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Maintenance of Adaptations Policy & Procedures Derbyshire County Council - Adult Social Care

Approval and Authorisation

Name	Job Title	Date
Authored by: Patrick Kerr	Head of Business Services	July 2014
Approved by: David Gurney	Group Manager – Performance	July 2014
Authorised by: PPG	Policy and Procedures Group	July 2014

Change History

Version	Date	Name	Reason
V 0.1	July 2014	Patrick Kerr	Initial draft for consultation
V 1	August 2014	Patrick Kerr	New procedures issued to staff following consultation
V 2	October 2014	Patrick Kerr	Amended after consultation with staff
V3	January 2015	Patrick Kerr	Amended after consultation with staff
V4	April 2015	Patrick Kerr	Amended after consultation with staff
V5	September 2019	Avril Robinson	Amended after consultation with staff
V5a	March 2020	Avril Robinson	Minor amendment to page 9

This document will be reviewed on a regular basis – if you would like to make any comments, amendments, additions etc. please email Phil Robson – Policies and Procedures, phil.robson@derbyshire.gov.uk

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1. Policy

The cost of the maintenance and servicing of all adaptations is the responsibility of the client. Table 1 explains this in more detail.

The following pieces of equipment are classed as adaptations.

- stair lifts
- step lifts
- through floor lifts
- specialist baths

- ceiling track hoists
- gantry hoists
- wash/dry toilets
- door entry systems

Table 1

Equipment	Provided Pre 03/04/06	Provided 01/07/10 onwards
Stair lifts	No charge to the client. Repaired by Derbyshire County Council (DCC) Property Services which is charged to Adult Care.	Client is responsible for maintenance costs. If able to demonstrate "hardship" they may be able to access DCC maintenance at a cost of £120 per year per item.
Vertical lift Step lift Ceiling track hoist	Client is responsible for maintenance costs. If able to demonstrate "hardship" they may be able to access DCC maintenance at a cost of £120 per year per item. If a piece of equipment has been relocated or recycled then they are maintained by DCC at no cost to the client.	
Gantry Hoists	Maintained by Medequip at no charge to the client.	
Specialist baths wash/dry toilets	No charge for the client. Plumbing, electrical installations and ongoing maintenance paid to the provider by local Adult Care (DCC) budgets.	
Any equipment - Client under 18 years of age	No charge to the client. Repaired by DCC Property Services and is charged to Children Services.	

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2. Policy for Extended Warranty

Where possible clients must make their own arrangements for the maintenance and repair of equipment. There are exceptions to these rules, the points below explain the different circumstances:

Stair lifts, through floor lifts and Step lifts

Workers must introduce the issue of maintenance during the assessment process and, taking a strength based approach, discuss the need for the client to take out a manufacturers extended warranty or a maintenance and repair service provided separately by other contractors. Clients should be given a copy of the "You and Your Home – a Guide to Looking After and Getting the Best from your Lift" leaflet, which provides information to clients about how to source and arrange maintenance for their stair lift, through floor lift or step lift along with some simple things to try if their lift stops working.

Workers must ensure that they document in the client's assessment that a conversation about maintenance has taken place and that the literature has been given to the client.

Door entry systems

Workers must consider other options before providing a door entry system for a client, such as a key safe or commercially available systems like the "ring" doorbell. If the client is unable to open the door to their property independently, and other solutions have been considered, then workers can consider providing a door entry system.

Workers must introduce the issue of maintenance with the client during the discussions about how best to meet their needs. If a client is having difficulty managing to control other devices/features in their home, worker may want to consider referring the client to the Electronic Assistive Technology Service for an assessment. They are based at London Road Hospital in Derby and cover the whole of Derbyshire.

Ceiling track hoists

Workers must introduce the issue of maintenance during the assessment process and taking a strength based approach. Discuss the need for the client to take out a manufacturers extended warranty or a maintenance and repair service provided separately by other contractors.

Workers must ensure that they document in the client's assessment that a conversation about maintenance has taken place.

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Clients should be informed that it is recommended that a ceiling track hoist is serviced regularly in accordance with relevant British standards. The Lifting Operations and Lifting Equipment Regulation 1998 (LOLER) require examinations and inspections to be carried out every 6 months.

If the equipment is being used by carers employed by the council, or a care provider arranged by the council, or through a direct payment, the client will need to provide evidence that their hoist(s) is maintained in compliance with the LOLER regulations. This evidence will need to be a certificate supplied by a qualified and recognised maintenance contractor. If the client does not have the necessary evidence that the equipment has been maintained in accordance with the regulations, their carers will not be able to use the ceiling track hoist. It would then be necessary to make alternative arrangement for their care. See Appendices 3, where it refers to section 7.

If a client who is receiving a direct payment from the council for their care and support does not maintain their equipment and there is an accident whilst using the equipment, they may be liable for any injury to staff employed by them or by a care organisation working for them. Workers need to ensure that clients are aware of these responsibilities, and that this is documented in the client's assessment.

