



POLICY/PROCEDURE INFORMATION (Policy no OP005)	
Subject	Fire Policy and Procedure <i>(This policy is subject to periodic review and will be amended according to service development needs)</i>
Applicable to	All persons either working, volunteering, or visiting Nottinghamshire Hospice property including Woodborough Road, Warehouse and Retail outlets
Date issued	March 2022
Next review	March 2025
Lead responsible for Policy	Director of Finance and Resources
Policy reviewed by	Director of Finance and Resources
Notified to (when)	Strategy and Corporate Governance Group (May 22)
Authorised by (when)	Board of Trustees (June 22)
CQC Standard if applicable	Outcome 10
Links to other Policies	Health and Safety Policy
Summary	This policy aims to ensure that the Hospice adheres to health and safety legal and regulatory requirements to provide a safe place to work and receive care. It also aims to provide guidance for staff and volunteers on what to do in the event of a suspected or actual fire.
This policy replaces	RM0003

VERSION CONTROL		
Status	Date	Reviewed date
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Policy reviewed by Donna Payne, Clinical Services Director	April 2015	April 2017
Policy reviewed and amended by Jo Polkey, Director of Care Services	June 2017	
Policy reviewed and amended by Transport and Maintenance Manager	May 2019	
Policy notified to Strategy and Corporate Governance Group	June 2019	
Policy authorised by Board of Trustees	June 2019	
Updated control sheet and published on Policy Doc App	June 2019	
Updated to include Blidworth shop fire muster point and the Hospice out of hours services for the Hospice Night Support Team.	March 2020	
Updated logo and published on website	December 2020	
Policy reviewed by Maria Holmes, Director of Finance & Resources	March 2022	

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FIRE SAFETY PROCEDURE

1. Statement

The Hospice has a legal responsibility to ensure that all staff, volunteers, and visitors are aware of what to do in the event a fire alarm is activated, or it is thought there is a fire on the premises and to safeguard the safety of patients. Fire Marshals will be appointed to support with evacuation on a day to day level. In addition to Fire Marshals the Hospice has several Fire Wardens who have additional knowledge regarding fire safety, practicalities of using a fire extinguisher and fire warden duties.

Due to the size of the organisation the Hospice only needs to use Fire Marshals in the main Hospice building and during fundraising events. When staff or volunteers attend external events they must seek advice on the evacuation procedures at that particular venue.

The Hospice recognises and promotes that 'on discovering a fire, it is the duty of every person to sound the nearest alarm immediately and dial 999' and 'that it is not acceptable to delay raising the alarm'.

This policy/procedure shall be reviewed with the Hospice's Health and Safety Consultants and the Fire Authority from time to time and on the occasion of every Fire Inspection visit by that authority.

2. Enforcement, Appeals and Penalties

Fire and rescue authority can take action if they think fire safety measures are not adequate. For example, they might issue an informal notice suggesting safety or a formal fire safety notice that will instruct how to fix the problem described in the notice.

- Alterations notices are issued if premises have high safety risks or will have high safety risks if the use of the premises changes
- Enforcement notices are issued if the fire and rescue authority finds a serious risk that is not being managed. It will say what improvements are needed by when
- Prohibition notices are issued if the fire and rescue authority thinks the fire risk is so great that access to your premises needs to be prohibited or restricted. These take effect immediately

If the Hospice receives a notice, it may be possible to arrange an informal review with the fire and rescue authority if it disagrees with the decision to issue a fire safety notice. Alternatively, the Hospice can appeal to their local magistrates' court within 21 days of receiving a notice.

3. Risk Management /Fire Precautions

The Hospice is required to have fire prevention, detection, and warning systems in place and to carry out regular checks to make sure that:

- all fire alarm systems are working
- the emergency lighting is working
- keep a record any faults in systems and equipment
- all escape routes are clear, and floors are in good condition
- all fire escapes can be opened easily
- automatic fire doors operate correctly
- fire door retainers release on activation of the fire alarm
- fire exit signs are in the right place

The main Hospice building also has an emergency red power stop button that will immediately cut off the gas supply to the kitchen. This is located in the kitchen near the entrance door.

