cleanliness Seriously**

- Ensure high standards of cleanliness are maintained throughout the clinic
- Working in partnership with all staff to ensure service Level Agreements for their individual areas of activity
- Setting clear local standards (reflecting national Standards of Cleanliness guidance) and policies and
- Keeping cleanliness high on the clinic's agenda

**2 – Listening to clients**

- Responding to feedback from Clients and visitors to the clinic
- Ensure clients receive treatment in an environment that is clean safe and welcoming

**3 – Infection Control**

- Develop, implement and monitor policies, protocols & procedures in partnership with the infection control policy

**4 – Education and Development**

- Ensure that staff responsible for cleanliness have the ability and support to do a good job through:
  - Induction training
  - On-the-job support
  - Customer service training
  - Supervisory, managerial and leadership development training

### **5 – Monitoring**

- Ensure that high standards of cleanliness are maintained and that any slippage is recognised and corrected through:
  - Working to the clinic's standards
  - Establish a management system that supports continuous improvement and
  - Empower staff to be involved in maintaining and monitoring cleanliness and maintenance standards

#### 12.1.6 Cleaning Schedule and Maintenance Job List

##### **Cleaning schedule**

The clinic's cleaning services are led by a cleaning manager who has direct responsibility for all cleaning services and the cleaning schedule.

The clinic is cleaned 5 days a week outside of opening hours. The cleaning manager is responsible for monitoring the cleaning and providing feedback to the cleaning contractors. The cleaning manager has in place a cleaning schedule for all areas of the clinic (See appendix 33). The Cleaning Schedule sets out the cleaning services to be provided, the times and frequencies at which cleaning will take place.

At an operational level each contract cleaner employed on cleaning duties has the right level of training, the appropriate equipment, knows what needs cleaning and when and is properly supervised to ensure that the right things get done to the required standard at the required time.

##### **Maintenance Job list**

The clinic's maintenance job list is updated by all members of staff. The Responsible manager is responsible for ensuring all maintenance requirements are fulfilled in a timely fashion.

Maintenance is conducted on the clinic's premises and grounds on a continual basis as and when it becomes necessary. Some maintenance jobs by their very nature will need to be addressed urgently when staff, clients and members of the general public are put at risk. The extent of the risk is assessed using the risk assessment grading tools ([appendix 39](#)) and the appropriate action taken.

Preventative maintenance is scheduled on the shared calendar which is reviewed in the weekly meetings.

#### 12.1.7 Cleaning Responsibilities

Reference is made to the fact that not all parts of healthcare facilities and equipment are always cleaned by the contract cleaners. Cleaning may involve the practice nurse,

receptionists, doctors and other clinicians and it is important that there is clear distinction about who is responsible for which component, including the frequency of cleaning & method of cleaning.

The cleaning schedule at Appendix 33 has been designed and agreed to help ensure that the responsibility for cleaning equipment in wards and departments is clearly identified.

#### 12.1.8 Measuring Performance Outcomes

The monitoring of standards is central in ensuring that standards of comfort and cleanliness remain high and that the right level of feedback is provided to identify any slippage. The clinic operates a robust monitoring system after each cleaning session. All areas are monitored and an action plan is produced to correct any areas falling below the required standard of cleanliness.

## **12.2 Business Continuity Plan**

### **12.2.1 Introduction**

A business continuity crisis is a problem which has not overwhelmed general practice's capability to deliver health services to the community, and is therefore not a major incident, but does need action to ensure that essential services continue, and if the problem continues over time, to take actions to continue normal business.

Business continuity planning takes into account the risks to the clinic and the areas of vulnerability, and identifies which are the essential services and activities that the clinic must maintain.

The critical aspects of the clinic that are essential to the running of the Organisation are:

- a) the people that are employed – the core asset is the staff
- b) the services that are provided - health care to our clients
- c) the facilities – *clinic address*

### **12.2.2 Aim of the Plan**

The aim of the business continuity plan is to identify, as far as possible, the actions that are necessary and the resources that are needed to enable the clinic to manage an interruption to the clinic's business, whatever the cause, and as a minimum maintain essential services. The business continuity plan addresses the effects of a crisis and the possible solutions, and provides guidance on how services can be continued.

