

## MB03 - Maintenance Policy and Procedure

### Purpose

- | To maintain a high standard of maintenance and safety.
- | To comply with statutes, regulations and quality standards.

### Scope

- | All employees.

### Policy

- | Maintenance will be carried out to achieve a high standard of safety and comfort within an aesthetically pleasing environment for Service Users, employees and visitors.
- | A plan of maintenance will be prepared annually specifying the internal and external maintenance that is planned to be carried out.
- | Decorating will be carried out as necessary in all areas annually, and Service User's rooms will be decorated before each admission, other than short-stay/respite admissions.
- | Service Users will be kept informed in advance about maintenance and decorating work to be carried out in the establishment.

### Procedure

- | All required maintenance will be noted in the maintenance log.
- | A nominated maintenance engineer will visit the home on two agreed days each week.
- | All maintenance activities will be recorded in the maintenance log whether reported there or not.
- | All maintenance work will be signed for and dated by the person carrying it out.
- | The Registered Manager will carry out a weekly review of current maintenance requirements, sign and date the entry, and prioritise the order of the work, taking regard of health and safety requirements.
- | A list of approved maintenance engineers will be maintained to carry out any specialised maintenance work in The Home.
- | The maintenance engineer will offer a call-out service with acceptable times for attendance outside of scheduled service visits.



## MB03 - Maintenance Policy and Procedure

Maintenance Plan – Internal – Year ending:

Action	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Responsibility

Plan prepared by:

Date:

Tick month that identified work is to be carried out

## MB03 - Maintenance Policy and Procedure

Maintenance Plan – External – Year ending:

Action	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Responsibility

Plan prepared by:

Date:

Tick month that identified work is to be carried out

**MB03 - Maintenance Policy and Procedure****Key Lines of Enquiry Table**

Key Line of Enquiry	Primary	Supporting	Mandatory
R.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected?	✓		✓
R.S5 - How well are people protected by the prevention and control of infection?	✓	✓	
R.E5 - How are peoples individual needs met by the adaptation, design and decoration of the service?	✓		
R.W3 - How does the service deliver high quality care?		✓	✓

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**

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