



**Express Stairlifts**

SOUTHWEST

**Customer Premises Hygiene Procedures – COVID 19**

**What is the purpose of procedural document?:**

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.**



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## **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.

At this point the client will be asked to open the front door and offer clear passage to the nearest location where the engineer/surveyor may then thoroughly wash their hands without contacting any surfaces within the property.

All ESSW staff will wear facemasks and after hand washing will apply protective, disposable gloves. These will be adopted for the duration of the visit

All clients will be politely asked to maintain social distancing protocols where possible – Clients will be asked to remain in another room where possible but if this is not possible, appropriate safe distances must be observed.

After attendance all surfaces that the engineer/surveyor has contacted will be thoroughly cleaned down with a bleach-based product and disposable cloths. All cloths 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 which will be as brief as possible, whilst remaining comprehensive.

Prior to any handover, all surfaces that the installation engineer has contacted will be thoroughly cleaned down with a bleach-based product and disposable cloths. All cloths will be double bagged and removed from site prior to the commencement of the handover procedure.

Where possible handovers will be completed with a family member, carer or other third party who is outside of the main “At-Risk” group.



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If the handover must take place with somebody within the “At-Risk” group, then they will be given the option, where possible, to complete this with the engineer relocating to the outside of the property and handover instruction being given by a video-link via such platforms as WhatsApp or Face-Time.

Signatures on paperwork are required and where possible, these will be taken with minimal or no inter-personal contact. 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.

### **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 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 where relevant.

**WE WOULD LIKE TO REASSURE ALL OF OUR CLIENTS THAT WE WILL DO ALL IN OUR POWER TO OFFER CONTINUITY OF SERVICE, PROTECT ALL MEMBERS OF OUR COMMUNITY THAT WE HAVE CONTACT WITH AND WE WILL MANAGE, REDUCE AND MITIGATE RISK, WHETHER RELATED TO COVID 19 OR STAIRLIFT PROVISION.**

**WE ARE FULLY AWARE THAT OUR CLIENTS’ STAIRLIFTS ARE A CRITICAL PART OF THEIR DAY TO DAY EXISTANCE AND WE WILL STRIVE TO MAINTAIN OUR HIGH ETHICS AND STANDARDS OF CUSTOMER SERVICE AT ALL TIMES.**

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