Useful Information and Contact Details

Equipment Provided by Bolton Integrated Community Equipment Service (ICES)

NHS
Bolton
NHS Foundation Trust

Bolton Council

September 2026

Bolton Council
Bolton NHS Foundation Trust
Essential Guidance

1. Staff from all agencies have a responsibility for the correct use of equipment; for reporting faulty equipment and for reporting any concerns regarding equipment to their line manager/employer.

2. All carers receive instruction on the use of equipment as part of essential training.

3. If equipment is used there should be a risk assessment completed. The risk assessment should be adhered to, and any concerns should be reported to your line manager/employer.

4. Equipment must be issued through named people from ICES. This equipment will be labelled with:

   - The owners name
   - The next service date (if appropriate)
   - Instructions for use are provided separately

   If there are no instructions, this must be reported to your Line Manager/employer who should then contact ICES

5. Before you use equipment check that it is in good working order, using the observational and manual checklist. Never modify equipment, or use, or try to repair, faulty equipment.

6. Where it is identified that a Keysafe may be required, please reference the Keysafe Policy for information in relation to qualifying criteria and the need for a signed disclaimer form. For a copy of the Policy, please contact the Independent Living Service on 01204 337020 or email ILSManagers@bolton.gov.uk

Please read the guidance carefully and use this page to make your own notes.

Faulty Equipment

Label the equipment ***Do not use*** and report the fault to your line manager. Do this as soon as you notice the fault. Your line manager will report the fault to the following:

Integrated Community Equipment Service (ICES) equipment found to be defective and not operating correctly should be reported as soon as possible to:
01204 337262 or 337060 - Monday to Friday 8.30am to 5pm.
07919 565 040 - Saturday and Sunday & Bank Holidays 9am to 5pm.
Or your usual line manager for out-of-hours incidents.

Alternating Pressure Mattresses: during office hours, incl. weekends and bank holidays contact ICES on 337060 or 337262
For out of ICES hours - contact GN Healthcare, on 07534 046778.

Hoist & Beds: during office hours contact ICES on 337060 or 337262;
For breakdowns out of hours Monday - Friday 5pm to10.00pm
Weekends or Bank Holidays, please ring,
Simply Moving and Sleeping on 01422 581234.

Accident and Near Miss Reporting

Managers from all agencies are responsible for completing an accident report for any accident or near miss involving equipment. Staff with access to Bolton NHS Foundation Trust's on-line reporting system should report accidents/incidents via this method.
Other accident/incident involving equipment on loan from ICES please inform the Independent Living Service by ringing 01204 337020 and send completed accident/incident report form to ILSManagers@bolton.gov.uk

6. Responsibility for the maintenance of the equipment is with the issuing organisation (ICES).

7. Hoists must have a maintenance check every 6 months. A sticker will note the date of the last check. Staff should report any hoist which does not appear to have been maintained regularly.

8. If you come across broken or faulty equipment, report it to your line manager/employer. You must also record the incident and action taken in the shared communication record and on the significant incident form.

9. If you come across equipment which is faulty or broken, and you are unsure who supplied it, you must still report it to your line manager/employer.

10. The Manager must complete an accident report form and notify Bolton NHS Foundation Trust Health & Safety Department, or Bolton Contract Team depending on who funds the care.

11. Suitability of the equipment must be discussed with the service user and if deemed to be inappropriate, after gaining consent please contact the Duty Disability Officer on 337020 for re-assessment.

12. All loaned equipment must be returned to ICES when it is no longer required

Observational Checks

1. Check date on service sticker for hoists and report back to Manager if over 6 months.

2. Any obvious visible defects such as rust

3. Tears or splits or cracks

4. Frayed stitching on equipment such as Slings etc.

5. Loose nuts, bolts, screws or adjustable clips

6. Leaking from hydraulics

7. Bare wires on equipment

8. For Mattresses and Cushions is there an odour. Has it become uncomfortable?

9. Wheels move freely on:
   - Beds
   - Hoists
   - Wheeled Commode Chairs
   - Walking frames
   - Trolleys

10. Brakes work on:
    - Wheelchairs
    - Hoists
    - Beds
    - Mobility Aids (with brakes) Rollator/Triwalker

11. Hydraulics perform smoothly on beds or hoists

12. Electronic motors work on:
    - Specialised beds or mattresses
    - Mattress variators/bath lifters/hoists
    - Suction machines/nebulisers (Health only)

13. Please check if there have been any environmental changes and reassess if necessary.

Where equipment is provided, manufacturer's instructions should always be available to refer to. Master copies of instructions will be kept by ICES