

Hot Water and Hot Surfaces Policy

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Scope

This policy covers all situations where there is a risk from hot water or hot surfaces. The policy deals, primarily, with situations where NAS managers are in control of premises, but also recognises the duty of care owed by the NAS to the people supported in other environments.

Policy Summary

The purpose of this policy is to reduce the risk of people supported by the NAS, and others with impaired sensory or physical abilities, being scalded by hot water or burned by hot surfaces.

Burns and Scalds

Human skin can be damaged at temperatures exceeding 43 degrees Centigrade. The degree of harm depends on the temperature and the time that the skin is in contact. Most people will withdraw from harmful temperatures but some of the people we support may not react appropriately and could be scalded or burned.

Where users of NAS services could be scalded or burned then suitable control measures must be put in place to prevent harm.

Hot Water

In order to reduce the risk of Legionnaires disease the temperature of stored and circulated domestic hot water must be maintained at 60° Centigrade. Water at 60° Centigrade will scald if in contact with the skin for more than a few seconds.

Where there is a high risk of scalding the NAS has a policy for fitting devices at or near the outlet which will reduce the water temperature from 60° to a safer, lower temperature.

Where staff assist with bathing of people we support they must always check the temperature of the bath water before bathing to ensure that it is at or below 44° Centigrade.

Where thermostatic mixing valves (TMVs) are fitted then the temperature of the water at the outlet shall be regularly checked to ensure that it is at the correct temperature and in accordance with the following table:

Outlet	Temperature	Frequency of Check
Bath	43° Centigrade	weekly
Shower	43° Centigrade	weekly
Wash hand basin	43° Centigrade	monthly

Outlet temperatures should be checked by placing the sensing part of the thermometer probe (usually the tip) under running water until the reading stabilises.

Observed temperatures should be recorded in a log (Appendix 1) which shows, clearly, the following information:

- a date of check
- b device checked
- c temperature of water
- d action required, if any
- e who carried out the check

Records must be retained for at least one year.

Temperatures which are found to be out of limits must be reported immediately to the manager. The manager must then show what action has been taken.

Annual checks of hand-held thermometers should be made to ensure that they are accurate. This may be achieved by checking against another thermometer which is known to be accurate. If at any time it is suspected that the thermometer is inaccurate then a check should be made. Calibration checks should also be recorded in the temperature log.

Thermostatic mixing valves must be of the fail safe type, and routinely maintained.

Hot Surfaces

Where risk assessments show that individuals could be harmed because of their inability to withdraw from contact with hot surfaces, or where there is the possibility that a person we support may deliberately make contact with hot surfaces, or where there is a sensory impairment, then measures must be taken to reduce the risk of them being burned.

It is particularly important to consider situations where the person may be unsupervised, e.g. sleeping in their bedroom.

Where a risk assessment reveals an unacceptable risk then controls should be put in place that reduce the risk so far as is reasonably practicable. The controls could include guards, low surface temperature radiators, locking-off devices, close supervision, etc.

Key Management Actions

- Carry out regular temperature checks of hot water to ensure that scalding risks are adequately controlled. Keep records.
- Carry out risk assessments for hot surfaces and protect as necessary.

Hot Water/TMV Temperature Monitoring Record

<u>Outlet</u>	<u>Maximum Temperature</u>	<u>Frequency of checks</u>
Bath	43 Celsius	Weekly
Shower	43 Celsius	Weekly
Wash Basin	43 Celsius	Monthly

Building/Location: _____

Date of Last Thermometer Calibration: / /

Manager Name: _____

Records reviewed (initial/date): / /

Records reviewed (initial/date): / /

		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17	Week 18	Week 19	Week 20	Week 21	Week 22	Week 23	Week 24	Week 25	Week 26		
Actual Date of Check																													
Checked By																													
Room	Hot Outlet																												
Remedial Action Required (include date identified)												Remedial Action Taken (include date the work is completed)																	