Workers need to inform Business Services (BS) if the client is receiving a direct payment as this determines which correspondence is sent to the client.

Additional Costs

Where a client has had their adaptation installed for some time and they approach the council for assistance following a breakdown of their equipment, then in the first instance workers must follow the breakdown checklist (see Appendix 1) to establish if the lift can be easily fixed without the need for anyone to visit. If it is not possible to fix the equipment then workers must take a strength based approach and have a conversation with the client about their ability to arrange and fund commercially available repair/maintenance (see flowchart – 'Unknown Maintenance Status on page 14). The client must be sent a copy of the 'You and Your Home – A Guide to Looking after and Getting the Best from your Lift' leaflet, if they have a stair lift, through floor lift or step lift.

If the client feels that they are unable to afford commercial rates of maintenance, then the worker should follow the procedures outlined in the section 'Unable to Meet Maintenance Costs' below.

If it is agreed that the client is eligible for DCC's maintenance they will be subject to an additional fee of £2.30 per week calculated retrospectively from October 2011, (which is the date DCC commenced a phased introduction of

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the policy change), or the date the original warranty ran out, whichever is the latter.

This additional fee is to ensure those clients who are now requesting to join the council's maintenance scheme are paying the same proportion for maintenance as if they would have joined the scheme after their warranty had expired.

Depending when the client was offered DCC maintenance will determine how far back the additional fee is charged from. All decisions on when to charge additional fees are to be taken by the responsible group manager. If available, documented evidence of when the council informed the client of the initial maintenance charge should be used to determine the decision.

Maintenance Agreement no Longer Available

Where a client has had a warranty or maintenance agreement provided by a commercial company and seeks to transfer to DCC maintenance later because the service is no longer available, they will not have to pay the additional charge. Evidence will need to be produced from warranty documents or service invoices. Copies must be taken and scanned onto the client's record.

The client would still need to demonstrate hardship before being considered for DCC's maintenance. The local group manager has responsibility to make the decision as to whether or not DCC's maintenance is offered to the client.

Equipment Retrieved and Re-used in another Property

A DCC maintenance charge does not apply to any equipment that has been relocated from another client's property. These are maintained by DCC with no charge to the client. Since April 2006 this practice no longer applies to stair lifts but may be relevant to a limited number of other installations (e.g. ceiling track hoists, wash/dry toilets, through floor lifts).

Unable to Meet Maintenance Costs

If the client states that they are unable to afford to pay for commercial maintenance then they must be asked to complete a DCC hardship application form (i.e. the client provides formal evidence of income/expenditure plus additional costs related to their disability). This is in accordance with Derbyshire County Council's hardship policy. A welfare benefits check should be requested if one has not been completed in the last 6 months.

The worker must check the returned forms are completed correctly and supporting evidence is provided. They will then pass this information, along with their recommendation, to the relevant group manager who will decide

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whether the client should be given support to access other funding streams, or offered DCC's maintenance if no other funding streams are available/successful.

It has to be agreed/proved that the client cannot afford commercial maintenance. This decision is based on the evidence obtained from the hardship application form (see Appendix 2 – 'Hardship Funding Statement of Income and Expenditure' form), and takes into account the particular and relevant circumstances in each case.

Maintenance Reminders

The Finance Technical team will write to each client with a DCC maintenance contract every year to remind them their maintenance is due for payment, including those who have chosen to pay by direct debit. The letters and invoices usually go out in April.

More Than One Adaptation in a Property

Each adaptation is classed as a single piece of equipment and the current maintenance charge of £120 per year is for a single adaptation. Regardless of how many adaptations are in one property, each adaptation would need its own separate maintenance cover. Therefore, £120 for 1 piece of equipment, £240 for 2, £360 for 3, etc.

The above is the general position regarding more than one adaptation in each property but each client's circumstances would need to be addressed on an individual basis.

Administration

The possible charges that may arise must be explained and confirmed in writing to the client. If an enquiry comes to Business Services they are to discuss with local operational managers if necessary.

Decision for DCC to Provide Maintenance

Where there is any uncertainty or dispute DCC must make suitable arrangements to repair or maintain the equipment involved without prejudice and pending clarification and agreement being reached.

