

FACILITIES GUIDE

Facilities provide many different services across all the Thames Hospice sites. Below is a guide to some of the services we provide. If you have a query that is not listed below, please contact us at Facilitiesadmin@thameshospice.org.uk and we will be happy to help you.

FACILITIES

Facilities office opening hours are:

Monday – Friday 7:30am – 5pm. These times may vary during times of absence. Also please be aware that the office is also used for staff meetings, volunteer meetings and training so access may be restricted for short periods.

Internal Post

- Internal post pigeonholes are in the First Floor Print Room and Ground Floor clinical meeting room.
- Your pigeonhole will be labelled with your team's name.

Outgoing Post

- Outgoing mail should be placed in the labelled pigeonhole in the locations above and will be collected by 2.30pm daily.
- All post will be sent 2nd class unless specified. Please ensure that the name and address is written in the centre of the envelope and not towards the top where the franking mark will be stamped.
- Signed for/special deliveries should be clearly marked with the relevant information.
- Please ensure letters and packages are within the permitted size and weight (to keep costs to a minimum) – information about this can be obtained from the Facilities office.
- For outgoing mail **above 25 items** please speak with Facilities team.
- High value items and parcels should be arranged to be sent by courier, and you will need to arrange this.

Retail Post

- If you have post to be sent to the retail team, please bring to the Facilities admin team, who will ensure it is passed to the retail team.

Laminating

- An A4/A3 laminator is available in the first-floor print room.

Batteries

- Are available from the Facilities office for clocks and your computer mouse only. Batteries for any other equipment must be supplied by your team administrator.
- Bins for disposal of batteries are located in the first-floor staff kitchen & clinical meeting room.

New Employees

- Please inform Facilities of new employee's name for the telephone list including telephone extension number, direct dial number and job title.
- New employees fob requests, please see page 5.

Switchboard

- Messages are not generally taken by switchboard; callers will be connected to the appropriate extension number or voicemail. The only exceptions are urgent calls regarding patient related appointments, patients and their families.
- If you are out of the office, please divert your phone to a colleague or inform reception of an alternative extension to use.
- Please do not give the main switchboard number as a contact if you are unavailable as we will not be able to provide callers with individual's availability or departments assistance.
- A telephone list with all internal numbers is available on the common drive.

MAIN RECEPTION

Main reception opening hours are:

Monday – Sunday: 8am-7pm. Bank holiday times will vary.

Visitors

- If you are expecting visitors please inform receptionmanager@thameshospice.org.uk in advance with the name, time and date of attendance together with your name and the telephone or extension number you wish to be contacted on. If your visitor is attending a meeting or training course, please also include the location.
- In the event you are organising a staff/volunteer meeting between people not based at Bray – please ensure that reception have the details.
- Visitors should wear the name badge always provided.

Deliveries/Collections at Bray

- The Facilities team will inform you by email of items delivered and where they will be available for you to collect. Please collect as soon as possible.
- If you are having collections from Bray, please inform the Facilities/reception team of the details and give your items to Facilities/reception on the day of collection. Please be aware of the office opening hours.
- Large deliveries please inform us if you are having a large item delivered and should you require assistance with your delivery a request must be made using Vantage.

HOUSEKEEPING

Our housekeeping team are available at the following times:

Monday - Friday 6am-7pm

Saturday, Sunday's & Bank Holidays - 8am – 4pm

Waste

- Communal bins are provided in corridor locations throughout Thames Hospice. Offices will not be supplied with individual bins.
- If you have a high volume of waste, please contact Facilities who will arrange an additional collection. Please do not overfill communal bins.

Confidential Waste

- Confidential waste bins are in the main first floor print room, Clinical Meeting Room and PCRT
- If the bins or bags are full, please contact us and we will arrange collection.

Note: Shredit collect the confidential waste monthly.

Additional confidential waste collections can be arranged by contacting the Facilities team.

Facilitiesadmin@thameshospice.org.uk

- We require a minimum of 1 weeks' notice for additional collections.
- Please get the budget holders permission as additional collections are charged to individual departments.
- Please indicate the volume of waste to be collected and bags will be provided.
- If your waste is located off site, it is your responsibility to arrange for delivery of the waste to Bray for collection.
- Please ensure bags are only filled to the fill line and are sealed before collection.

Electrical Waste

Electrical waste collections are organised periodically by the Facilities department. Please ensure the following:

- Label the item clearly as broken and not to be used.
- Store your items securely within your office or storage locations.
- A site wide e-mail will be sent when electrical collections are due.
- Reply to the e-mail and collection of your items will be arranged.

Kitchen Areas

The housekeeping team are responsible for cleaning kitchen areas and microwaves.

Please help to keep these areas clean and functional by:

- Cleaning microwave spillages with the cleaning spray that is provided.
- Placing your dirty crockery and cutlery in the dishwasher, instructions on how to use the dishwasher are provided.
- If the dishwasher has clean items in it, please empty the dishwasher before placing your dirty items inside.
- If, on placing your dirty items in the dishwasher it is then full, please put it on to wash following the instructions provided.

Please note: Connect catering are responsible for cleaning fridges every Friday and re-stocking beverages, crockery, dishwasher tabs etc. daily. Please help to keep these areas stocked by calling Ext: 239 if you see that items need replenishing.

