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| WHEELCHAIR POLICY (BROOMFIELD HOSPITAL) | Type: Policy Register No: 04057 Status: Public |
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|--------------------------------|-------------------------------|
| Developed in response to: | Patient Access and Experience |
| Contributes to CQC Regulations | 11, 15 |

| Consulted With | Post/Committee/Group | Date |
|-----------------------------------|-------------------------------------|-------------|
| Kathryn Hobbs | Infection Prevention Nurse | June 2015 |
| Lynn Hinton | Deputy Director of Nursing | June 2015 |
| Vicki Chapman | Domestic Manager | June 2015 |
| Eric Carter | Logistics and Security Manager | June 2015 |
| Steve Groombridge | Senior Estates Manager | June 2015 |
| Jonathon Wright | Volunteers Manager | June 2015 |
| Stella Smith | Manual Handling Advisor | June 2015 |
| Professionally Approved By | Carin Charlton (approved post DRAG) | July 2015 |

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| Version Number | 4.3 |
| Issuing Directorate | Estates & Facilities |
| Ratified by: | Document Ratification Group |
| Ratified on: | 26 th June 2015 |
| Trust Executive Sign off | July 2015 |
| Implementation Date | 6 th July 2015 |
| Next Review Date | Extension agreed to 29 th February 2020 |
| Author/Contact for Information | Andy Wright, Head of Hotel Services |
| Policy to be followed by (target staff) | All staff & Trust users |
| Distribution Method | Intranet & Website |
| Related Trust Policies (to be read in conjunction with) | Cleaning Policy Steam Cleaning SOP Decontamination Policy |

Document Review History

| Review No | Reviewed by | Issue Date |
|------------------|---|-------------------------------|
| 1.0 | Jim Dorrian | February 2010 |
| 2.0 | Jim Dorrian | March 2012 |
| 3.0 | Jim Dorrian Update on accessibility to bariatric wheelchair | October 2012 |
| 4.0 | Andy Wright Formal review | June 2015 |
| 4.1 | Jo Mitchell – 6 month extension request due MSB standardisation | 6 th November 2018 |
| 4.2 | Jo Mitchell – 5 month extension request due MSB standardisation | 29 th May 2019 |
| 4.3 | Jo Mitchell – 3 month extension request due MSE standardisation | 1 st November 2019 |

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1. Purpose

- 1.1 To support the delivery of high clinical services throughout the Trust.
- 1.2 To provide staff with appropriate wheelchair access to ensure quality, durability, comfort and safety for all patients.

2. Introduction

- 2.1 It is recognised that an efficient and effective wheelchair service for the transportation of patients is needed, without any delays, so far as is reasonably practicable.

3. Scope

- 3.1 This policy applies to all staff, visitors, patients and volunteers on Trust premises.

4. Roles & Responsibilities

- 4.1 The **Logistics & Security Manager** is responsible for the purchase of general portering wheelchairs.
- 4.2 The **Estates Manager** is responsible for wheelchair maintenance, with the exception of bariatric wheelchairs which are the responsibility of the Moving and Handling Department.
- 4.3 The **Porters, Ward Sisters and Departmental Managers** are responsible for the custody and appropriate use of the wheelchairs.
- 4.4 **Portering staff** will undertake a routine collection of wheelchairs first thing each morning, replenishing all wheelchair parks and the portering services stock.
- 4.5 The **Domestic services** department are responsible for cleaning wheelchairs on a routine basis. Wheelchairs will be collected weekly by the Portering Department and taken to a central point within the FM Centre for cleaning, with the exception of bariatric wheelchairs which are the responsibility of the Moving and Handling Department. Domestic staff will be responsible for maintaining stock levels of sanitising wipes at wheelchair parks and cleaning wheelchairs on an ad-hoc basis on a ward if required.
- 4.6 **Volunteers** and **Receptionists** located at Receptions desks are responsible for reporting any shortages of wheelchairs to porters at entrance wheelchair parks.
- 4.7 **All staff** have a responsibility to ensure that dirty or broken wheelchairs are not used, reported for repair or cleaning and for ensuring that wheelchairs are not in use are returned to wheelchair parks.

