



**APRIL COMPLETE CARE SOLUTIONS LTD
(The “Company”)**

Safe Water Temperature Policy

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Introduction

Hot water and hot surface temperatures pose a potential hazard in all premises. The aim of this policy therefore must be to ensure procedures are developed and followed to ensure the risk of scalding and burning from hot water and hot surfaces within people's own homes.

Legislation and Guidance

The Health Guidance Note – ‘Safe Hot Water and Surface Temperatures’

Policy Statement

April Complete Care Solutions Ltd (April) believes that an efficient organisation, by definition, is a safe and secure organisation. It therefore follows that caring for all staff and it's clients and minimising risk is inseparable from all other objectives.

April will ensure that injury to staff, clients and others by hot water and hot surface temperatures is reduced to the lowest level of risk possible following the guidance contained within this document. To achieve this. We accept that a Safe Hot Water and Surface Temperature Policy requires a high level of management commitment.

This policy and procedural document is our response to confirm that we will fulfil its statutory obligation with the help and support of staff.

Scope

This policy covers Safe Hot Water and Hot Surface Temperature issues for April. This includes:-

- Employees
- Volunteers
- Clients in their own homes

The policy does not cover nursing home premises as their safe hot water and surface temperature arrangements are managed by the individual practices.

Aims and Objectives

This policy has been developed in order to:

- Describe the management arrangements for safe hot water and hot surface temperatures within client's own homes and provide guidance for implementing procedures;
- Ensure training is provided for all employees regarding the safe use of hot water, hot surface temperatures and accident prevention;
- Provide and maintain safe hot water and hot surface temperatures;
- Document our commitment to a fair blame culture to encourage the reporting of all incidents to enable us to learn and share from incidents;
- Ensure improvements resulting from the use of the incident reporting system and the identification of hazards are developed and recognised;
- Assist with promoting a positive Health and Safety culture.

Accountability and Responsibilities

The Registered Manger of April is responsible for the implementation of this Policy and Procedure.

Staff at all levels are responsible for adhering to this Policy. The Management are responsible for ensuring staff are updated in regard to any changes in this Policy.

All employees are responsible for ensuring that they take reasonable care for the health and safety of themselves and any other persons who may be affected by their acts or omissions at work. They must be familiar with Health and Safety policies and procedures and must report all hazards or incidents using the company's Incident Policy and Incident reporting forms.

All staff are obliged to adhere to this policy.

Training

April will ensure that adequate training is provided to all necessary staff, especially those with more detailed responsibilities.

Staff will receive instruction and direction regarding the safe use of hot water and hot surface temperatures from a number of sources: -

- April Complete Care Solutions Ltd's Policies and Procedures Manuals
- Line Manager
- Training
- Other communication methods (e.g. Team Brief/team meetings)

Safe Hot Water Temperature

Consideration will be given to situations where clients are in a domestic environment. Hot water storage arrangements in the domestic dwelling should be considered as part of the risk assessment. It should also be noted that elderly clients / young clients are considered most at risk and this should also be taken into account when carrying out the risk assessment.

Recommended safe hot water temperatures

- A 43°C For an unassisted bath fill
- B 43°C For an assisted bath fill
- C 41°C For shower applications
- D 41°C For washbasin applications
- E 38°C For bidet applications

Surface Temperature

The surface temperature of radiators under normal design conditions will vary between 70⁰ C to 80⁰ C.

Certain sectors of the population, for example older clients, learning disabled and the young, will be at greater risk than the average population.

Wherever clients have access, the maximum surface temperature of space heating devices should not exceed 43⁰ C when the system is running at maximum design output.

Options to ensure safety are:

- guards should be fitted
- low surface temperature heat emitters should be used

Incident Reporting

All staff have a responsibility to ensure that all potential and actual incidents and serious untoward incidents are reported. It is the responsibility of all employees of April to contribute to the delivery of care in a safe and appropriate manner.

Any incident or potential incident involving hot water or hot surfaces must be reported using the incident report form. The Incident report form should be used to record the appropriate information and facts of the incident or potential incident. Completion of the form should be carried out by the carer at the time of the incident and reported immediately to the office.

On completion of the form, it should be forwarded to the Manager of April Complete Care Solutions Ltd for collation. It is important to stress that the form should identify and record FACT rather than opinions and should also give an objective clear account of what happened.

Policy Review, Dissemination and Related Policies

This Safe Hot Water and Surface Temperature Policy will be reviewed annually, and in accordance with the following on an as and when required basis:

- Legislative changes
- Good practice guidance
- Case law
- Significant Hot Water or Surface Temperature incidents reported
- New Hot Water or Surface Temperature vulnerabilities
- Changes to organisational infrastructure

The Safe Hot Water and Surface Temperature Policy is located in the Policies and Procedures file situated in the office at April Complete Care Solutions Ltd. A set of policy manuals is available to all staff and all staff policies are available via their handbooks.

Staff will be made aware of policy reviews as they occur via team briefs and team meetings.

Related Policies/Organisational Functions

A key linked policy is the Health and Safety Policy. The aim of the Health and Safety Policy is to create a managed environment which ensures, as far as is reasonably practicable, the health, safety and welfare of staff and clients who are affected by the activities of April Complete Care Solutions Ltd.

Water Temperature Check

Always run cold water into a bath first.

Always use the 'elbow test' to check bath-water temperature. The water should be warm, not hot. If a thermometer is used, over 43°C is too hot.

Never leave a full bath unattended. The vulnerable person may climb unwittingly into scalding water and be unable to get out.

Be vigilant whenever a person with a disability in your care takes a bath. Ensure they do not turn on the hot-water tap if the water is at the usual storage temperature — 60°C or above — as they will be scalded.

In Case of Scalds

If someone is burnt or scalded, the Government gives the following advice.

- Keep the affected area under cold water for as long as possible — at least 10 minutes.
- Do not remove anything sticking to the injury. Cover it with sterile, non-fluffy material; cling film is ideal.
- Do not apply anything to the scald — for example, no creams, ointments, fat or ice.
- For any size of burn, seek immediate medical attention.