

Lift Entrapment SOP – Lift Maintenance Contractor

Title:	
Lift Entrapment SOP – Lift Maintenance Contractor	
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May 2024 - Oct 2025	Area Manager, Estates Assurance Manager, Estates & Facilities	v0.1-2	New SOP under development
Nov 2025	Assurance Manager, Estates & Facilities	v1.0	Approved by the Facilities Policy Advisory Group

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1.0 Purpose

This procedure has been developed as a requirement of SHTM 08-02: Specialist Services Lifts. A written operational plan, covering emergency procedures, must be in place to ensure that all lift entrapments are dealt with in a positive and well-rehearsed manner.

This procedure should be followed to ensure the safe release of entrapped lift passengers.

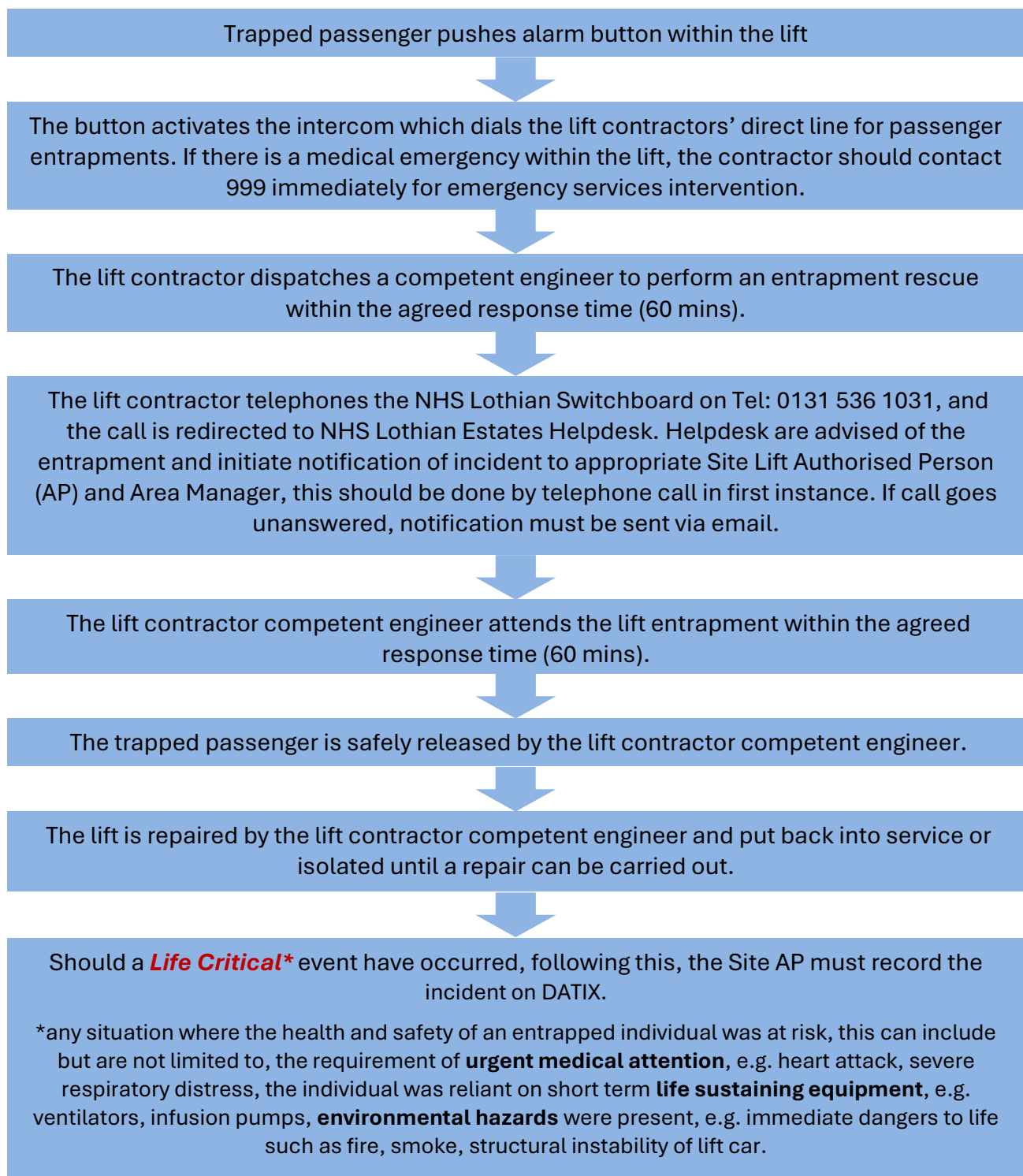
2.0 Procedure

NHS Lothian has delegated responsibility for the safe release of lift passengers to their Lift Maintenance Contractor, Jackson Lifts.

At no time should any untrained and unauthorised persons attempt rescue by accessing the lift shaft or car top. Only competent persons employed by Jackson Lifts, are permitted to access these areas.

NHS Lothian staff should only be involved in the following liaison process and interim responsibility flow charts.

