



Leonardo Manchester Piccadilly

260 Great Ancoats Street

Manchester

M4 7DB

Disabled Hoist Guest Management Plan

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1.0 Introduction

Leonardo Hotels aims to ensure that all employees, guests and others who use, or assist in, the provision of our services – whether they have a mobility difficulty, a visual impairment, are deaf or hard of hearing, are deaf-blind, have a speech impairment or difficulty, have a learning or mental health disability, use a wheelchair, cane, walking frame or crutches, or have any other disability – are treated equally and according to their needs.

2.0 The Equality Act 2010

Under the Equality Act 2010, hoteliers have a duty not to discriminate against, harass or victimise employees or service users on the basis of disability, age, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex or sexual orientation. A person has a disability if they have a physical or mental impairment which has a substantial and long - term adverse effect on their ability to carry out normal day-to-day activities. An Employer has a reactive duty to make reasonable adjustments to avoid placing the employee at a substantial disadvantage in comparison with employees who are not disabled. A Service Provider has an anticipatory duty to make reasonable adjustments to avoid placing the service user at a substantial disadvantage in comparison with persons who are not disabled. Reasonable adjustments can include changes to a provision, criterion or practice and removal of physical barriers

3.0 What is a hoist?

A hoist is a powered device used to lift and move or transfer a person from one position to another. The majority of hoists are now powered, either by battery or via mains electricity. The person to be hoisted wears a sling attached to the spreader bar of the hoist, which raises and lowers the person. Spreader bars can have two, three or four attachment points and the method of attachment is either by loops on the sling that fit over hooks on the spreader bar or by clips on the sling that click into place on a compatible spreader bar. Horizontal movement can be manual or powered. An assistant is usually required to operate a hoist. Training and experience are required to operate a hoist and therefore hotel staff would not be expected to assist in this activity. Guests who use hoists may be accompanied by friends, relatives, or personal assistants who can assist them. In a hotel room, a hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/ showering facilities, dependent on the type of

hoist and set-up available. A person should be suspended in the hoist for the minimum time possible for reasons of comfort and dignity. Travelling long distances within and between rooms in a hoist is to be avoided where possible.

Some hoists require more space than others; it is therefore important to ensure that there is the necessary space available for the hoist provision chosen. Mobile hoists can only be used with furniture of a particular design, such as beds with adequate clearance underneath. It is worth noting that some disabled people choose to bring their own mobile hoist with them when staying away from home. Also, mobile hoists and gantry hoists are available for hire. Adequate space and access within the room are necessary in these instances. Hotels are not expected to provide slings because people use different sling sizes and styles. Hoteliers need to provide specific information about the type of spreader bar attachment—hook or clip—the hoist(s) provided has in order to ensure compatibility with a guest's sling. Hoists are used by adults and children, assisted by a partner, personal assistant or family member. The types of rooms required by hoist users will therefore vary and an adjoining room may be necessary.

4.0 Mobile Hoist

Mobile hoists are free-standing, battery-powered lifting devices on wheels. The mobile hoist is powered by a rechargeable battery and controlled by a hand-held control on a wandering lead. The person to be hoisted is placed in the sling. The sling is positioned under the person to be hoisted. The sling is suspended, usually by loops, from the spreader bar, which is attached to the boom. It is the boom that raises and lowers the person in the sling. The spreader bar can have between two and four connecting points and these can have hooks or clips. The chassis / base of the hoist opens and closes, wheels under a bed and widens (up to a certain width) to accommodate a wheelchair.

Once the person is raised up, the assistant manoeuvres the hoist the minimum distance possible to transfer them to the required position. The hoist can be moved to transfer someone, for example, from bed to chair. A mobile hoist cannot transfer someone to and from a bed unless there is clearance underneath the bed for the hoist chassis. Similarly, a mobile hoist cannot transfer someone into a bath unless the bath side panel has been cut away at the base. Mobile hoists tend not to be used in bathrooms because there is generally insufficient circulation space and inadequate access to facilities within them.