### **12.2.3 Essential Services**

The Clinic's essential services are defined as those services needed to provide Aesthetic Healthcare using Laser and Intense Pulsed Light.

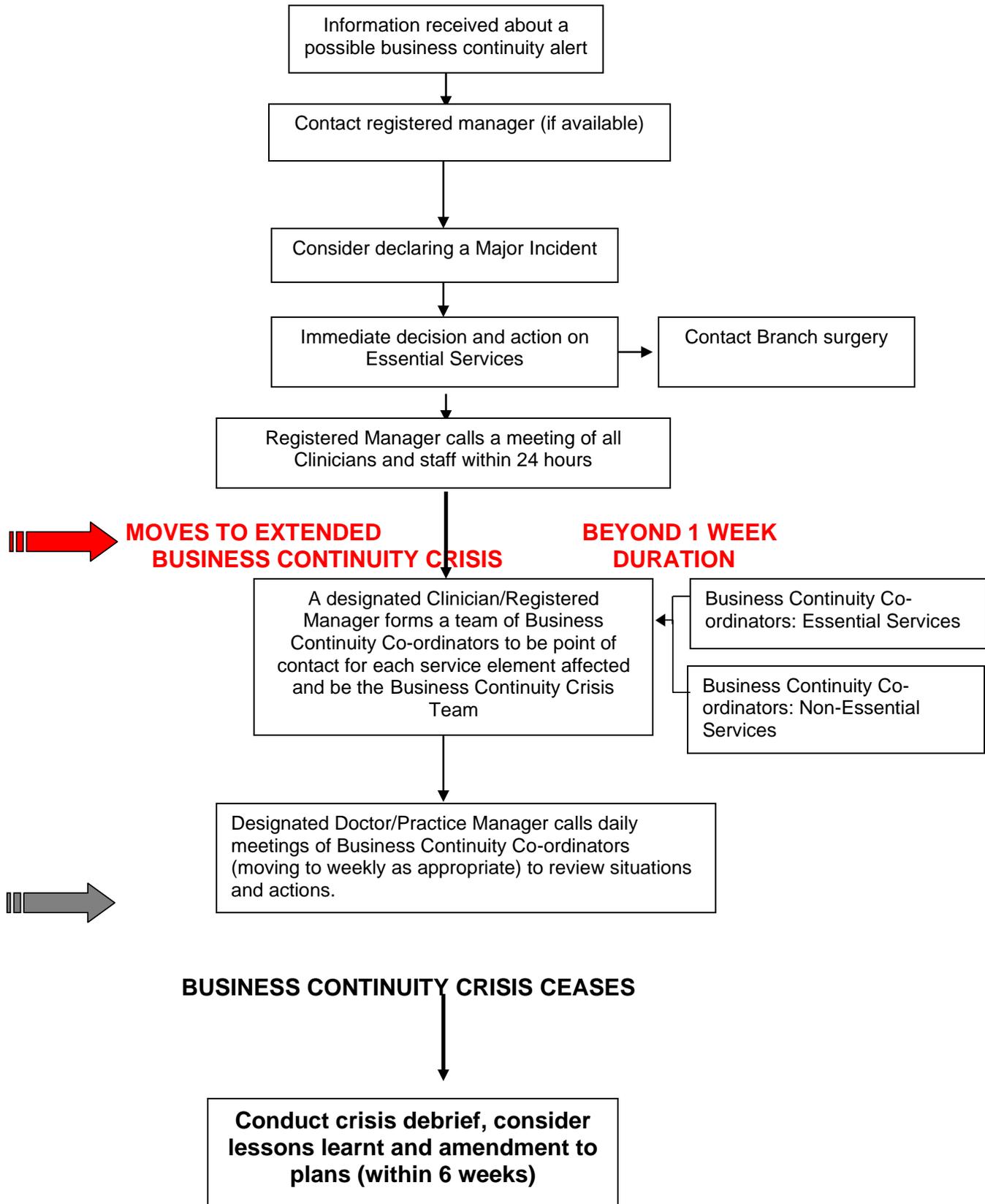
### **12.2.4 Business Continuity Principles**

The Clinic's business continuity plan is based on four principles

1. Immediate action must be taken in the event of a problem or crisis
2. Actions must first focus on keeping defined essential services going
3. Business continuity at the functional level is the responsibility of the designated business continuity coordinator: the Registered Manager
4. There should be no single point of dependence.

