



Aiding continuous care

Ensuring the Standard

The Crucial Transition to Digital Documentation
in Healthcare Management

March 2024



Aiding continuous care



Certificate Number 22707



Medicines & Healthcare products
Regulatory Agency

The Crucial Transition to Digital Documentation in Healthcare Management

In today's dynamic healthcare environment, the imperative for robust documentation practices cannot be overstated. Clear, precise, and accessible records form the cornerstone of safe, effective, and compassionate care delivery. The Care Quality Commission (CQC) underscores the pivotal role of high-quality records in achieving positive outcomes for patients, emphasising the need for seamless information sharing, meticulous governance, and stringent security measures.

In this white paper, we explore the transformative power of digital documentation, elucidating its myriad benefits over traditional paper-based systems and highlighting NH Maintenance Ltd (NHM) pivotal role in ensuring medical equipment compliance and quality in care homes and hospitals.

Did you know that you will be responsible to upload the correct and clear documentation you ensure your compliance.



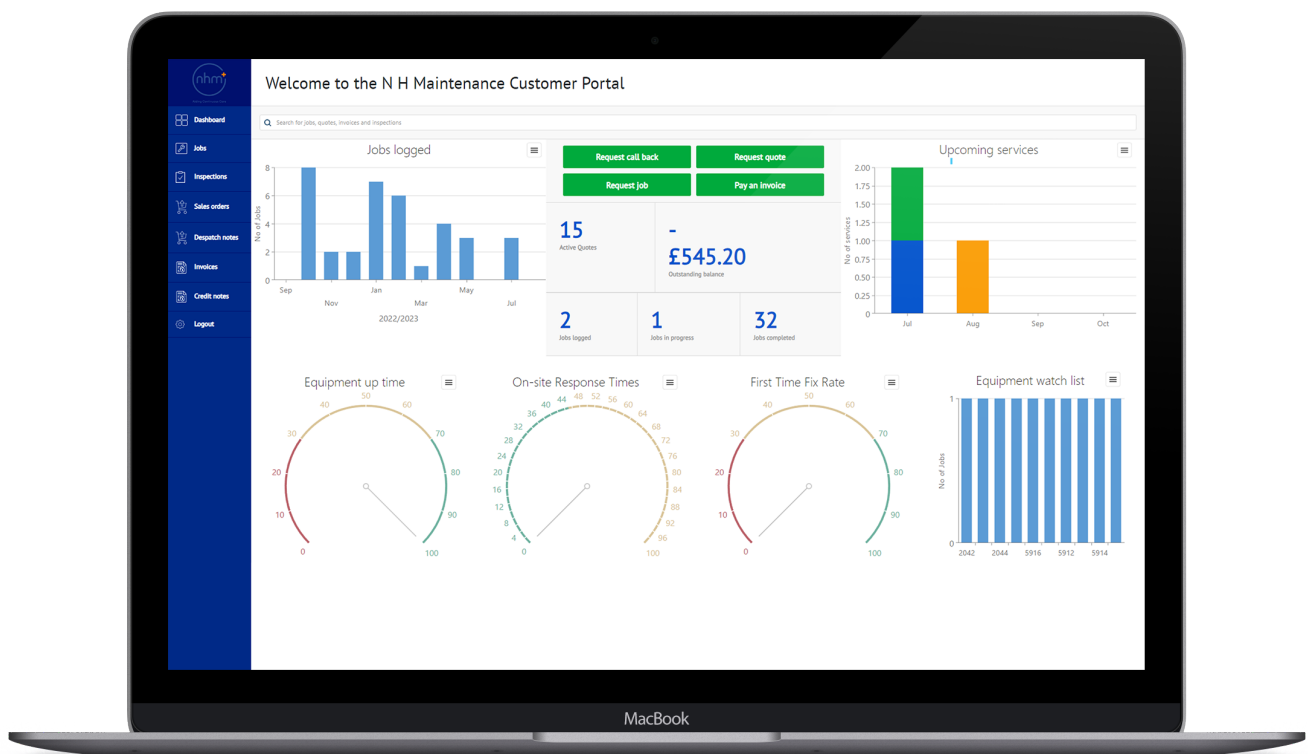
The Digital Revolution: Enhancing Efficiency and Safety

The transition from paper-based records to digital documentation represents a significant shift in healthcare management. Digital systems offer unparalleled advantages, including:

Precision and Clarity: Digital documentation eliminates ambiguity and legibility issues, providing clear and accurate information essential for informed decision-making. NHM's commitment to excellence ensures meticulous documentation, facilitating seamless communication of the correct information certification and data among healthcare professionals and governing bodies when required.

Real-Time Data Capture: Digital systems enable the capture of information at the point of action, empowering us respond promptly to medical equipment requirement and safety. NHM's advanced technology facilitates efficient data capture, ensuring that critical information is recorded accurately and in real-time.

