**Servicing of equipment**

All **electric, portable and lifting** equipment must have an annual service to ensure that the equipment is in good working order and without electrical defects. This will include hoists, changing benches, wheelchair stair climbers, stair climbers, plinths, portable platform lifts and portable swimming pool hoists. It does not include class chairs that have a high/low function, wheelchairs, standing frames or walkers as physiotherapist and occupational therapists monitor these.

Essex Cares Limited (ECL) will contact the school when a service is due. If the school is not contacted and are concerned a piece of equipment is due a service, it is recommended that they contact ECL servicing department at [EES.servicing@essexcares.org](mailto:EES.servicing@essexcares.org)

All **hoists** that come from ECL should be serviced by ECL. At the point of service, ECL will replace the current hoist with a new one as they service their hoists back at the store. In this way each school should always have a fully serviced hoist.

For **fixed** equipment (such as wall-mounted changing benches) the school should have a servicing contract with the company. The school is expected to pay for the service, then send the receipted invoice to the SEND Operations Team, who will ensure the school is reimbursed.

All ECL equipment should display a sticker, clearly stating when the last service was carried out

**Non-Standard Stock equipment needing a service**

There are some pieces of lifting equipment that would not have been ordered through ECL. This is known as Non-Standard stock. These items will need an annual service too. In order to arrange a service, you have two options:

**Option 1**

Contact the company who made the equipment directly and arrange a service. Most pieces of equipment have a company sticker on them with contact details.

**Option 2**

Contact a servicing company such as Care Tech (Tel: 01268 775585 or Email: [service@caretech.co.uk](mailto:service@caretech.co.uk)) to arrange a service.

As with standard stock the school is expected to pay for the service, then send the receipted invoice to the SEND Operations Team, who will ensure the school is reimbursed.

**Slings**

Slings are not serviced but are inspected.

Each school is requested to undertake a visual inspection of all slings once a year and record that this has been carried out. Should there be any query regarding wear and tear of a sling, ask the OT to look and order a replacement if necessary.

NB slings should be ordered by the NHS OT.

**Repairing equipment**

If a piece of mobile equipment (i.e., a mobile hoist, or mobile bench) needs repairing, the school is expected to contact the specialist teacher or ECL.

ECL will either send out an engineer to repair the faulty equipment or offer a replacement.

If a ‘special’\* piece of equipment (such as a supportive chair) needs assistance the school is advised to contact the non-standard inbox at [NS.equipment@essexcares.org](mailto:NS.equipment@essexcares.org)

If there is an issue with a piece of standard\* equipment (such as a toilet step or frame), the school is advised to contact distribution at [EES.distribution@essexcares.org](mailto:EES.distribution@essexcares.org)

\*All ‘specials’ have an item code that begins with SP. If the item code does not begin with SP then it is more than likely standard equipment. The item code can be found on the ECL sticker located on the equipment.

For fixed equipment (i.e., a fixed ceiling track hoist) the school will need to contact the supplier to arrange an engineer to come out. The school is expected to pay for the worked carried out, then send the receipted invoice to Send Ops.