3.0 Flowchart – Operational Hours (08:00 to 16:00, Monday to Friday)

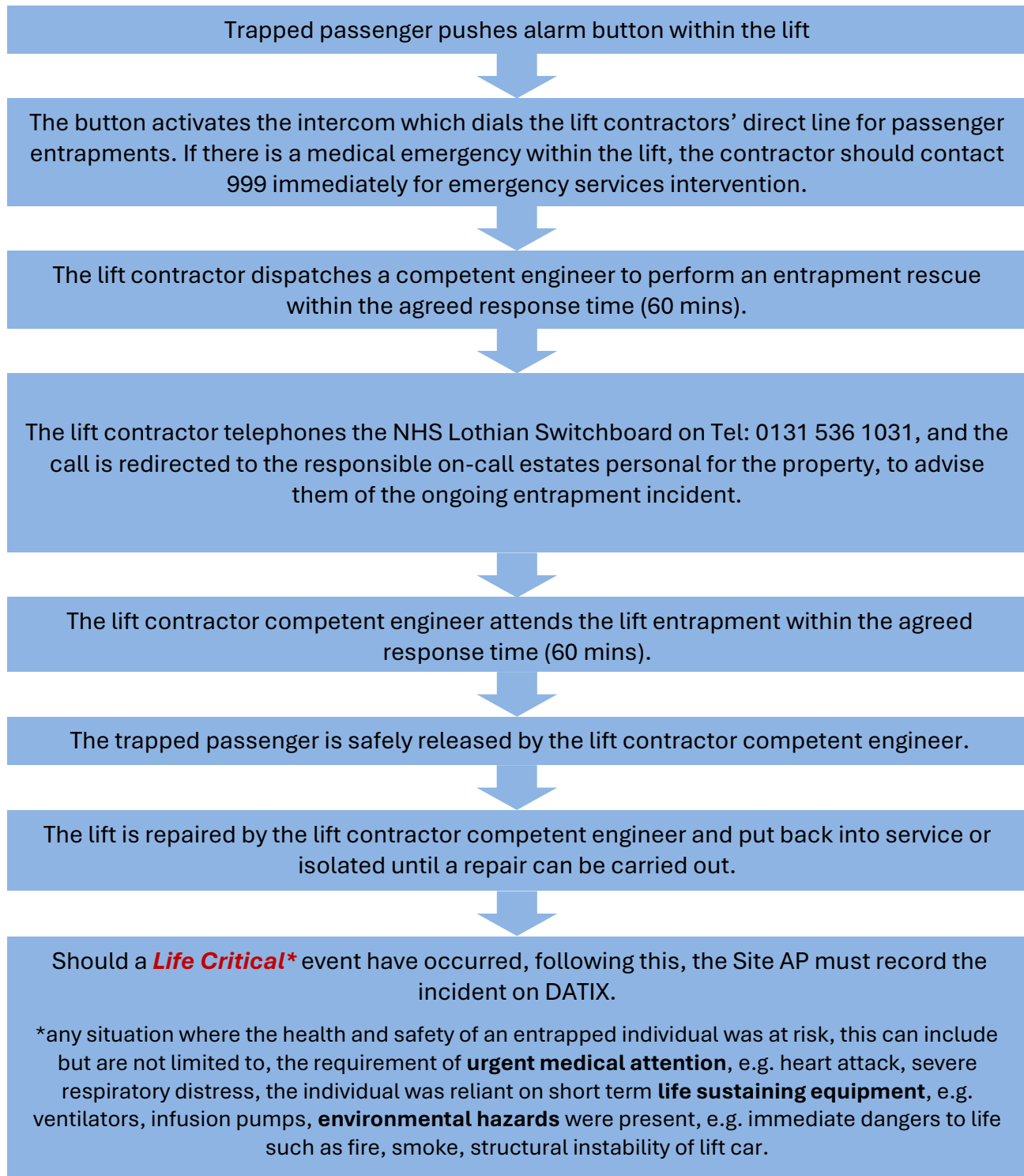


4.0 Flowchart – Out with Operational Hours

Evenings (16:00 to 08:00 Monday to Friday)

Weekends (16:00 Friday to 08:00 Monday)

Public Holidays (Listed on [HR Online](#))



5.0 References

[Health and Safety at Work etc. Act 1974](#)

[Health Facilities Scotland SHTM 08-02: Specialist Services Lifts](#)

[Lifting Operations and Lifting Equipment Regulations 1998 \(LOLER\)](#)

6.0 NHS Lothian – Contact List

Switchboard		
Telephone no:	0131 536 1031	
Estates Helpdesk		
Telephone no:	0131 537 3333 (option 1)	
Hard FM Estates Department		
Sector	Area Manager	Lift Authorised Person(s)
East & Mid Lothian	Steven Greenan Steven.Greenan@nhs.scot	Steven Greenan Steven.Greenan@nhs.scot
Western General Hospital	Jamie Ramsay Jamie.Ramsay@nhs.scot	John Paul John.Paul@nhs.scot
Edinburgh Community	David George david.george@nhs.scot	David Murphy David.murphy@nhs.scot
West Lothian	Bob Stewart robert.stewart8@nhs.scot	Roberto Sanchez roberto.sanchez@nhs.scot

7.0 NHS Lothian Property List and Responsible Estates Manager

The NHS Lothian Property List and Responsible Estates Manager spreadsheet is located on the F drive.

F:\PAN-LOTHIAN FACILITIES\EAMS\Property List

8.0 Jackson Lifts

8.1. Jackson Lifts Contact List

Jackson Lifts: Points of Contact and Escalation	24/7 Call Out Number Tel: 0141 404 5458
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Escalation Point 1	Jade Gallagher (Service Supervisor) jade.gallagher@jacksonlifts.com Tel: 07511 082 254
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Escalation Point 2	Eddie Whitelaw (Manager) eddie.whitelaw@jacksonlifts.com Tel: 07584 683 543
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Escalation Point 3	Colin Curtis (Regional Director) colin.curtis@jacksonlifts.com Tel: 07818 572 676
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Escalation Point 4	Anthony Butterfield (Group Managing Director) Anthony.butterfield@jacksonlifts.com Tel: 07956 679 443
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8.2. Jackson Lifts Risk Assessments

For Service Plans and Method Statements, please contact the Assurance Team

Jackson Lifts shall notify NHS Lothian of any updates to risk assessments as they arise.