5. Infection Prevention & Cleaning Wheelchairs

- 5.1 All wheelchairs are cleaned on a monthly basis with detergent and steam cleaned. Records are maintained to ensure all wheelchairs are cleaned. A coloured tag will be placed on a cleaned wheelchair, thus providing proof it has been cleaned during a specific period.
- 5.2 Sanitizing wipes are provided at all wheelchair parks to encourage patients and visitors to clean wheelchair arms and seats prior to use. Domestic Services will maintain sanitising wipe stock levels.
- 5.3 If a wheelchair within the department or ward is found to be dirty, the Ward Domestic can be approached to clean it. Bodily fluids must be removed by nursing staff prior the clean.
- 5.4 Following maintenance to wheelchairs, the wheelchair is cleaned and dates recorded within the Wheelchair Maintenance Register maintained by the Estates department (see Appendix 3).

6. Maintaining Wheelchairs

- 6.1 Each wheelchair is provided with a unique identification number and repaired as necessary. A Wheelchair Maintenance Register is maintained within the Estates Department, recording details of wheelchair conditions and dates repaired.
- 6.2 In accordance with the attached protocol (see Appendix 1), any defective wheelchair that requires repair must be reported to the Facilities Helpdesk on extension 6000.
- 6.3 Porters take faulty wheelchairs out of service to await repair reporting them via the Facilities Helpdesk for repair. Maintenance work must not be undertaken by any person or maintenance contractor without the authority of the Estates Department, with the exception of bariatric wheelchairs as these are the responsibility of the Moving and Handling Department.
- 6.4 Wheelchairs must not be used for anything other than transporting patients to prevent wheelchairs being damaged and cross contamination

7. Location of Wheelchairs

- 7.1 There are 7 designated wheelchair parks at Broomfield hospital as follows:

- Zone A: Atrium Entrance
- Zone A: Emergency Department
- Zone A: Chemotherapy Unit Entrance
- Zone B: South Entrance
- Zone C: West Entrance
- Zone E: East Entrance
- Ground Floor Public Multi-storey Car Park

- 7.2 Portering staff will undertake a routine collection of wheelchairs each morning, replenishing all wheelchair parks and the Portering Services. Wheelchair stock levels thereafter will be dependent on staff, visitors and patients returning wheelchairs to wheelchair parks.
- 7.3 Trust wheelchairs should not be kept on wards or departments without an immediate need for a wheelchair by a patient. Wards should contact the porters if they need a wheelchair and approval from the Logistics & Security Manager sought if they require a wheelchair on a long-term basis.
- 7.4 Wards and departments must ensure that wheelchairs are returned to formal Wheelchair Parks after use.
- 7.5 The Portering department continually check that wheelchairs are returned to Wheelchair Parks as far as practicable by periodically collecting any chairs from common areas (see Appendix 2).

8. Type of Chairs

- 8.1 There are 3 types of chairs available for use as follows:
- Self propelling wheelchairs – can be used by wheelchair users themselves
 - Non-self propelling wheelchairs – requires assistance to push wheelchair.
 - Bariatric wheelchairs: Special wide chairs for long term patients with special needs are accessible via the Moving and Handling Department. A bariatric portering chair is available by contacting the Facilities helpdesk on ext. 6000. Bariatric wheelchairs are also available via the Manual Handling Officer which can be allocated to a patient.
- 8.2 Any review of Trust wheelchairs will be led by the Estates and Facilities Directorate and include key stakeholders such as Physiotherapists, Occupational Therapists, Patient Council representatives, Medical Devices Group, Health & Safety and Procurement. A risk assessment is undertaken to identify wheelchair specification prior to purchase.
- 8.3 Most people do not require using a lap belt although some wheelchairs have them fitted as standard. The Trust does not provide wheelchairs with strap belts.