The following processes/procedures are in place to ensure high standards of fire safety:

- Fire risk assessments have been undertaken and are reviewed annually and whenever significant changes occur e.g., alteration in work premises or work processes.
- General fire action notices are posted prominently next to each of the Fire Alarm Call Points, and at the reception signing in book.
- General fire safety notices are posted in every shop, warehouse and corridors and every office in the main building to provide guidance for staff and visitors. (Appendix 1 & 2).
- Fire alarm call points are tested on a weekly basis.
- Fire door retainers are tested weekly alongside the fire alarms.
- External fire escapes are inspected weekly.
- Emergency lighting is checked monthly.
- Fire door retainers are cleaned and inspected monthly for damage.
- Fire alarm servicing is carried out every six months by an external contractor.
- All fire extinguishers are serviced and maintained annually by an external contractor.
- Emergency lighting is checked every six months by an external contractor.
- All visitors are signed into visitor's book on arrival and are shown the fire safety notices.
- Fire evacuation practice (drill) is carried out periodically throughout the year and a record of the date and persons involved is recorded.
- Fire Evacuation Emergency Plan for Nottinghamshire Hospice building - because this is a high-risk evacuation owing to the disabilities of the patients in the GRACE Unit Unit (appendix 2).

4. Responsibility and Accountability

Chief Executive Officer	<p>Is responsible for ensuring Fire Safety on behalf of the Hospice and reports directly to the Trustees. These responsibilities include:</p> <ul style="list-style-type: none">• Ensure the Hospice has access to specialist advice in relation to fire procedures, practice to ensure the Hospice functions within the scope of the law.• Ensure that there is a regular review a fire risk assessment of the premises.• Ensure mandatory staff fire training is provided across the organisation.
Maintenance Manager	<p>Ensure all alarms and fire equipment are maintained and kept in good working order in accordance with legislation and recommended best practice.</p> <p>Ensure the Hospice keeps a Fire Log, which records alarm tests and fire evacuation practices and is up to date.</p> <p>Ensure the fire posters are displayed in all Hospice Premises (see appendix one).</p> <p>Liaise with the Fire Service if in the building.</p>
Director of Care	<p>Support the fire process and ensure that the fire procedure for evacuating patients is appropriate.</p> <p>Ensure patients who are unable to exit the building unaided have a Personal Emergency Evacuation Plan.</p> <p>Ensure that Staff and Volunteers working in Care Services are aware of their roles and responsibilities and know how to respond to a fire alarm being activated and the possible evacuation of patients</p> <p>Monitor mandatory training attendance.</p>
Managers	<p>To ensure fire risk integral to annual risk assessments and to keep staff informed of any relevant changes to fire safety procedures.</p> <p>Ensure Staff and Volunteers are aware of their roles and responsibilities and know how to respond to a fire alarm being activated and evacuation.</p> <p>To be aware of fire risks and report/escalate these to the health and safety meeting.</p> <p>Ensure staff complete mandatory fire training.</p>