### **12.2.5 Business Continuity Crisis management Process**

Activation of the business continuity plan may be necessary either within working hours or out of hours. Based on the principle that immediate action must be taken in the event of a problem or crisis, action will be initiated by the Registered Manager. The business continuity management process detailed below will be followed:



### **12.2.6 Business Continuity Responsibilities**

The Registered Manager will be the main Business Continuity Co-ordinator and will allocate designated staff as deputies who will be responsible for assisting them with essential and non-essential practice services.

The Business Continuity Co-ordinator, or if they are not available, their deputies, will be responsible for taking actions to continue business depending on circumstances at the time based on the information contained in the business continuity plan.

### **12.2.7 Business Continuity Planning Template**

The Business Continuity Co-ordinator is advised to complete the following template for the staff and functions within the clinic. The Business Continuity Co-ordinator should ensure that a deputy has been identified who should ideally be the next staff member down in seniority. An additional alternate post or person can also be assigned as deputy if required (for example an on-call clinician). The business continuity plan information should be retained at the clinic and kept up to date and readily available.

### **12.2.8 Main responsibilities**

Aesthetic Healthcare Prescribed techniques and prescribed technology using Class 3B or Class 4 lasers

Aesthetic Healthcare Prescribed techniques and prescribed technology:  
Establishments using intense light sources

**12.2.9 Risks identified**

Complete the following local risk statement *as it applies to business continuity* in your practice.

<b>Risk</b>	<b>Mitigation in place</b>	<b>Mitigation possible</b>
Example – Fire	<b>Fire Warden appointed</b> <b>Fire alarms fitted and tested</b> <b>Evacuation plans in place: <a href="#">Appendix 41</a>.</b> <b>IT data backed-up off site</b> <b>Alternative location for continuation of functions: Norbury Health Centre has agreed to being our alternative location. Tel: 020 8679 6591</b>	Critical paper documents duplicated off site
Flood	<b>Turn main water supply off.</b> <b>Ring Thames Water Notice to inform patients cannot enter building &amp; of alternative location: Provisionally neighbouring practice. Re-arrange appts. Consider equipment that may be damaged or at risk eg. Computer equipment.</b>	
Electricity, Gas and Water	<b>Main suppliers' telephone and emergency numbers ready to hand.</b> <b><a href="#">Appendix 42</a>.</b> <b>Staff aware of main supply and shut off valves. <a href="#">Appendix 43</a>.</b>	
Telephones	<b>Aware of telephone number and relevant info. <a href="#">Appendix 42</a></b>	

Access to practice/branch	<b>Contact Christian or Dr Nilu if staff could not gain access to the building.</b>	
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### 12.2.9 Checklist to provide guidance in the effects of a business continuity crisis

This checklist is not comprehensive but it aims to provide general practices with pointers to aid them in the preparation of the business continuity plans. For each of the suggestions consider the impact and resource you will need to maintain essential services.

<b>Service Issues</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
Identify what services in your practice are essential, and what must be continued if there is a problem/crisis <b>(electricity &amp; water)</b>	✓		
<b>Personnel</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
Do you maintain an up-to date staff list (including locum/temporary staff)?	✓		
If you need support from those staff who have cars or who can drive, do they know who they are?	✓		
Do you maintain an up-to-date list of staff next-of-kin contact numbers (including locum/temporary staff)?	✓		
Have staff been trained in what action to take in the event of a problem/crisis that may facilitate not being able to continue essential services?	✓		
Have staff nominated rolls in the event of a problem/crisis? <b>Natasha Deacon– Fire Warden.</b> <b>Rozina Hassan-Kabani – First Aider</b> <b>All staff have been trained in BLS</b>	✓		
Do staff know who will be in charge in the event of a problem/crisis? and make them aware that they may be needed to deputise for others and that they may be asked to volunteer their services.	✓		

