



# Express Stairlifts

SOUTHWEST

## Express Stairlifts Southwest – Infection Control – COVID 19

In line with the UK Governmental guidance on COVID 19/Coronavirus, the general demographic of the vast majority of ESSW's client base is in the "At-Risk group" with regards to COVID-19. It is a reasonable assumption that the majority of stairlift users are over 70 and/or have underlying health issues, often related to or including respiratory conditions.

With this in mind, we now have a strict on-site hygiene regime to limit potential for cross contamination and infection.

**First and foremost, we wish to reassure our clients that any member of the ESSW team who exhibits any of the prescribed symptoms as set out in the governmental guidance will self-isolate with their entire family/household group for a minimum of fourteen days. We are checking temperatures on a regular basis and will not compromise where an infection is suspected. As such we would also ask our clients to surrender information where they feel an infection is possible/probable.**

**If a contractual breakdown attendance is required under a stairlift rental agreement or existing warranty and an engineer is not currently available through a self-isolation scenario, we have several trusted, external sub-contractors in place to ensure continuity of service.**

**At present we are currently honouring our policy of breakdown attendance within 24 hours of its initial report – if circumstances change and we no longer feel able to commit to these timescales, any changes will be confirmed via our website and social media platforms.**



## Express Stairlifts

SOUTHWEST

### **Attendance for installation or site survey:**

Upon arrival at any client location, the surveyor or installation engineer will make telephone contact with the client to advise of their arrival and clean their hands with alcohol gel, apply gloves and face coverings in line with gov.uk guidance.

At this point the client will be asked to open the front door to offer clear passage to the installation site but immediately isolate in another room with the door closed for the duration of the survey/repair/installation – where possible the property door must remain open to allow additional ventilation/air circulation.

All ESSW staff will wear facemasks and will apply protective, disposable gloves. These will be adopted for the duration of the visit for surveys/repairs and installations.

All clients will be politely asked to maintain social distancing protocols or preferably isolate in another room - if this is not possible then the installation/survey will be aborted.

After attendance all surfaces that the engineer/surveyor has contacted will be thoroughly cleaned down with an anti-viral, anti-bacterial product and disposable cloths. All cleaning products will be double bagged and removed from site at exit.

### **Handover of stairlift:**

On the day of installation, the stairlift will be demonstrated to the user or their representative and this is a hands-on, full demonstration. Social distancing procedures will be observed during the demonstration.

Prior to any handover, all surfaces that the installation engineer has contacted, including all equipment, will be thoroughly cleaned down with an anti-viral, anti-bacterial product and disposable cloths. All cloths will be double bagged and removed from site prior to the commencement of the handover procedure.



## Express Stairlifts

SOUTHWEST

Technical & safety critical advice will be communicated by the engineer at distance. The engineer will then move part way up the stairs and instruct the client or their representative on safe operation of the equipment. As the stairlift ascends the engineer will retreat further to preserve social distancing whilst being able to offer instruction on safe upstairs transfer.

Where a signature cannot be safely recorded, we reserve the right to complete documentation on behalf of the client or arrange to have signatures completed by a family member or other connected third party. All engineers and surveyors must then sanitise their vehicle cab and equipment.

### **Servicing:**

All clients will be informed by telephone where a maintenance service is due. For hire, or under the terms of an existing warranty, the equipment should be serviced annually by an ESSW engineer and permission must be granted by the hirer to allow entry to the property for this purpose. Should the client be in a self-isolation/shielding scenario and not wish to allow an engineer to enter the property, we must be informed in writing prior to the service due monthly window. Please refer to the service sticker which is on your stairlift.

**\*THIS DOCUMENT IS TO BE ISSUED/USED IN CONJUNCTION WITH OUR CURRENT ON-SITE, INSTALLATION METHOD STATEMENT\***

**Andrew Murphy, Director,  
Express Stairlifts Southwest.**