Fire Marshals	<p>Fire Marshals are responsible for:</p> <ul style="list-style-type: none"> • Fire routine and evacuation drill procedure. • Ensuring personnel know location of fire alarm points. • Ensuring regular use of primary and secondary escape routes. • The close down procedure. • Procedure for nominated staff to assist employees and members of the public to nearest exits.
GRACE Unit manager	<p>Ensure that the GRACE Unit mobile phones have sufficient credit. This will be used to contact relatives if we need to take patients home before we are able to re-enter the building. Contact details will be available through System1 access.</p>
Hospice reception (when manned, H@H when not manned)	<p>Ensure signing in book and a pen are taken out of the building.</p>
All Drivers	<p>Will not enter the drive when the fire alarm is sounding, or the barrier is across the entrance. Will park on the road opposite the Hospice and wait for further instructions. Should a patient in the car need assistance, they should discuss this with the Fire Marshal at Fire Point 1.</p>
All staff and volunteers employees	<p>Have a duty to take reasonable steps to ensure that they do not place themselves or others at risk or harm.</p> <p>Are expected to co-operate fully with any procedures that may be introduced as a measure to protect the safety and wellbeing of service users.</p> <p>Report any missing or defective equipment to the Maintenance Manager/Line Manager.</p> <p>When a fire alarm is activated staff and volunteers must treat it as a real fire until Fire Marshal 1 has instructed otherwise.</p>

4.1 Fire alarm configuration

On activation of the alarm, it automatically dials through to a monitored call centre. The call centre will then contact named key holders to confirm if there is a fire.

This does not override the need for anyone discovering a fire to call the fire brigade, as outlined

below.

4.2 Action on suspecting there is a fire

If there is ANY suspicion that there is a fire, close the door to confine the fire, activate the nearest safe fire call point / break glass unit and immediately evacuate to a safe area.

People should not re-enter a building until all clear has been given by the fire services or Fire Marshal. The Fire Marshal should not re-enter the building unless it is absolutely necessary, and they are confident they are aware of the location of the fire and there is no risk to them.

4.3 Contacting the Fire Brigade

The Fire Service should also be informed immediately, by ringing 999, this should be done by the person discovering fire.

All false alarms will be evaluated by a senior manager on duty to ensure corrective action taken to prevent further false alarms. This evaluation will be reported and discussed at the next Health and Safety Group meeting.

All staff should be conversant with the emergency evacuation procedure. In any case the manager should ensure that Fire Service is called in the event of an outbreak of fire.

A senior manager or nominated Fire Marshal must be available to meet the fire and rescue service when they arrive at the premises to provide them with any information they require (building plans are located by the fire panel and the repeater panel in the entrance hallway opposite the front room). They must have knowledge of the premises.

Whenever the Maintenance Manager is on the premises, they will assume responsibility for this owing to their expert knowledge of the building and grounds.

4.4 Personal Emergency Evacuation Plan (PEEP)

To assist the disabled or those who are sensory impaired to escape from fire it may be necessary for staff to consider what assistance patients need to be able to take them out of the building. All patients that need specific assistance leaving the building must have a PEEP.

5. Training and Induction

All staff and volunteers during their induction will be made aware of how to raise the alarm, the available escape routes and will have completed the Blue Stream Academy Fire Safety training. All staff will attend fire training updates as part of their ongoing training.

5.1 Training for Fire Marshals and Wardens

Fire Marshals will have training to ensure they are aware of what is required in the event of an alarm needing to be sounded or sounding and evacuation of the building. Fire Wardens will have had some training in the use of fire extinguishers, have some knowledge of fire prevention and able to identify possible hazards to prevent a fire occurring.

The following roles will receive training on this procedure to enable them to undertake the role of a Fire Marshal 1:

- Directors

- GRACE Unit manager
- RN GRACE Unit

The following roles are to be trained as Fire Marshal 2:

- Care Coordinators
- Any of the above

6. Fire Drills

All new staff including temporary staff when they start work must be informed about the fire exits and what to do if the alarm goes off.

The Hospice will undertake fire drills regularly to ensure that staff are prepared and familiar with this fire policy and procedures.

7. Out of Hours Services

The Hospice's normal working hours are Monday to Friday between 0745-1715. A Hospice Night Support Team operates from the premises 7 days a week between 2130 – 0715, teams are in pairs and are never lone workers, they are familiar with the exits and communicate between themselves and have contact with a member of management in case of any incidents.

The Hospice also hosts out of hours functions, including Bereavement services, fundraising events, and Retail fairs, on each event an event lead is appointed who are trained in fire safety.

