

# Hot Water and Surfaces Policy

CM23

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|-----------------|--|
| Date Written    |  |
| Author(s)       |  |
| Version         |  |
| Date Signed Off |  |
| Reviewed by     |  |

Date: [ ]

## Review Data

### Initial Production

| Name | Role/Department | RACI | Date |
|------|-----------------|------|------|
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|      |                 |      |      |
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R = Responsible for writing the policy; A = Accountable; C = Consulted; I = Informed

### Change History

| Version | Date | Details of Change | Author |
|---------|------|-------------------|--------|
|         |      |                   |        |
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|         |      |                   |        |

### Emergency Contact Details

| Name | Email | Mobile |
|------|-------|--------|
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|      |       |        |
|      |       |        |

## CQC Fundamental Standards

| Regulation Number                      | Regulation Details                                                                                                                                                                                                    |
|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regulation 12: Safe care and treatment | Care and treatment must be provided in a safe way for service users, including assessing the risks to the health and safety of service users and doing all that is reasonably practicable to mitigate any such risks. |

## Key Lines of Enquiry

| KLOE      | How this applies to Handling Money                                                                                                                     |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| Safe      | Having due regard to hot water and surfaces as we deliver services helps ensure the safety of service users and staff.evidence in our caring approach. |
| Effective | Properly documenting required risk management actions, combined with appropriate training, helps ensure the effectiveness of the service.              |

## Related Documents

This policy should be read in conjunction with our:

- CP02 - Care Planning Policy
- HS08 - Risk Assessment Policy



### Policy Aims

This policy is intended to ensure that persons at risk are identified and that safe maximum temperatures are not exceeded in accordance with current best practice including the minimum standards. Ensuring that robust systems are in place to monitor & maintain safe temperatures of hot water whilst also complying with legionella prevention requirements. Also, to identify where the presence of hot surfaces within the services may pose a significant risk to the safety of service users and others, ensuring adequate steps are taken to eliminate or reduce the risk.

## Policy Statement

It is the purpose of this policy to prevent scalds and burns to service users and employees from hot water or hot surfaces. Hot water and surfaces can cause death or serious injury. The '**Management of Health and Safety at Work Regulations 1999**', require an employer to undertake a suitable and sufficient risk assessment of the health and safety issues within the workplace. These regulations apply to all cases where an assessment indicates **there is a possibility of risk from the use of hot water and hot surfaces**.

## Procedures

**Any failure on the part of an employee to observe, in full, these requirements, may result in disciplinary action, and possibly dismissal.** This policy/procedure extends also to the issue of conducting business transactions either in association with, or for, a service user. Such business transactions are expressly forbidden.



## **Key Question: What is the definition of hot water/scalding temperature**

### **Definition of hot water/scalding temperature**

Evidence of scalding indicates a risk increasing rapidly from temperatures of 45°C and above. Severity of scalding will depend on factors including:

- Temperature of water
- Time of immersion
- Age of person
- Medical conditions

### **Definition of hot surface**

Any surface that has the potential to cause burns as a result of physical contact with that surface.

Temperatures of 43°C and above can cause burns.

Examples of a hot surface or heat sources include hot water pipes, cooking devices, radiators, freestanding portable heaters or other forms of space heating devices.

## **Implementation**

Facility Managers and Registered Managers are responsible for ensuring that this guidance is brought to the attention of all relevant staff and that adequate arrangements are in place and effectively monitored to comply with these arrangements.

## **Risk Assessment Guidelines**

The risk assessment process should take into account two areas for concern:

- The service user group & individual risks associated with them
- The identified significant hazards present – hot water or hot surfaces

Where the risk of burns has been identified, suitable control measures need to be introduced to prevent physical contact i.e.

- Fitting barriers
- Guarding the heated area, e.g. providing radiator covers, covering exposed pipe work and isolating the area from persons at risk
- Where freestanding portable heaters, food trolleys are in use, precautions must be taken to safeguard against the risk of exposure, also a risk assessment of the environment must be carried out and measures taken to guard the heated area

## Recording Risk Assessments & Review

- The results of the risk assessments to be recorded in the site Risk Assessment folder.
- The Individual risk assessment process or an Impact Risk Assessment for new service users must identify where there is a significant risk, including the history, capabilities and needs of the individual.
- Review of the risk assessments should generally be on an annual basis, unless required sooner due to a change in circumstances such as building alterations, an incident or near miss occurring or the behaviours or risks associated with the Service User has changed.

## Means of Temperature Regulation

The means by which the hot water temperatures will be regulated will be using thermostatic mixing valve installed by a suitable competent contractor to current regulations and codes of practice.

## Monitoring & Recording of Temperatures

In order to monitor the correct operation of each valve, a digital thermometer will be used to record the temperature of the water on a regular basis, depending on the level of risk, at least monthly for low risk services & at every bath fill for high risk services (recorded in the daily log for the service user)

Records are to be kept at each site of checks made. The thermometer must be kept under the running water until the temperature stabilizes.

Records of failures should be recorded on the log sheet and reported in the appropriate manner. Depending on the severity of the failure, it may be appropriate to prevent access to the outlet until repairs are made.

NB: The testing of blending valves should not be confused with the management and prevention of Legionella.

It is good practice to fit anti scald valves to all hot water outlets, however it is not a legal requirement. The operating temperatures should still be regularly checked and where possible limited to a maximum of 50°C. Anything above this temperature should have signage to indicate 'CAUTION HOT WATER' to the user, if appropriate

## Information & Training

Careville Ltd Line Managers are to ensure that all relevant staff have the appropriate level of training and information to enable them to carry out tasks thoroughly. By reading through this policy with homecare staff, & explaining the steps to take within the home, it should ensure that all parties have a full understanding of possible hazards together with safety precautions in place to protect against those hazards



### Key Points to Take Away

- Facility Managers and Registered Managers are responsible for ensuring that this guidance is brought to the attention of all relevant staff and that adequate arrangements are in place and effectively monitored to comply with these arrangements.
- The means by which the hot water temperatures will be regulated will be by the use of thermostatic mixing valve installed by a suitable competent contractor to current regulations and codes of practice.

### Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Careville Ltd. All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Director's Signature

Director