9. Security of Wheelchairs

- 9.1 Wheelchairs located at Main Entrance and West Entrance require a £1 coin/token to access them (similar to supermarket trolleys).
- 9.2 Non-coin operated wheelchairs are fitted with a device to ensure chairs cannot be folded and a flag pole fitted to the back of the wheelchair in order to discourage removal from the hospital site.
- 9.3 The following information is displayed on each wheelchair:
- Hospital Property

- Maximum weight
- Id number
- Cleaning tag & record

10. Auditing

- 10.1 Records are kept by Domestic Services of all wheelchairs that are cleaned monthly to ensure all wheelchairs are decontaminated.
- 10.2 An annual audit of the Wheelchairs Policy will be undertaken to monitor accessibility, condition and cleanliness of wheelchairs as seen in the audit tool at Appendix 4. The audit results and subsequent actions plans will be presented to the Care Environment Group.

11. Equality & Diversity

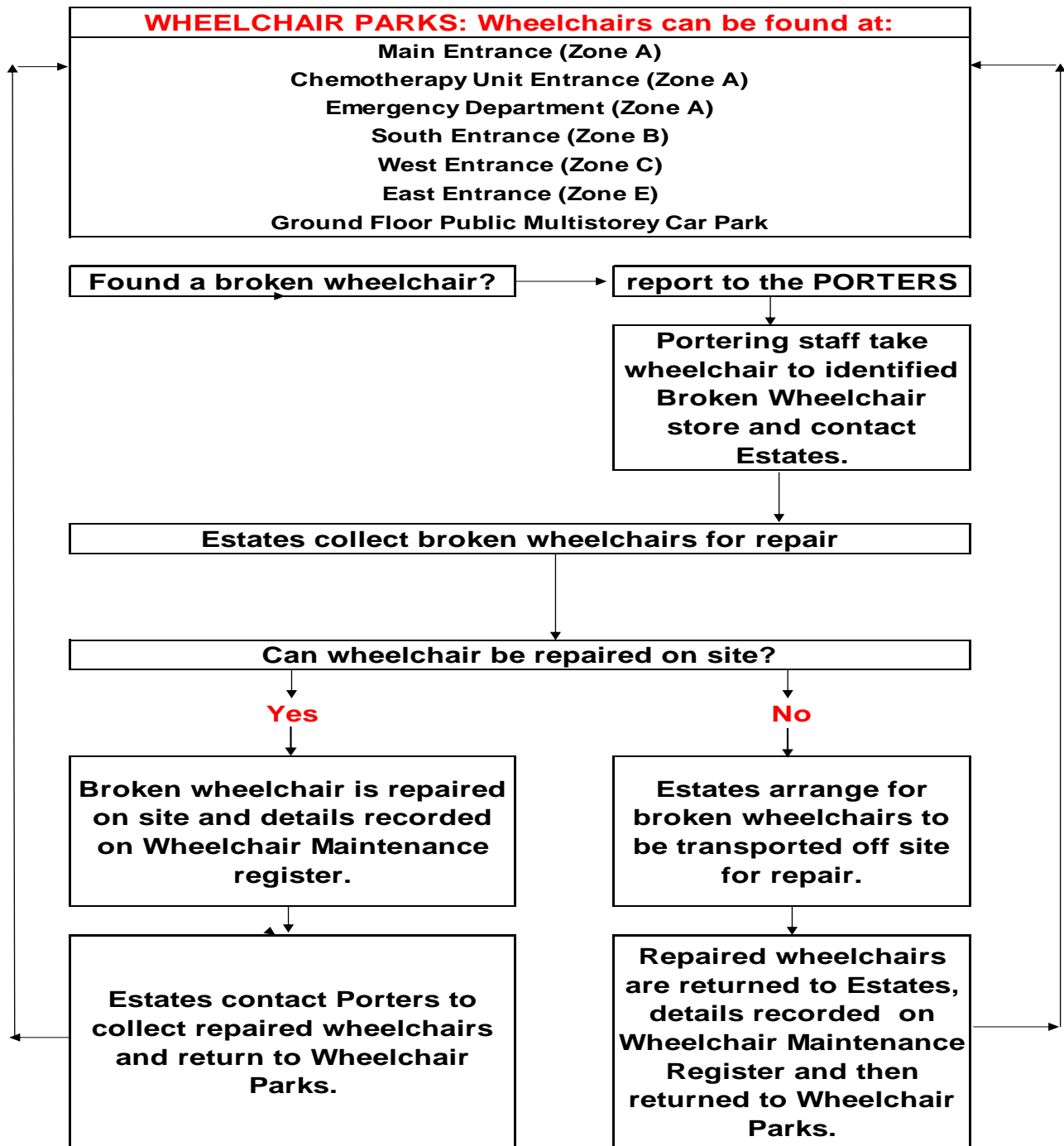
- 11.1 The Trust is committed to the provision of a service that is fair, accessible and meets the needs of all individuals.