MAINTENANCE

Our maintenance team are available at the following times:

Monday – Friday: 7:30 am – 4pm

Outside of these hours we provide an emergency call out service 365 days a year.

Emergencies/Out of Hours Emergencies

Emergency telephone numbers are available from the Front Reception and the Nurses Office.

Recognised emergencies are:

- Suspected gas leaks
- Water leaks/ Loss of Pressure
- Fire alarm
- Security
- Site electrical failure.

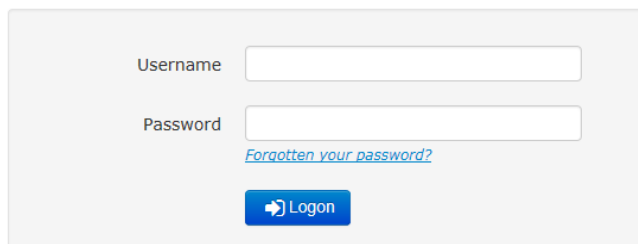
Please note we will only respond to recognised emergencies listed above, please do not use this number for any other reason.

For Easy access to Vantage please click the link below:-

<https://www.vantage-modules.co.uk/THAMESHOSPICE/Secure/FormRenderer/Index?moduleID=9&recordID=3562>

How to place a repair requests:

Log in using your usual username and password:



The image shows a login form with the following elements:

- A text input field labeled "Username".
- A text input field labeled "Password".
- A blue link below the password field that says "Forgotten your password?".
- A blue button with a white arrow icon and the text "Logon".

Please complete the information as requested. Issue ID, Person Reporting Issue & contact email will be auto filled by the system. Please save before exiting report.

Your message/information will now be sent to the maintenance department.

Updates about your request will be sent via email, alternatively you may log onto your vantage account and view your request at any time.

Please note: Repair requests are prioritised in order of the level of urgency, date received and availability of team. **(Repairs must be requested by the procedure outlined above – we cannot respond to verbal requests or requests sent from personal email addresses).** All job requests **must** be sent via Vantage.

Office Moves

In the first instance please contact the Head of Facilities to discuss planning and initial requirements.

- All office moves must first be agreed by the Executive Team.
- Your department is responsible for emptying desks/furniture so they may be lifted by the maintenance team.

Please note: The maintenance team do not keep a supply of boxes so you will need to procure these for your move if required.

PAT Testing

The maintenance team are responsible for PAT testing all Thames Hospice electrical equipment.

- You must inform the Facilities team of new electrical equipment within your department by raising a Vantage job request so that it may be tested, including patients own electrical goods, on no account must patients' electrical equipment be used on the units without first being tested including phone chargers.
- All PAT tested items will display a pass electrical test sticker, if your item does not, please contact the maintenance team before use.
- Personal items e.g. phone chargers etc should not be used on site.

Cooling/Heating

- Fans/heaters are available from the Facilities team upon request (subject to availability)
- Heating – is available year-round, it is your responsibility to switch radiators on or off in your areas as temperature demands.
- Air Conditioning- when using air conditioning please ensure all doors and windows are closed. Please switch the air conditioning off when vacating the room.

Please note: Equipment provided remains the property of the Facilities team.

Security, Keys and Fobs

Key/Fob Requests

- A form is required for keys/fobs for all members of staff on the following form:- "T:\Facilities\Key & Fob Form.docx"
- Keys/fobs will not be issued under any circumstances without the relevant information requested on the form.
- All forms must be signed by the manager requesting the key and where required the relevant Director.
- Keys/fobs will only be issued to the person that is named on the form and will require a signature.

General Access

- General access will allow the fob holder to enter and exit the building and allow access to all communal areas.

Key Access

- Key access is required for individual offices and storage/equipment cupboards.

Master Key Access:

- Master key access allows entry to all rooms and store equipment cupboards across the building that require a key.
- Signed authorisation must be obtained from the CEO or Director of Finance prior to issue.

Secure Access

Secure access is required in the following areas:

Drugs Rooms
Doctors Office
IPU Wing Offices
Finance Safe Room
Sisters Office
Archive Office

- Signed authorisation must be obtained from the Director of the area.

Additional Access

- If an existing member of staff requires additional access e.g. Secure access added to a general access fob a new form must be submitted.

Lost keys/Fobs

- All lost keys and fobs must be reported as soon as possible either personally to the Facilities office or via email to: Facilitiesadmin@thameshospice.org.uk an emergency key/fob may be issued but must be returned on issue of your replacement key/fob.
- Lost secure access fobs and master keys must be reported as incidents on Vantage.
- Losses will only be permitted once; further instances will incur a charge for replacement keys and fobs.

Volunteers

- If you have volunteers that require a general access fob, please request one via email to receptionmanager@thameshospice.org.uk. The fob will be issued at the reception for the day of volunteering and must be returned before leaving the building.

Visitors/Contractors

- If you have visitors that require a general access fob, please request one via email to Facilitiesadmin@thameshospice.org.uk. When approved the fob will be issued and handed to the reception for the day of visiting and must be returned before leaving the building.
- All contractors visiting site must have a site induction and relevant documents in place to proceed with works across TH Site. Please click the link to access the form:
[Thames Hospice Contractor Site Induction – Fill in form](#)
Should you need assistance with the form please contact a member of the Facilities Team.