Equipment that can't be Repaired or is beyond Economic Repair

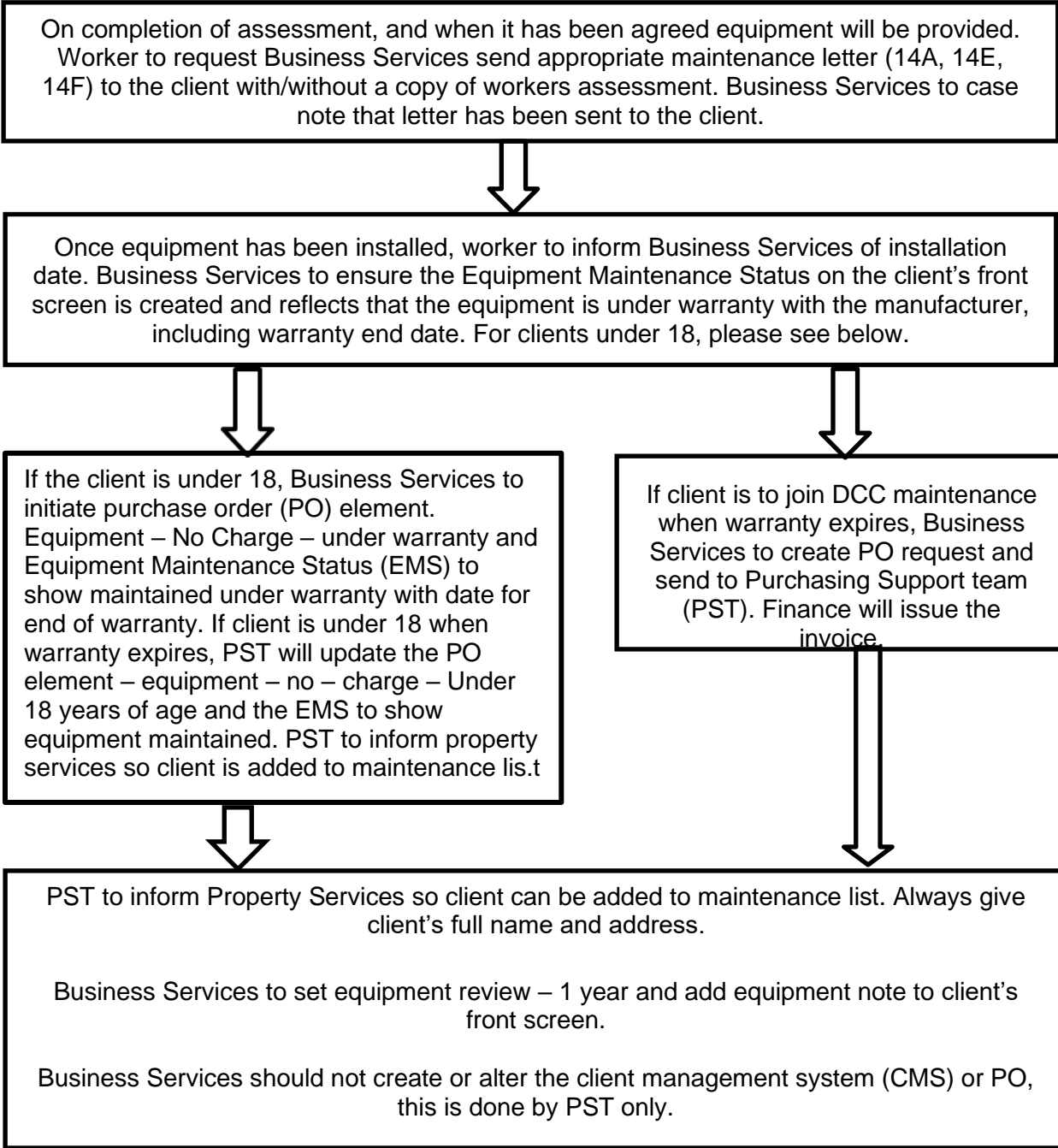
Where a client has a lift that has been maintained by DCC, but has been assessed by Property Services/manufacture as unrepairable or beyond economic repair, workers must take the appropriate action for the client to be assessed for a new lift. In addition, workers must instruct both the client and

Business Services to cancel the maintenance agreement, as the client should not have to continue to pay maintenance for a lift they can't use.

Workers must inform the client that if a new lift is provided, they will be responsible for the ongoing maintenance and will only be able to access DCC's maintenance in exceptional circumstance

3. New Equipment Fitted

Stair lifts, through Floor Lifts, Step Lifts and Ceiling Track Hoists



Specialist Baths and Wash/Dry Toilets

This process relates to specialist baths and Closomat wash/dry toilets.

Specialist baths and Closomat toilets are maintained by the supplier through a contract with Derbyshire County Council, not through DCC Property Services (N.B. Geberit wash/dry toilets do NOT need ongoing yearly maintenance so should not be included in the process below).

Once equipment has been installed, worker to inform Business Services of installation date. Business Services to send out maintenance letter 14B, informing client of maintenance arrangements. Business Services to ensure the Equipment Maintenance Status on the client's front screen is created and reflects that the equipment is under warranty with the manufacturer, including warranty end date.

Once warranty has expired Business Services will receive an invoice from the equipment supplier for an ongoing maintenance contract. Business Services to approach relevant service manager to secure agreement for payment. Once agreement has been received, Business Services to process invoice for payment.