<b>Christian will be the lead on this but if unavailable, nominated members of staff will deputise.</b>			
If you have a problem/crisis do you know the particular needs of your staff, e.g. develop an awareness of staff needs such as special needs, diet, mobility, medication, children at home, school, home carers etc which would have to be taken in consideration	✓		
<b>Equipment</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
Do you have an asset register for all of your equipment and is there a backup of this register off-site?? <a href="#">Appendix 44</a>	✓		
Have you completed a recent updated of the inventory and do you have backup of this inventory off-site?? <a href="#">Appendix 44</a>	✓		
Do you backup your clinical system daily?	✓		
Do you have your Primary Care clinical system information stored on backups that are held off site??	✓		
Have you had this backup validated? <b>(Aug '08 paid by PCT)</b>	✓		
Do you have the latest anti-virus software installed?	✓		
Have you checked how quickly your suppliers could supply replacement services and PCs and re-install your backup? <b>(as soon as Clinic Software can. Clinic Software supply us with an emergency system to begin with and then providing our backups are being done correctly, they can provide further help after temp system has been set up.</b>	✓		
How would you operate whilst waiting for this replacement equipment? Consider pre-preparing a manual system for recording patient information and dispensing records that could be used in the interim.	✓		
Do you have backups for your other software, e.g. payroll and admin records, and do you store these off site too?	✓		
Do you know how long it would take to recover your IT systems if they were to fail?		✓	

Have you considered which essential medical equipment, drugs and disposables you would need to restart your business in temporary accommodation?	✓		
If your premises were unusable what other resources and equipment would you need to run essential services from temporary accommodation? <b>Blank Lloyd George files/cards. Prescription pad. Dressings. Doctors have essentials in their medical bags.</b>	✓		
Do you IT security and confidentiality policies and procedures in place?	✓		
Do you maintain up-to-date contact details of the providers of your IT equipment?	✓		
<b>Utility Services</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
Have you got readily available emergency telephone numbers for gas, electricity and water suppliers?	✓		
Confirm that the utility contractors have their own continuity plans and that you have lines of communication set up between you and them <b>Emergency telephone numbers ready to hand.</b>	✓		
Have you familiarised all your staff with the location of the mains switches and shut-off valves for gas, electricity and water?	✓		
<b>Paper Records</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
Do you have essential paper documents stored in fireproof cupboards?		✓	
Do you have copies of essential files stored at a separate location?	✓		
<b>Premises and Insurance</b>	<b>Yes</b>	<b>No</b>	<b>Need to Check</b>
If you cannot get into the main surgery or branch surgery where would you ask your staff to go? (have an understanding of where staff can report in the event that their normal working location is closed) <b>Library across the road.</b>	✓		
Have you considered risks associated with the			

location of all of your equipment, e.g. water spillage?	✓		
Have you considered the risks due to the actions of operations of other business' near to your premises (e.g. temporary or permanent works on the road)	✓		
Do you have your insurance company's details readily available with appropriate reference number?	✓		
Do you have sufficient insurance to pay for the disruption to the practice, e.g. the cost of repairs, overtime staff pay, leasing temporary accommodation and equipment?	✓		
Do you have spare keys of the premises off-site?	✓		
Do you have site and room plans of your premises?	✓		

**Business Continuity Co-ordinator**

Name	Job Title	Contact Numbers	
<b>Christian Lyons</b>	<b>Registered Manager</b>	<b>Work</b>	<b>020 8689 7800</b>
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## 12.3 Medical Equipment and Decontamination

See Infection Control policy; 15.2 medical Devices Policy

## **INTRODUCTION**

Brigstock Skin and Laser Centre recognises it has a responsibility for medical equipment used within the clinic.

This policy has been developed to ensure that medical equipment is acquired, stored, deployed, maintained and decommissioned in such a way that the risks inherent in its use are minimised and that its ownership represents good value for the clinic.

It aims to ensure that whenever an item of medical equipment is used, it is:

- suitable for its intended purpose
- properly understood by appropriately trained users
- maintained in a safe and reliable condition.

