

# Lift Entrapment SOP – Lift Maintenance Contractor

Title:

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## **Version Control**

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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)

#### Trapped passenger pushes alarm button within the lift

The button activates the intercom which dials the lift contractors' direct line for passenger entrapments. If there is a medical emergency within the lift, the contractor should contact 999 immediately for emergency services intervention.

The lift contractor dispatches a competent engineer to perform an entrapment rescue within the agreed response time (60 mins).

The lift contractor telephones the NHS Lothian Switchboard on Tel: 0131 536 1031, and the call is redirected to NHS Lothian Estates Helpdesk. Helpdesk are advised of the entrapment and initiate notification of incident to appropriate Site Lift Authorised Person (AP) and Area Manager, this should be done by telephone call in first instance. If call goes unanswered, notification must be sent via email.

The lift contractor competent engineer attends the lift entrapment within the agreed response time (60 mins).

The trapped passenger is safely released by the lift contractor competent engineer.

The lift is repaired by the lift contractor competent engineer and put back into service or isolated until a repair can be carried out.

Should a **Life Critical\*** event have occurred, following this, the Site AP must record the incident on DATIX.

\*any situation where the health and safety of an entrapped individual was at risk, this can include but are not limited to, the requirement of **urgent medical attention**, e.g. heart attack, severe respiratory distress, the individual was reliant on short term **life sustaining equipment**, e.g. ventilators, infusion pumps, **environmental hazards** were present, e.g. immediate dangers to life such as fire, smoke, structural instability of lift car.

## 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 <u>HR Online</u>)

Trapped passenger pushes alarm button within the lift

The button activates the intercom which dials the lift contractors' direct line for passenger entrapments. If there is a medical emergency within the lift, the contractor should contact 999 immediately for emergency services intervention.

The lift contractor dispatches a competent engineer to perform an entrapment rescue within the agreed response time (60 mins).

The lift contractor telephones the NHS Lothian Switchboard on Tel: 0131 536 1031, and the call is redirected to the responsible on-call estates personal for the property, to advise them of the ongoing entrapment incident.

The lift contractor competent engineer attends the lift entrapment within the agreed response time (60 mins).

The trapped passenger is safely released by the lift contractor competent engineer.

The lift is repaired by the lift contractor competent engineer and put back into service or isolated until a repair can be carried out.

Should a **Life Critical\*** event have occurred, following this, the Site AP must record the incident on DATIX.

\*any situation where the health and safety of an entrapped individual was at risk, this can include but are not limited to, the requirement of **urgent medical attention**, e.g. heart attack, severe respiratory distress, the individual was reliant on short term **life sustaining equipment**, e.g. ventilators, infusion pumps, **environmental hazards** were present, e.g. immediate dangers to life such as fire, smoke, structural instability of lift car.

#### 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@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
Escalation Point 1	Jade Gallagher (Service Supervisor) <u>jade.gallagher@jacksonlifts.com</u> Tel: 07511 082 254
Escalation Point 2	Eddie Whitelaw (Manager) eddie.whitelaw@jacksonlifts.com Tel: 07584 683 543
Escalation Point 3	Colin Curtis (Regional Director) <a href="mailto:colin.curtis@jacksonlifts.com">colin.curtis@jacksonlifts.com</a> Tel: 07818 572 676
Escalation Point 4	Anthony Butterfield (Group Managing Director)  Anthony.butterfield@jacksonlifts.com  Tel: 07956 679 443

## 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.