5.0 Management Process for when a guest requests a Mobile Hoist

Leonardo Manchester Piccadilly has one disabled hoist (OXFORD MIDI EM CLASSIC LIFT HOIST) on site at the hotel at all times. When a guest contacts the hotel requesting a hoist, the following steps need to be taken. If the hotel requires an additional hoist or model of hoist the hotel can rent one, please see section below – ‘Management Process in Renting a Mobile Hoist’ and Section 6 Rent a Hoist – Disability Hoist Hire (DHH).

Management Process on Allocating the Onsite Mobile Hoist

1. Disabled guest contacts the hotel advising of arrival date and the need for a mobile hoist for the duration of their stay.
2. Enquiry passed to the Duty Manager/Operations Manager to arrange the provision of the mobile hoist to be allocated for the use of the guest from arrival until departure.
3. The Duty Manager contacts the disabled guest to advise that they will be providing a mobile hoist and to confirm with the guest the details of the onsite hoist that we can provide.
4. Prior to the guest arrival the duty manager puts the mobile hoist into the room
5. Guest arrives at the hotel and check-ins. Duty Manager meets guest on arrival to complete PEEP (Personal Emergency Evacuation Plan) and accompanies guest to the room.
6. Duty Manager explains and demonstrates to the guest how they should operate the hoist.
7. When the guests check out the Duty Manager returns the hoist to storage until required again.
8. The use and satisfaction of the portable hoists will be monitored on an ongoing basis and the Duty Manager will seek this feedback from each guest that has used the hoist on check-out.

Management Process in Renting a Mobile Hoist

1. Disabled guest contacts the hotel advising of arrival date and the need for a mobile hoist for the duration of their stay.
2. Enquiry passed to the Duty Manager/Operations Manager to arrange the provision of the mobile hoist to be allocated for the use of the guest from arrival until departure.

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3. Duty Manager contacts the disabled guest to advise that they will be providing a mobile hoist and to confirm with the guest if they have any specific mobile hoist requirement. See hoist options in section 6.0.
4. Duty Manager contacts the mobile hoist rental company and orders the hoist for the guest stay.
5. The mobile hoist is delivered to the hotel in advance of the guest checking in.
6. The Duty Manager accepts the mobile hoist, and it is put into the guest's room prior to the guest arrival.
7. The Duty Manager will receive training from the rental company on how to operate the mobile hoist. Staff should be familiar with the basic workings of the hotel's hoist options and emergency call-out arrangements.
8. Guest arrives at the hotel and check-ins. Duty Manager meets guest on arrival to complete PEEP (Personal Emergency Evacuation Plan) and accompanies guest to the room.
9. Duty Manager explains and demonstrates to the guest how they should operate the hoist.
10. When the guests check out the Duty Manager stores the mobile hoist in the luggage room and contacts the rental company to arrange for the hoist to be collected.

6.0 Rent a Hoist – Disability Hoist Hire (DHH)

A mobile hoist can be rented from Disability Hoist Hire, see website link <https://www.disabilityhoisthire.co.uk/what-is-a-hoist.php>. DHH are based in Manchester (15 minutes from the hotel) and will deliver to hotel within 24/48 HRS. DHH are open Monday to Friday. DHH have a few different options (below) for our users to choose from, please see link below. <https://www.disabilityhoisthire.co.uk/types-of-hoist/index.php>

7.0 Staff Training

DHH would make sure that a user manual is issued to the hotel beforehand. DHH also train hotel management on the safe use and limitation of the mobile hoist. Training on its use would be logged within the hotel Disabled Guest Management Plan and updated regularly as/ if staff change. Staff will be familiar with the workings of the different types of hotel's hoists and emergency call-out arrangements. It is also important for staff and hoist users to be aware of the hoist's emergency lowering mechanism; all hoists have one, but systems vary. In addition to staff Disabled Hoist Guest Management Plan

induction/ training and guest demonstrations, instructions on the use of the Mobile Hoists will be readily available in the disable guests room at all times for reference or familiarisation.