Business Services to update Equipment Maintenance Status on client's front screen to reflect that equipment is maintained by supplier.

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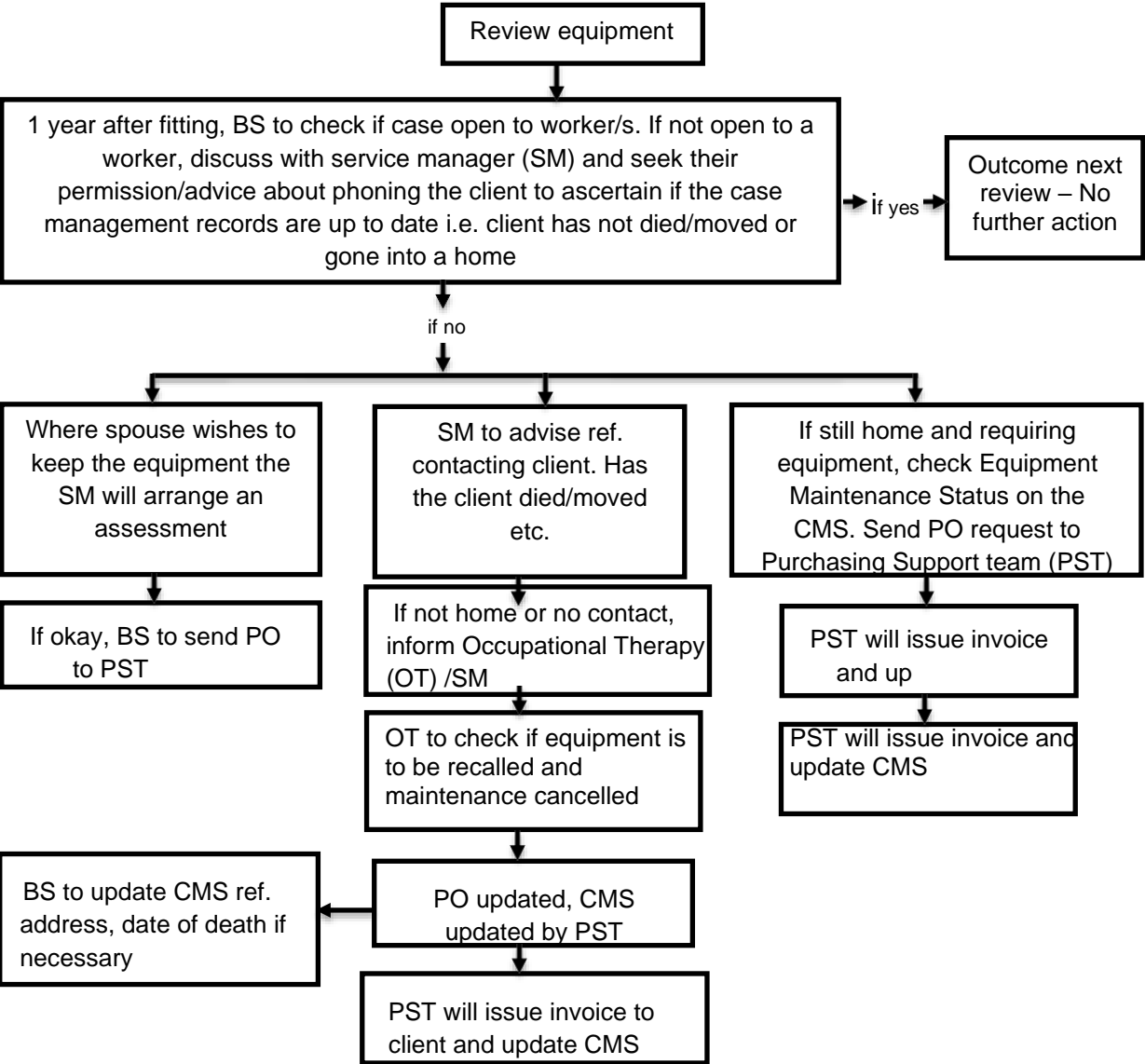
If a client changes a piece of equipment from one they are not paying maintenance for to a new piece of equipment, for example from a temporary hoist to a fixed hoist, or a stair lift fitted pre 03/04/2006 to a new stair lift, the process and maintenance costs should be the same as for any other new adaptation.