This policy should be read in conjunction with the Health and Safety, Incident Reporting arrangements Policy, Risk Management Policy

## **2. BACKGROUND**

The management arrangements set out in this policy are guided by the requirements of Standards for Better Health based on details within the Controls Assurance standard and based on the recommendations of the following official publications:

- Medical Devices and Equipment Management for Hospital and Community-based organisations. (*Medical Devices Agency Device Bulletin: DB98/01, 1998*)

Management of Medical Equipment (*National Audit Office, 1999*)

## 12.4 Monitoring and Servicing Equipment and Supplies

### 12.4.1 Policy Statement

The delivery of modern aesthetic medical services depends heavily on medical equipment. The clinic recognises that the risks associated with the ownership and use of medical equipment can only be controlled by managing the whole life-cycle of the equipment. This must include:

- Identification of clinical need
- Evaluation and selection of Equipment
- Tendering and purchasing
- Training of equipment users
- Provision of appropriate infrastructure and services
- Proper storage and disposition of equipment, including equipment libraries
- Appropriate prescribing of equipment to patients and End Users<sup>2</sup>
- Repair and maintenance
- Safe and legal disposal

Several main strategies are used to maximise the effectiveness of training:

- Delivering broad training in “equipment management awareness”, including a strong emphasis on individuals avoiding use of equipment for which they have not been trained.
- Prioritising specific training to the items which present the greatest risk to patients or others.
- Staff are advised that training updates are available on request and are encouraged to ask for refresher training as necessary.

### 12.4.2 Policy Effect

- Patients receive treatment using equipment and supplies that are safe and in good condition.
- Records are kept of the maintenance and servicing of all equipment.
- All stock products used in the establishment are used in date order to ensure that at the time of use they are in optimum condition and within expiry dates.
- Heat sensitive and/or light sensitive items are stored in a controlled environment to keep the items in optimum condition.

### 12.4.3 Roles and Responsibilities

All staff are responsible for ensuring that equipment is used and stored properly and that problems are reported in such a way that the clinic is able to learn from them. Specific responsibilities are detailed below.

### Responsible Individual

The Responsible Individual has overall responsibility for the safe and effective use of medical equipment. In particular this will necessitate:

- Ensuring that there are regularly updated policies in place for medical equipment management, maintenance, decontamination and incident reporting.
- Ensuring that there are appropriate distribution and control arrangements for MHRA and other safety alerts and guidance.

### Registered Managers

The Registered Managers responsibilities relating to medical equipment are:

- To ensure the safe and effective use of medical equipment by
- To ensure that equipment users are adequately trained as laid out in the supporting procedures and that training records are lodged.
- To ensure that, **before** equipment is introduced to the clinic, a risk assessment is carried out to determine the amount and type of user training required.
- Planning and oversight of maintenance schedules
- To develop appropriate contingency plans in case of equipment failure.
- Maintenance of a log book for larger items of equipment and ensuring proper records are kept for other items. Collaborating with clinical users and the Supplies department to carry out pre-purchase evaluation of equipment.
- Reporting incidents involving medical equipment to the MHRA.
- Maintaining a database of all equipment and its maintenance.
- Managing and operating medical equipment libraries (Equipment Pools).
- Developing, establishing and maintaining links with equipment suppliers and manufacturers in relation to training contracts accompanying procurement.
- Evaluating the quality of company equipment training
- Providing, promoting and co-ordinating medical devices and equipment training.
- Ensures all equipment conforms to current health and safety regulations and, where appropriate, there is a planned preventive maintenance and replacement programme
- Ensuring that the equipment is not modified unless the manufacturer's advice is sought
- Ensuring all equipment is installed, checked and serviced in compliance with the manufacturer's instructions
- Ensuring all stock products used in the establishment are used in date order to ensure that at the time of use they are in optimum condition
- Heat sensitive and/or light sensitive items are stored in controlled environments to keep the items in optimum condition

### All Equipment Users

It is the responsibility of all staff using medical equipment to:

- Ensure that they have received adequate training to ensure the safe and effective use of the equipment.
- Ensure that single-use devices are not re-used and that equipment and devices are not modified.
- Report faults accurately and ensuring information concerning incidents is available so that effective maintenance can be carried out
- Ensure that all equipment in use, whether purchased or loaned, has passed through proper acceptance procedures.

- Report equipment-related incidents using the appropriate clinic procedures, ensuring that the make, model and either the asset number, EMAG / equipment number or serial number of the item of equipment concerned is noted on the form.
- Clean and decontaminate all equipment as far as practicable before it leaves the clinical room maintenance.
- Arrange for proper procedures to be followed when equipment is decommissioned.
- Ensure Equipment is not modified unless the manufacturer's advice has been sought, and no risk has been identified.