

water

■ HYGIENE CENTRE



Western Sussex Hospitals NHS Foundation Trust

Training Needs - The Success That Comes With Getting It Right!

The Challenge

For a number of years Western Sussex Hospitals NHS Foundation Trust has managed their water safety risk through a well-established Water Safety Group [WSG]. In 2015 the Trust appointed Daniel Pitcher from the Water Hygiene Centre to act as their Authorising Engineer [Water].

An initial review of water safety arrangements by the new AE[W] revealed a bias towards the operational management of water systems across the three hospital sites with little emphasis on strategy. Despite the proactive engagement of the WSG there were issues with operational records and reoccurring problem outlets i.e. *Pseudomonas aeruginosa* positive counts. Well-intentioned decisions were not executed well. For example, when removing unused outlets blind ends were left in place.

One of the key changes introduced by the AE[W] was to review and clarify the remit of the WSG. An important element of the review considered the WSG's role in respect to training and competency.

The concept of training wasn't new to the WSG, training had been completed in the past and records were held to show who received training and when. In practice, the bigger issue was keeping up to date with those involved in water safety. For example, people come and go within an organisation, practices and approaches to water safety develop and change over the years. The gap here was the lack of 'live' analysis of all the people involved in water safety by the WSG.

The Solution

With the aid of the AE[W] a training needs analysis [TNA] was prepared for all those involved in the proactive management of water. This included a wide range of roles from the Director, Associated Director, Head of Estates, Compliance, Infection Control and Microbiology to the Competent Persons and Facilities staff. The initial draft of the TNA identified that some individuals had already received various elements of training, great! Although, the more important outcome of the TNA was the identification of those who hadn't been trained or were last trained many years previous!

The preparation of the TNA was a relatively straightforward task of capturing the names and roles of all of those involved in water safety, then capturing from the training records that existed, all their water training from recent years and populating on the TNA matrix.

“The need to ensure all those involved in water safety have had suitable and sufficient training is key to the success of the Water Safety Group and the efforts they put in to ensuring the safety of water for patients and staff”

Ralph Woolgar
Head of Technical Compliance and Standards.

The Results

The completed TNA revealed members of the WSG who attended awareness training many years previous compared to those members who had attended specific Role of the Responsible Person and Role of the Authorised Person training within the past 12 months. Competent Persons who hadn't been trained in record keeping. Facilities team members who'd not received awareness of water contamination issues at the outlet.

The Outcome

The completion of the TNA allowed the WSG to then establish a program delivering suitable and sufficient training as identified. The training program saw the delivery of various training sessions, some lasting up to two days and some lasting only an hour. Following training, some outcomes were immediate, including improved reporting by the Authorised Persons on system performance as a result of being trained in data analysis and changes to the records and data being captured by the competent person. Where readings indicated a problem at the outlet there was now commentary relating to possible causes e.g. identification of flexible hoses on outlets that have tested positive for Legionella or Pseudomonas aeruginosa.

The Importance of Training

Time flies by!! It may only seem like last month or last year when a training course was completed. However, with the sands of time comes a loss of clarity on the duration of the course and content. The Management of Health & Safety at Work Regulations 1999, Control of Substances Hazardous to Health Regulations 2002, the HSE's ACOP "Legionnaires' disease, the control of legionella bacteria in waters systems" [L8] and the Department of Health's HTM04-01 "Safe Water in Healthcare Premises" all detail the need for adequate information, instruction and training. The training must be suitable and sufficient. The WSG need to take ownership of their organisations training needs through the development of a TNA which is reviewed by the WSG. This live TNA review will ensure all those involved are being monitored and identified for training as the TNA identifies.

About the Trust

The Trust runs three hospitals one in Chichester, one in Worthing and one in Shoreham-by-Sea serving a population of 450,000 across the catchment area. In 2017-2018 the Trust treated 132,992 inpatients and day surgery cases and held 585,037 outpatient appointments.

If you would like to find out more about risk management and water safety visit www.waterhygienecentre.com or book a free consultation.



Review your **risk assesment** with our **free review tool**, which can be **easily updated** and presented at each **Water Safety Group meeting**.

Click Here to Download Your Free Review Tool

| Date | Description | Frequency | Status |
|------|----------------------------------|-----------|-----------|
| 1 | Review of the Water Safety Group | Quarterly | Completed |
| 2 | Review of the Water Safety Group | Quarterly | Completed |
| 3 | Review of the Water Safety Group | Quarterly | Completed |
| 4 | Review of the Water Safety Group | Quarterly | Completed |
| 5 | Review of the Water Safety Group | Quarterly | Completed |
| 6 | Review of the Water Safety Group | Quarterly | Completed |
| 7 | Review of the Water Safety Group | Quarterly | Completed |
| 8 | Review of the Water Safety Group | Quarterly | Completed |
| 9 | Review of the Water Safety Group | Quarterly | Completed |
| 10 | Review of the Water Safety Group | Quarterly | Completed |