Below is the selection of letters which are sent to clients. The client's circumstances will determine which letter is to be sent. All letters are in the case management system as stand-alone letters and therefore not included within this procedure. The titles and numbers of the letters are:

- letter 14A - for clients over 18 years of age and have had stairlifts, vertical lifts or step lifts
- letter 14B - for all clients who have had wash/dry toilets, specialist baths, and temporary gantry hoists fitted
- letter 14C - for clients under 18 years of age and have had stairlifts, vertical lifts, step lifts or ceiling track hoists fitted (Children's Services send this letter)
- letter 14D - for clients who are coming up to 18 years of age and have a stair lift, through floor lift or step lift
- letter 14 D (2) - for clients who are coming up to 18 years of age and have a ceiling track hoist
- letters 14E/14F - for clients who have had ceiling tracking hoist/hoists - (see Appendix 3 – Ceiling Track Hoists)

4. Reviews – One year after fitting

Business Services (BS) must carry out an annually review/check that the adaptation is still needed by the client. Reviews are only carried out when equipment is maintained by DCC. Clients should not be contacted/reviewed if they have their own maintenance. The following flow chart should aid business services in carrying out the review.



Put a note of the equipment in 'notes and equipment' within a client's record, as not all the equipment is/will be maintained by DCC, so it can be seen on the front screen as well. This does not affect the reviews, but it is useful to know for future queries

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i.e. wash/dry toilets, bidets, specialist baths, door entry systems. This helps see what equipment a client has.

5. Equipment Maintenance Status

Having an item of equipment at the property does not imply that it is DCC maintained. A client's equipment is only maintained by DCC if two key features appear on CMS.

5.1 The first of these is the Equipment Maintenance Status (EMS); the second is the equipment element within the care package itself.

Feature 1

Professional and Organisation Relationships

Equipment Maintenance Status: [Property Services – Stairlift MAINTAINED tel 01629 536391](#) 

Multiple items of equipment will appear with a separate entry for each item of equipment.

If an item is under warranty the Equipment Maintenance Status will also reflect this.

This means that it will be under manufacturer's warranty and *not DCC maintained*.

Professional and Organisation Relationships
Equipment Maintenance Status: [Prism Medical – Ceiling Track Hoist Under Warranty](#)



If the client has a mobile or gantry hoist these are maintained by Medequip free of charge to the client, and will not appear on the case management system as an EMS will not be added.

Feature 2

There must also be the current equipment element under the care package

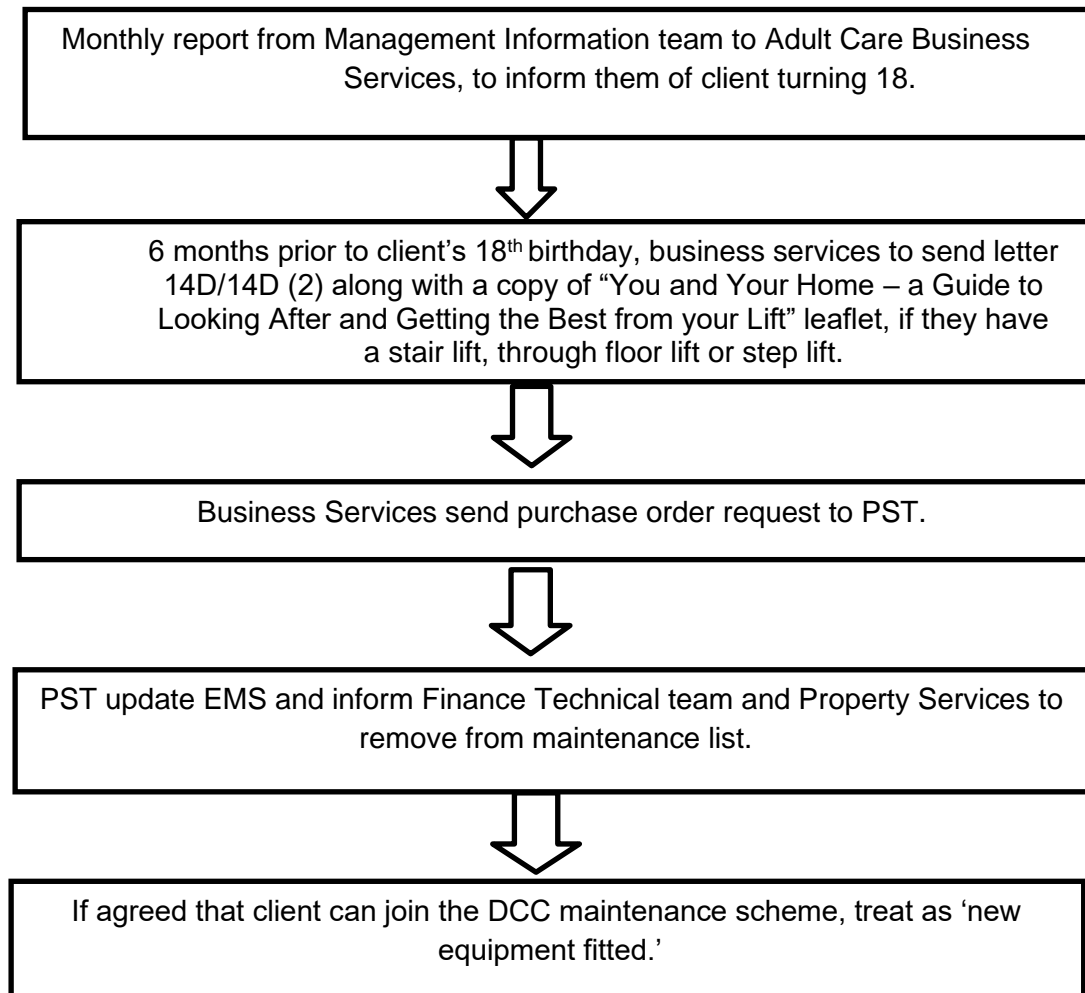
This will be entitled 'stair lift', 'vertical lift' or 'hoist'. This will *always* appear under the NON-PB package.