12. Useful Contacts

| Contacts | Working Hours | Out of Hours |
|----------------------------|-------------------------------|------------------------------|
| Porters | Ext 6000 or bleep #6555 6001 | Ext 6000 or bleep #6555 6001 |
| Portering Security Manager | Ext. 6367 or bleep #6555 6000 | |
| Manual Handling Advisor | Ext. 4781 or bleep #6555 2646 | |

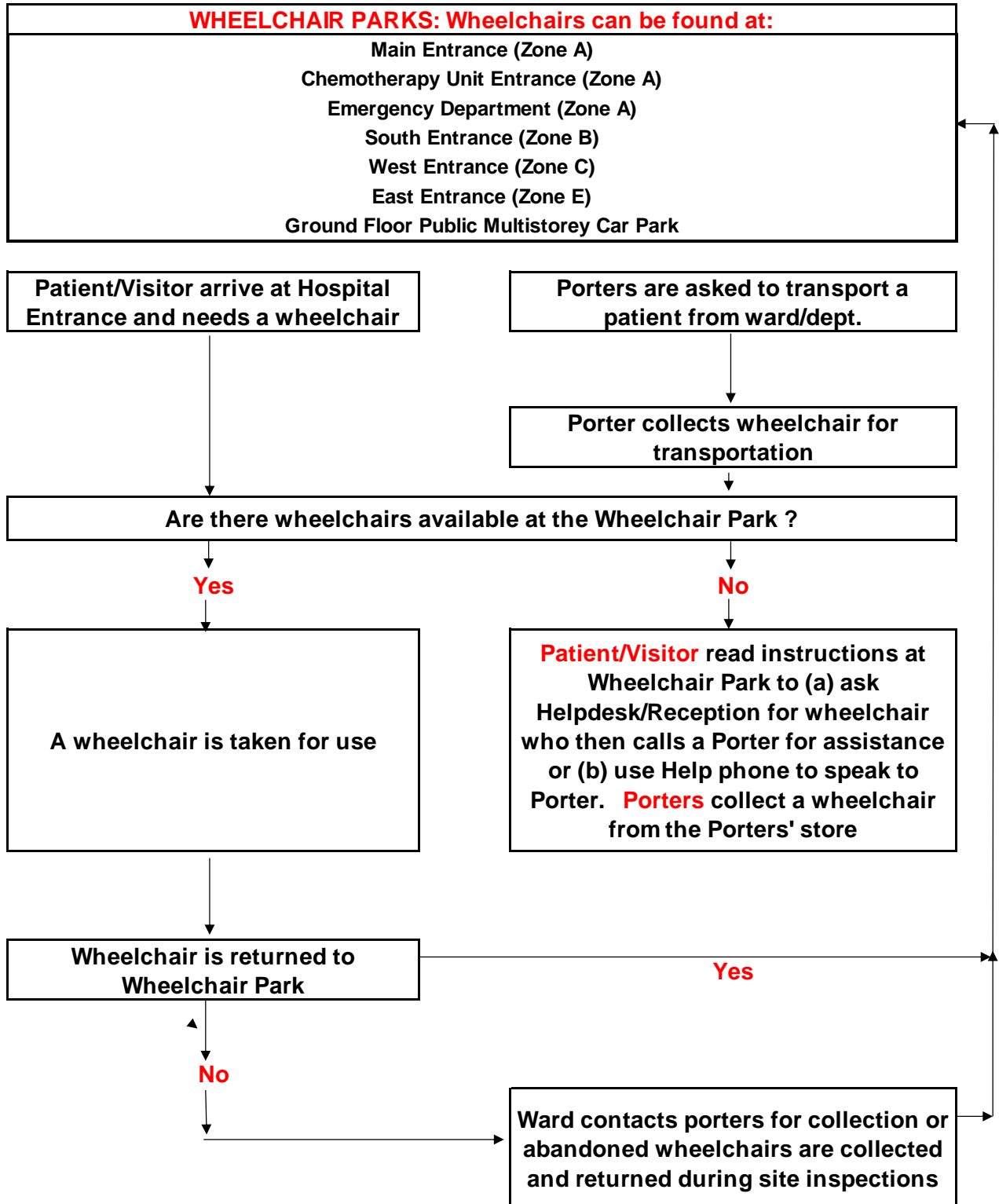
Appendix 1

Protocol for Replacing Broken Wheelchairs



| What constitutes a broken chair? | |
|---|-----|
| Pole broken or Missing? | No |
| Rust | Yes |
| Tyres flat, loose or missing tyres | Yes |
| Seat torn or missing | Yes |
| Arm rests broken, loose or missing | Yes |
| Footrests broken, loose or missing | Yes |

**Appendix 2
Protocol for Accessing Wheelchairs for Patients Transportation**



Appendix 4

Wheelchair Policy Audit Tool (Broomfield Hospital)

| Policy Ref. | Audit Question | Answer | | | |
|-------------------|---|--------------------------------------|---------------|-------------|-----------------------------|
| Next Review Date. | What is the review date of the policy and has this date passed? | Date: | | | |
| | | Yes/No | | | |
| 5.1 | Is the wheelchair visibly clean, does it have a coloured tag and is the date on the tag within 1 month. | W/C 1: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 2: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 3: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 4: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 