FIRE SAFETY NOTICE:

It is everybody's responsibility to keep themselves and others safe. If you see or hear something that is not right – report it.

If you hear a continuous fire alarm:

1. Leave the building by the nearest exit.
2. Do not collect your personal belongings.
3. Close any doors behind you if possible.
4. Meet at the assembly point near the out gate to the car park.
5. Keep noise to a minimum for roll call purposes.
6. Do not re-enter the building unless told it is safe to do so by a Fire Marshal.
7. Be alert and obey instructions from a Fire Marshal or the emergency services.

If you discover a fire:

1. Operate the nearest fire alarm call point.
2. Call the fire service on 999, giving them the Hospice address and postcode:
384 Woodborough Road, Nottingham, NG3 4JF
3. Do not try to fight the fire unless it is to aid your escape.
4. Leave the building by the nearest exit.
5. Do not collect your personal belongings.
6. Close any doors behind you if possible.
7. Meet at the assembly point near the out gate to the car park.
8. Keep noise to a minimum for roll call purposes.
9. Do not re-enter the building unless told it is safe to do so by a Fire Marshal.
10. Be alert and obey instructions from a Fire Marshal or emergency services.

Thank you for your co-operation.

Appendix Two Warehouse

FIRE SAFETY NOTICE:

It is everybody's responsibility to keep themselves and others safe. If you see or hear something that is not right – report it.

If you hear a continuous fire alarm:

1. Leave the building immediately by the nearest exit.
2. Do not delay to collect your belongings.
3. Close the door/s behind you
4. Meet at the assembly point in the yard by the front gates
5. Do not re-enter the building unless told it is safe to do so by the Emergency Services
6. Be alert and always prepared for instructions from a Fire Marshal or emergency services.

If you discover a fire:

1. Operate the nearest fire alarm call point.
2. Do not try to fight the fire unless it is to aid your escape.
3. Leave the building by the nearest exit.
4. Do not delay to collect your belongings.
5. Close the door/s behind you
6. Meet at the assembly point in the yard near the front gates
7. Keep noise to a minimum for roll call purposes.
8. Do not re-enter the building unless told it is safe to do so by a Fire Marshal
9. Be alert and always prepared for instructions from a Fire Marshal or emergency services.

Thank you for your co-operation.

Appendix Three Shops

FIRE SAFETY NOTICE:

It is everybody's responsibility to keep themselves and others safe. If you see or hear something that is not right – report it.

If you hear a continuous fire alarm:

1. Leave the building immediately by the nearest exit.
2. Do not delay to collect your belongings.
3. Close the door/s behind you
4. Meet at the assembly points below:
 - Burton Joyce – Outside of the row of shops on Main Street
 - Calverton - In the square in front of the shop
 - Mapperley - Car park at the back of the shop
 - Sherwood - TSB car park
 - Sutton - The front of the shop near the sun dial
 - Radcliffe - To the left of the shop near the physiotherapist
 - Ruddington - The coffee shop at the corner of the street
 - West Bridgford - Next door but one to the left of the shop
 - Wollaton - Cod scallops' fish and chip shop
 - Blidworth – Fishnet, fish, and chip shop on the corner
5. Do not re-enter the building unless told it is safe to do so by the Emergency Services.
6. Be alert and always prepared for instructions from emergency services.

If you discover a fire:

10. Operate the nearest fire alarm call point.
11. Do not try to fight the fire unless it is to aid your escape.
12. Leave the building by the nearest exit.
13. Do not delay collecting your belongings.
14. Close the door/s behind you
15. Meet at the assembly point near the out gate to the car park.
16. Keep noise to a minimum for roll call purposes.
17. Do not re-enter the building unless told it is safe to do so by a Fire Marshal (in orange vest).
18. Be alert and always prepared for instructions from a Fire Marshal or emergency services.

Thank you for your co-operation.