Services
[Non-PB Care Package](#)
[Stairlift](#)



6. Clients who will shortly reach 18 Years of age

For clients turning 18 – the council will no longer be responsible for maintenance unless fitted pre 3 April 2006. If an Adult Care worker(s) becomes involved after client turns 18, they should discuss the equipment maintenance situation with the client/family.



Adaptation not fitted in the Child's Resident Address

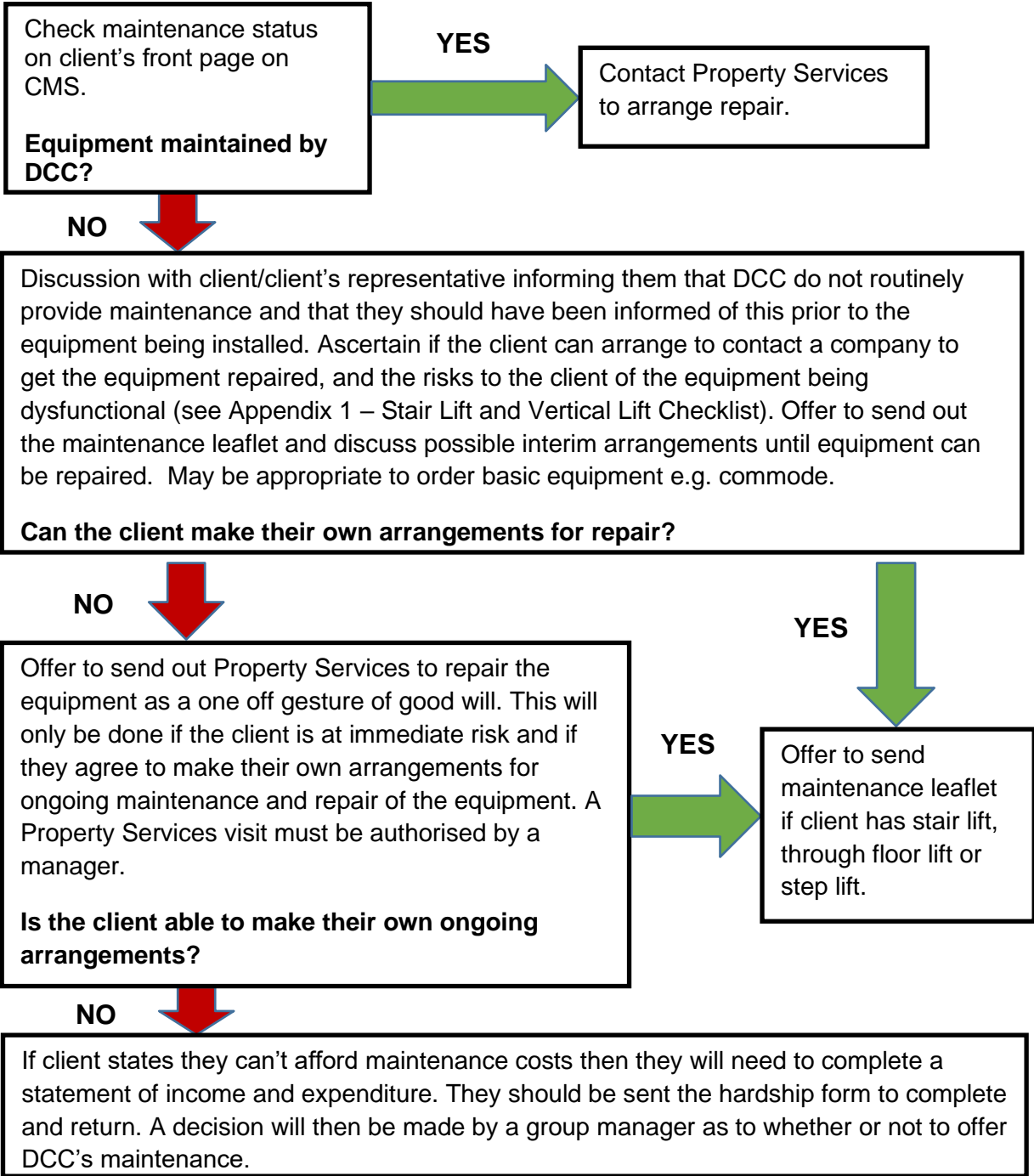
If an adaptation for a child is fitted into a property which is not the child's resident home address, the adaptation needs to be recorded on the child's file and not at the address where the adaptation is fitted.

