

Policy Name: Hot Water & Hot Surfaces

1. Policy Summary...

- 1.1. This policy sets out how we will manage and control the risks associated with hot water and hot surfaces in the properties we own and comply with its duties under the Health and Safety at Work Act 1974. It will also ensure we comply with the associated legislation and codes of practice pertaining to managing the risks from hot water and hot surfaces.

2. Policy Principles

- 2.1. We recognise there are customers residing in our properties who may be vulnerable to the risk of scalding or burns.
- 2.2. We are committed as far as reasonably practicable to ensuring the health, safety and welfare of persons in our buildings and homes by undertaking a robust TMV servicing programme.
- 2.3. This policy applies to the following locations:
- Independent Living, Retirement Living, and the Specialist Accommodation property portfolio including registered providers, scheme-based support services and sheltered schemes (including communal areas);
 - Offices including any onsite storage facilities;
 - Leasehold and mutual schemes where we retain responsibility for the water system safety;
 - General Need's properties will be risk assessed using a risk-based approach in accordance with HSG274 Part 2 and in full compliance with ACoP L8;
 - Agency Managed and Leased Properties where Midland Heart retain responsibility for the water system safety
- 2.4. Assess our resident's vulnerability to identify people with reduced mental capacity, mobility or temperature sensitivity and those who cannot react appropriately or quickly enough to prevent injury to determine the measures required to mitigate the risk of scalding. Control measures to reduce the risks from scalding may include signage to indicate a hazard or the installation of blending devices.
- 2.5. Assess our resident's vulnerability to identify people with reduced mental capacity, mobility or temperature sensitivity and those who cannot react appropriately or quickly enough to prevent injury to determine the measures required to mitigate the risk of burns. Control measures to reduce risks from burns may include signage to indicate a hazard or radiator guards.
- 2.6. Install blending devices in new developments to control water temperatures in line with Building Regulations.

2.7. Accept responsibility when things go wrong.

2.8. Put things right quickly.

3. It applies to

3.1. The policy applies to all our Tenants and Residents. A tenant or resident is anyone who receives or requests a service from us or who is affected by our water hygiene activities. This includes:

- Retirement Living, Retirement Living Plus & Supported Living property portfolio including Specialist Accommodation
- Leasehold and mutual schemes where Midland Heart retain responsibility for the water system safety
- Agency managed properties where Midland Heart retain responsibility for the water system safety
- Customers and communities (General Needs properties)

3.2. This includes employees, members of the public and contractors working on our behalf within our buildings and homes.

4. Definitions

4.1. **Blending Device:** Any equipment that can regulate high temperatures to prevent the risk of scalding. i.e. TMV, blended tap, thermostatic tap, temperature restricted shower, thermostatically controlled shower (BEAB care rated)

4.2. **Thermostatic Mixer Valve (TMV):** A valve that blends hot water with cold water to restrict the maximum temperatures to minimize the risk of scalding

4.3. **Hot Surfaces:** Radiators and associated pipework that is likely to operate at temperatures which may present a burn risk/ scalding risk.

4.4. **Responsible Person:** The responsible person should have sufficient authority, competence and knowledge, to ensure that all operational procedures are carried out in a timely and effective manner. The responsible person should have a clear understanding of their duties and the overall health and safety management structure and policy in the organisation.

4.5. **Specialist Contractor:** A Contractor recognised by the Duty Holder as having sufficient technical knowledge and experience to enable them to carry out the works for which they are engaged.

4.6. **Immersive TMV:** Thermostatically controlled outlets such as bath taps and shower outlets.

4.7. **Non-Immersive TMV:** Thermostatically controlled outlets such as Kitchen sinks, bathroom wash hand basins.

4.8. **Failsafe:** a cold-water isolation test (failsafe test) and temperature check.

5. Accessibility and Awareness

- 5.1. Concerns and complaints regarding our water hygiene activities, relating to hot water and hot surfaces, can be received through any of our communication channels. This includes to any member of staff, via phone, email and social media. Where concerns are received through social media to maintain privacy and confidentiality, we will respond via a private message.
- 5.2. Concerns can be received on behalf of tenants or residents through other agencies e.g. advocates or support agencies. In these cases, we will need written consent from the tenant or resident to discuss the complaint with their representative in line with our Data Protection Policy and Procedure and our GDPR 2018 requirements.
- 5.3. Where a Councillor or MP makes an enquiry on behalf of a tenant or resident, they will not be required to provide written consent as they are elected representatives. These will be treated as MP or Councillor enquiries and the usual complaints process will apply.
- 5.4. We will promote the ways in which a concern or complaint can be made through all of our main communication channels, this includes our website, social media, posters, leaflets, letters, and phone calls.