Secure Information Sharing: Digital records facilitate swift and secure sharing of information between NHM and the care managers. NHM's web portal empowers customers to access and share vital documentation with ease, streamlining regulatory compliance and enhancing patient safety.



All your documentation is easily accessible.

Did you know that a certificate of inspection isn't compliant with (LOLER)

The Lifting Operations & Lifting Equipment Regulations 1998

Elevating Care Through NHM's Expertise

N H Maintenance: Your Trusted Service Provider with Over 20 Years of Experience

In healthcare, the paramount goal is to provide safe and compassionate care to those in need. When something goes wrong, the impact can be profound for the affected individuals and the dedicated staff working tirelessly to ensure their well-being. A shared sentiment in healthcare resonates deeply: "I don't want this to happen to anyone else." The recent update from the Care Quality Commission (CQC) serves as a sobering reminder of the critical need for vigilance and expertise in healthcare settings, particularly in care homes.

The "**Learning from Safety Incidents**" update is a collection of resources, designed to shed light on critical issues, how they occur, what actions have been taken, and, most importantly, how to prevent them from recurring. This is why it is paramount that you have access to clear records and that they are readable.

By partnering with NHM you will have access to:

- 1. Accessibility and Availability:** NHM's digital documentation portal is readily accessible to authorised personnel, facilitating complete visibility, minimising administrative burdens.
- 2. Asset Management:** the ability to observe assets nearing the end of their lifecycle, empowering informed financial planning for timely renewals and replacements.
- 3. Correct documentation:** service reports completed in detail; our digital system ensure that the checks must be completed accordance with regulations. Correct LOLER examination certificates.



Empowering Healthcare and the Care Sector for Success

In conclusion, the transition to digital documentation is imperative for optimising healthcare delivery in the digital age. NH Maintenance Limited emerges your trusted medical equipment partner, offering unparalleled expertise with over two decades of experience. As a UKASISO9001 accredited and externally audited you are in safe hand with NHM. As the largest stockist of medical equipment parts NHM your asset is more likely to be repair and certified by NHM rather than be told you must purchase new equipment. NHM provide you continuous proactive sales, service, and maintenance to the Medical-Care Sector, enhancing the well-being of your clients, which:

- Minimises disruption
- Simplifies compliance
- Maximises safety

Unreadable Report

SERVICE REPORT				Report SM19/ 274972	
				Date work carried out 24/3/23	
Customer	AMMUNITION COURT				
Full Address					
Ward / Dept	ENGINEERING ROOM 2				
Tel No.					
Date call received					
Time call received					
Time arrived on site					
Labour time					
Time departed					
Total Travel Time					
Requested by	JENNY				
Call out type	Chargeable	Warranty	Hire	Service	Contract
Contaminated	Yes	No	If Yes, describe contamination	Red bagged	
Service / Repair details					
Product type	HILLDOM 9000		Brand name.		
Serial Nos / Asset Nos	HRP002280053				
Fault reported					Order No.
Fault found and work carried out BRO SERVICES GO FROM PO 03 NEXT SERVICE DUE MAR 24					
Mandatory checks		Visual check	<input checked="" type="checkbox"/>	Full function check	<input checked="" type="checkbox"/>
Loan left?	Yes	No	Product type / Serial Nos		
Part number	Qty Used	Part Description			
Further action required ROOM 18 ALSO DUE SERVICE BUT PRINTED ON RECEIPTS VISIT - 5/3 2023 (WAITING FOR PARTS)					
Complaint to be raised: Yes / No			Collection required: Yes / No		
PAT Test info	Passed	Failed	Date next test due	/ /	
Customer satisfaction: I agree with the on job times and that the work carried out has been completed to my satisfaction					
Customer name:	Jenny			Position:	
Customer signature:	[Signature]			Department:	
Engineer's name:	[Signature]			Signature:	[Signature]

This report has vital missing data and no specific details of the recorded check

What good looks like



Aiding Continuous Care

Medical Equipment:

- + Sales
- + Service
- + Spares and repairs
- + Consultancy and technical support
- + Contract hire and loan
- + Storage

N H Maintenance Ltd
 Consort House
 Jubilee Road
 Victoria Business Park
 Burgess Hill
 RH15 9TL

T: 01444 250350

E: admin@nhmaintenance.com

W: nhmaintenance.com

Report of Periodic Inspection under regulation 6.(2)(a) of the Provision and Use of Work Equipment Regulations 1998