Put a note on the front screen of the address of where the adaptation is fitted and with whom it is with in relation to the client, i.e. if this client's adaptation is not fitted at the client's resident address it is fitted at xxxx, which is the client's grandparents, client pin xxxxx (if they have one).

7. Unknown Maintenance Status

There are some clients on the CMS who may not have a maintenance status on their record. The council usually gets informed about these records when a client wants their equipment maintaining/repairing via the client/carer contacting Call Derbyshire or contacting a worker/office.

If a client contacts DCC to inform that their stair lift/through floor lift/step lift/ceiling track hoist has broken and needs repair:



8. Lifting Equipment Removal

The council (Property Services) will remove stair lifts fitted pre 1 April 2006 free of charge and ceiling track hoists regardless of when they were fitted.

Property Services will charge Adult Care for these removals, so workers must seek authorisation from their group/service manager prior to arranging the removal.

All other equipment provided through a Disabled Facilities Grant (DFG) is the property of the client and it is their responsibility to remove/dispose of it when no longer required.

Business Services should be informed by a worker if equipment has been taken out of a client's property and re-installed for a different client. In this situation, Derbyshire County Council will maintain the equipment free of charge to the client. When the equipment is no longer required Derbyshire County Council will remove it at no cost to the client or their family.

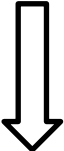
The client PIN should be used in all correspondence. Both business services and finance must add case notes so that all parties concerned are aware of any calls/correspondence about the removal. For further information see the Adult Care 'Recording Policy and Procedure.'

N.B. BS is not always informed the equipment has been moved but whenever possible BS is to advise PST.

9. Ending a Service

When council maintenance is no longer required

BS should send a task to PST. PST will then end the PO, update CMS and advise Property Services to remove the equipment from their maintenance list.



If PST are advised of an ending from 'Tell us Once' they will update CMS and inform Technical Team and Property Services that equipment no longer needs to be maintained. If the notification to end a service does not come via BS, PST will notify BS of the end date.

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10. Appendices

Appendix 1 – Stair lift and Vertical lift Breakdown and Call out Checklists

There could be a number of simple reasons why the client’s lift isn’t working. You may be able to sort out the problem quickly by going through this checklist,

- check that all switches are in the 'on' position and that emergency stop buttons have not been pushed in
- check if there been a cut in the electricity supply recently, such as a power cut, or a light bulb failing which may have tripped the switch - check the fuse box to ensure that all trip switches have been reset (or that no fuses have blown)
- check if all other electrical appliances working at the client’s home - If not, it could be a mains supply problem - client should contact their electricity power supplier - the number will be on an electricity bill or in a phone book
- check if there is there anything on the stair lift track that could damage the lift or prevent it from moving such as debris or toys
- check if the stair lift making a noise - a lot of stair lifts have an alarm if the lift is not properly parked on its charging point, and this may be what the client can hear

If the worker has been unable to resolve the issue by using the above checklist, they should consider if property services need to go out to repair the lift.

To prevent unnecessary call outs (which Adult Care have to pay for), the following questions should be asked to establish if a call out is required.

1. Where in the house are you at present?
2. Is anyone with you or is anyone expected soon?
3. Are you safe where you are? Are you injured?
4. Can you access the toilet?
5. Are you able to get a drink/ food?
6. Are you able to walk or transfer yourself?
7. Can you manage without the equipment until the morning?
8. What help do you need if any?

If the client is at risk and is unable to arrange for someone to come out to repair the lift themselves, then workers should gain service manager approval to send property services out to repair the equipment.

If the client requires a call out, the following information should be gathered:

- type of lift equipment
- when the lift broke down
- what is the specific problem

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Property Services can be contacted on 01629 536391. The worker should ensure that they have the post code along with address details for the client.

Appendix 2 - Derbyshire County Council Hardship Funding Statement of Income and Expenditure Form

Name:		Date of Birth:		
Home address:				
Post code:		Contact number:		
Do you manage your own financial affairs? YES <input type="checkbox"/> NO <input type="checkbox"/>				
If No, please give the name and contact details for the person who manages your finances:				
Section 1: Earnings. If neither you or your partner are working please go to section 2				
	You		Your Partner	
Are you working?	YES <input type="checkbox"/>	NO <input type="checkbox"/>	YES <input type="checkbox"/>	NO <input type="checkbox"/>
How often do you get paid?	Weekly <input type="checkbox"/>	Monthly <input type="checkbox"/>	Weekly <input type="checkbox"/>	Monthly <input type="checkbox"/>
How much do you get paid after Income Tax and National Insurance?	£		£	