6. Reasonable Adjustment and Support

- 6.1. We communicate with our tenants and residents advising when we need to gain access to their homes to carry out important TMV servicing. Although this is by written correspondence, we understand that some of our tenants and residents may require communication by other means. Where we have been advised of this, your preferred methods will be utilised.
- 6.2. We understand that some tenants and residents may have difficulty allowing access during working hours for us to undertake our TMV servicing in their homes. As such we will endeavour to make reasonable adjustments, to ensure our specialist contractor is flexible in their working patterns to facilitate your preferred availability.
- 6.3. In the absence of known reasonable adjustments being required we will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.
- 6.4. In the majority of cases, we will be able to agree and deliver the required reasonable adjustment with a minimum of delay. In some cases, we may need to consider in more detail how best to overcome the difficulty or seek advice from expert organisations that can assist with signposting and other forms of support.

- 6.5. There may be occasions where there is good reason to apply discretion when decision making. We will always consider the individual circumstances of the individual involved when making our decisions.

7. TMV Procedure

- 7.1. TMV servicing is managed via the Building Safety Team.
- 7.2. TMV servicing is delivered on behalf of Midland Heart by our appointed contractor.
- 7.3. In the event of being notified of a scalding incident the Local Responsible Person is to immediately notify the following persons:
1. Director of Building Safety
 2. Head of Building Safety Compliance
 3. Area/Operations Manager
 4. Head of Safety and Facilities, along with the Health & Safety Manager

8. Frequency of Inspection and Testing

Type of installation	Frequency of Inspection and Testing
TMV- Immersive	12 monthly, 6 monthly fail safe
TMV- Non immersive	12 monthly service

9. Related Law & Regulations....

Legislation/Regulation	Relevance to This Policy
Health and Safety at Work Act 1974	The Health and Safety at Work etc. Act 1974 is an act of the Parliament of the United Kingdom that as of 2011 defines the fundamental structure and authority for the encouragement, regulation and enforcement of workplace health, safety and welfare within the United Kingdom.
Management of Health and Safety at Work Regulations 1999	An employer must identify the risks that employees, contractors, and members of the public may face and take steps to control or mitigate those risks through a formal risk assessment process
Provision and Use of Work Equipment Regulations 1998	This places a duty on people and companies who own, operate or have control over work

	equipment, to ensure any machinery, appliance, apparatus, tool or installation for use at work is safe to use.
Building Regulations – Part G Section 3(4)	Part G contains guidance on water safety, water efficiency and hygiene.
HSE's Information Sheet No 6 – Managing the risks from hot water and surfaces in health and social care.	This explains the risks associated with hot water and hot surfaces in health and social care premises and sets out guidance to help control them. It covers the risks vulnerable people may be exposed to when bathing or showering, or where there are hot surfaces such as pipes or radiators.
HSE's Approved Code of Practice L8 - The control of legionella bacteria in water systems - 2013.	ACOP L8 in short, gives practical advice on Legionella control and how to comply with the law. It is the eighth edition and was published in 2013
Health & Safety in Care Homes – HSG220	This guidance is intended to help those providing and managing care homes to give them a better understanding of the risks and how to manage them effectively.
HSG274 Technical Guidance Part 1, 2 & 3	The HSE HSG274 "Legionnaire's disease: Technical guidance" is a document that provides technical advice and guidance on controlling Legionella bacteria in water systems. Part 1: The control of legionella bacteria in evaporative cooling systems Part 2: The control of legionella bacteria in hot and cold-water systems Part 3: The control of legionella bacteria in other risk systems

9. This policy links to the following internal literature:

- Hot Water/Hot Surfaces Policy
- Legionella Policy and Procedure
- Health & Safety Policy
- Accident Reporting Procedure
- Contract Management Framework

- [Water Hygiene Guidance Notes for Scheme Staff](#)
- [Water outlet temperature testing guide / e-learning](#)
- [Complaints, Comments, Compliments and Reasonable Adjustments Policy](#)
- [No Access Easy Guide](#)