5: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 6: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 7: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 8: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 9: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| | | W/C 10: | Clean: Yes/No | Tag: Yes/No | Date Within 1 month: Yes/No |
| 5.2 | Are sanitiser wipes are each wheelchair park | Zone A: Atrium Entrance | | Yes/No | Notes: |
| | | Zone A: Emergency Department | | Yes/No | Notes: |
| | | Zone A: Chemo Unit Entrance | | Yes/No | Notes: |
| | | Zone B: South Entrance | | Yes/No | Notes: |
| | | Zone C: West Entrance | | Yes/No | Notes: |
| | | Zone E: East Entrance | | Yes/No | Notes: |
| | | Multi-storey Car Park (ground floor) | | Yes/No | Notes: |
| 5.4 | Is there evidence the Wheelchair Maintenance Register is being kept up-to-date? | Yes/No | | Notes: | |

| | | | | |
|-----|---|---------|--|--------|
| 6.1 | Do wheelchairs have a unique identification number and are these listed in the Wheelchair Maintenance Register? | W/C 1: | | |
| | | W/C 2: | | |
| | | W/C 3: | | |
| | | W/C 4: | | |
| | | W/C 5: | | |
| | | W/C 6: | | |
| | | W/C 7: | | |
| | | W/C 8: | | |
| | | W/C 9: | | |
| | | W/C 10: | | |
| 8.1 | Can the Porters bariatric wheelchair be accessed by contacting Facilities Helpdesk on ext. 6000. | Yes/No: | | Notes: |

| | |
|--|--|
| Date of Audit: | |
| Name & Job Title of Lead Auditor: | |
| Signature: | |

| | |
|---|--|
| Date of Next Care Environment Group Results Submitted: | |
|---|--|