Section 2: Your other income				
Please tell us what state benefits or pensions you receive:				
	How much you receive and who receives it			
	Every week	Every month	You	Your partner
Job Seekers Allowance or Income Support			<input type="checkbox"/>	<input type="checkbox"/>
Universal Credit			<input type="checkbox"/>	<input type="checkbox"/>
Employment Support Allowance or Incapacity Benefit			<input type="checkbox"/>	<input type="checkbox"/>
Personal Independence Payments			<input type="checkbox"/>	<input type="checkbox"/>
Disability Living Allowance or Attendance Allowance			<input type="checkbox"/>	<input type="checkbox"/>
Tax Credits			<input type="checkbox"/>	<input type="checkbox"/>
Child Benefit			<input type="checkbox"/>	<input type="checkbox"/>
State Pension			<input type="checkbox"/>	<input type="checkbox"/>
Any other benefits you receive (please tell us what it is and how much you receive)				
	How much you receive and who receives it			
Please tell us about any other income you receive	Every week	Every month	You	Your partner
Works pension (or superannuation)			<input type="checkbox"/>	<input type="checkbox"/>
Maintenance			<input type="checkbox"/>	<input type="checkbox"/>
Money from other people who live with you, e.g. a grown up son or daughter or a lodger			<input type="checkbox"/>	<input type="checkbox"/>
Any other income you receive (please tell us what it is and how much you receive)				

Section 3: Money in the bank and other savings			
Please tell us about any money you and your partner have in the bank, building society, post office and any other savings and investments:			
Type of savings	Account balance	Type of savings	Account balance
Bank account	£ <input type="text"/>	Building society	£ <input type="text"/>
Savings account	£ <input type="text"/>	Post Office	£ <input type="text"/>
Other, please give details			

Section 4: What you pay out		
Please tell us about your household bills		
Expense	How much you pay	
	Every week	Every month
Rent or mortgage		
Council tax		
Gas		
Electric		
Water charges		
Loans		
Credit or store card payments		
House insurance		
Housekeeping (food, toiletries etc.)		
Clothing and shoes		
TV licence		
TV package (e.g. sky, virgin)		
Internet		
Phone		
Car expenses		
Bus or taxi fares		
School meals		
Child care costs		
Any other bills you pay (please tell us what they are and how much you spend).		

Section 5: Other money you owe

Please tell us about any other money you owe:

What you owe the money for	The amount you owe	What payments are due	
		Every week	Every month
Mortgage arrears			
Rent arrears			
Fuel arrears (gas/electric)			
Loans			
Anything else (please tell us what it is and how much you owe)			

Section 6: Additional costs associated with your disability

Please provide details below of any additional costs that you incur due to your disability that you would like us to consider. Please note, if you do not send evidence, or adequately explain why you cannot provide it then we will not be able to make any allowance. Please note that you should not detail normal living expenses that everyone has to meet e.g. a television license or haircuts.

Please detail each item separately. Each item you are asking us to consider should include an explanation of the reason you feel that an allowance should be made along with details of the amount you are paying and the evidence you have supplied.

If you need more space to detail all the items you wish us to consider please include additional sheets of paper.

Example:

Item: additional heating costs

Explanation: My disability means that I find it difficult to move around and spend much of the day sat in my chair, because of this I feel the cold and therefore have to have my heating on for more of the day than normal and at a higher setting.

Amount: £35 per week

Evidence supplied: my last 2 quarters gas bills.

Section 7: Declaration and signatures

I confirm that the information I have given on this form is correct and complete.

Applicant/Representative Signature: _____

Print name: _____

Date: _____

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Appendix 3 - Ceiling Track Hoists

There is a difference between a gantry hoist and a fixed ceiling track hoist. The differences determine why one is maintained free of charge (for the client) and one is paid for.

A gantry hoist is generally used on a temporary basis until a more permanent solution is arranged. The gantry hoist can be moved from one property to another and it is unlikely it will permanently belong to an individual so the maintenance is free of charge to the client, through Derbyshire's current equipment provider.

A fixed ceiling track hoist is like any other piece of lifting equipment, but it is 'fixed permanently' in a property and that is why maintenance is charged.

Like any other piece of lifting equipment, letters are to be issued to clients when a tracking hoist is fitted. These letters explain what a client needs to do for the repair and maintenance of fixed hoists as it includes 'The Lifting Operations and Lifting Equipment Regulation 1998 (LOLER)'.

There are 2 different letters.

Fixed hoists:

- a. letter 14E is for clients who are receiving a direct payment from the council for their care and support
- b. letter 14F is for clients who are not receiving a direct payment but get their care and support from the council

Temporary Hoists:

Worker to inform client that Derbyshire's equipment provider will maintain their mobile or gantry hoist free of charge and provide client with contact details.