Employer (or equipment owner):		Examination/Site address:		Document References:	
N H Maintenance Ltd Consort House Jubilee Road Burgess Hill West Sussex RH15 9TL		N H Maintenance – Loan Equipment Store Consort House Jubilee Road Burgess Hill West Sussex RH15 9TL		Account No: DEPOT1	
				Job/Visit No: 1012458/89	
				Certificate No: 123456	
Equipment Particulars:		Make/Model: Vermeiren / Luna 2		Customer Ref: -	
Type: Profile Bed		Serial No: N207477		Safe Working Load (SWL): 200	
Location: Gordon Rest Room 8		Date of Manufacture (DoM): 2020		Size:	
Test Particulars:		Outcome		Test Particulars:	
Outcome		Test Particulars:		Outcome	
Checklist					
Bed vacant		No		Lubricate moving parts as necessary	
All bolts secure		Good		As required	
Electronic Function checks					
Back rest		Good		Knee break	
Hilo		Good		Tilt	
Castors		Good		Good	
Left side rail checks					
Present		Yes		Sliders/Mechanical function & Condition	
Condition		Good		Compatible	
Lower rail - platform: Vertical <121mm		Pass		Lower rail - platform: Horizontal<60mm	
Headboard - end of rail <60mm		Pass		Footboard - end of rail <60mm and >318mm	
Right side rail checks					
Present		Yes		Sliders/Mechanical function & Condition	
Condition		Good		Compatible	
Lower rail - platform: Vertical <121mm		Pass		Lower rail - platform: Horizontal<60mm	
Headboard - end of rail <60mm		Pass		Footboard - end of rail <60mm and >318mm	
Structural integrity					
Backrest platform		Good		Kneebreak platform	
Head end frame		Good		Foot end frame	
Head board		Good		Foot board	
Raise/lower mechanism		Good			
Summary					
Mains Cable & Motor Cables Condition		Good		Hand control / Control & Cable/s Condition	
Overall Condition		Fair		Safe for Use	
				PASS	
Comments and Recommendations: -					
Examination Result:		PASSED			
I declare that the above equipment has been thoroughly examined in accordance with the above legislation					
Signed: _____ Print/Title: - /Service Engineer					
Last Inspection: 01/01/2023		Report Date: 01/03/2024		Next inspection due: 01/03/2025	
This report should retained at least until the next thorough examination.					

Did you know that a certificate of inspection isn't compliant with (LOLER) The Lifting Operations & Lifting Equipment Regulations 1998



Aiding Continuous Care

Medical Equipment:

- + Sales
- + Service
- + Spares and repairs
- + Consultancy and technical support
- + Contract hire and loan
- + Storage

N H Maintenance Ltd
Consort House
Jubilee Road
Victoria Business Park
Burgess Hill
RH15 9TL

T: 01444 250350

E: admin@nhmaintenance.com

W: nhmaintenance.com

Report of Thorough Examination of lifting equipment under: The Lifting Operations & Lifting Equipment Regulations 1998 (LOLER)

Employer (or equipment owner):	Examination/Site address:	Document References:
N H Maintenance Ltd Consort House Jubilee Road Burgess Hill West Sussex RH15 9TL	N H Maintenance – Loan Equipment Store Consort House Jubilee Road Burgess Hill West Sussex RH15 9TL	Account No: DEPOT1 Job/Visit No: 1012458/89 Certificate No: 123457

Examination Type: Periodic - 6 monthly under Regulation 9.(3)(a)i)

Equipment Particulars: **Make/Model:** Unihoist / Picara 150 **Customer Ref:**

Type: Stand Assist Hoist **Serial No:** 4197585 **Safe Working Load (SWL):** 150

Location: Cherry Room 58 **Date of Manufacture (DoM):** 2012 **Size:**

Test Particulars:	Outcome	Test Particulars:	Outcome
Structural integrity			
Lubricate moving parts as necessary	Yes	All bolts secure	Good
Lift arm condition/function	Good	Boom condition	Good
Mast condition	Good	Mast to base stable	Good
Cross member condition	Good	Leg adjust/pivot points condition	Good
Legs condition/function	Good	Castors condition/function	Good
Electrical			
Charger condition/function	Good	Battery condition/function	Good
Actuator condition	Good	Electrical connections	Good
Hand control function	Good	Emergency stop function	Good
Electrical emergency down function	Good	Electrical emergency up function	Good
Manual emergency down function	Good	Actuator	DOM or known fitment date (whichever is the later)
Other components			
Knee pad condition	Good	Calf straps condition	Good
Foot tray condition	Good		
General			
Load test	Load tested to (kgs):	Overall Condition	Poor
Safe for Use	PASS		

Test Notes:

Electrical	
Actuator	2020
General	
Load test	0

Comments and Recommendations:

Examination Result: PASSED

I declare that the above equipment has been thoroughly examined in accordance with the above legislation

Signed: _____ **Print/Title:** - /Senior Engineer

Last Inspection: 01/09/2023 **Report Date:** 01/03/2024 **Next inspection due:** 01/09/2024

This report should be retained at least until the next thorough examination.