Appendix Four

FIRE EMERGENCY EVACUATION PLAN: WOODBOROUGH ROAD

The fire panels are in the corridor to the back of the dining room / through or left oak door when leaving the reception area and is on the wall opposite room D18. The repeater panel is opposite the Front Room by the Disabled toilet.

The Maintenance Manager is never a Fire Marshal because their role means they may not always be in the building. The Maintenance Manager does however have a good knowledge of the building layout and location of electrical and gas mains etc. so can assume responsibility for liaising with the Fire Service and providing advice to Fire Marshals.

The Hospice has four Walkie Talkies available to use to communication when the fire alarm has been activated. These are to be placed in the following locations with an orange high visibility vest:

1. Reception area
2. Nurse's station
3. First floor landing
4. HR office – second floor

Emergency contact numbers for patients will be found on SystmOne. A SystmOne laptop will be taken out by the Care Co-ordinators in case of a fire. The GRACE Unit mobile phones are placed in a carry box in the GRACE Unit Office alongside foil blankets, disposable ponchos and umbrellas. This must be taken outside if patients are evacuated.

Patients using oxygen will bring in their own oxygen and will be supported to evacuate with their cylinder/concentrator.

An evacuation kit containing the following is to be stored in the GRACE Unit office:

- Foil survival blankets
- Emergency rain ponchos
- Umbrellas

NOTE: All fire doors have a minimum burn time of 30 minutes

NOTE: The road area of the car park must always be kept clear for the emergency services.

NOTE: There will be **two Fire Marshals** whenever there are **patients in the building**

ACTION IN THE EVENT OF A FIRE

In the event that smoke, or a fire is observed the person must:

- Shout "**FIRE**", "**FIRE**" to alert attention.
- Break the glass on the nearest fire alarm call point.
- Call 999 to request the fire service to attend.

Upon hearing the fire alarm when no patients are in the building all staff, volunteers and visitors must leave the building by the nearest safe Fire Exit and report to the **Fire Assembly Point 1** in the Car Park next to the '**OUT GATE**'.

All staff and volunteers must check that everyone in the area they are working has heard the alarm and are leaving the building and proceed to the out gate if anyone has not left the building and where they are.

Kitchen staff will leave the kitchen and ensure that the red emergency power stop button has activated to disable the gas in the kitchen before exiting.

Clinical staff and clinical volunteers are required to assist with patient evacuation when patients are in the building. At the morning briefing, a volunteer or member of staff will be allocated to this task?

Fire Marshals must pick up the nearest Walkie Talkie and put-on high visibility vest to ensure others are aware that they are a Fire Marshal, and they are able to communicate with each other.

The Fire Marshal 1 will keep the Fire Marshal 2 up to date on the situation, using the Walkie Talkie. Fire Marshal 2 will share what they see with Fire Marshal 1 in order for Fire Marshal 1 to decide if patients are at risk and need to leave the building and by which exit.

Fire Marshal 1 and another member of staff (ideally the Maintenance Manager) will meet at the Fire Alarm Control panel to establish which zone has been triggered. If it is safe to do so they will need to establish the location of the fire. Do NOT put yourselves at risk but look for signs of smoke, heat or noise and establish the exact location. Communicate directly with Fire Marshal 2 to see if patients need to be evacuated.

On the sounding of the fire alarm all personnel that are not on the ground floor are to evacuate the building to the muster point.

If a patient is being bathed or receiving treatment when the fire alarm is sounded, making it difficult to evacuate them to the GRACE Unit Lounge quickly the following guidelines should be followed:

- Close all doors leading into the room but **DO NOT LOCK ANY DOORS**
- Activate the nurse call alarm, so your location is known to others
- Place a water-soaked towel to the base of the door and cover any vents to the door where possible to stop possible smoke entering the room
- Help the patient to get dressed (a robe is available in bathrooms / treatment rooms) and where possible assist to move to the GRACE Unit Lounge

If the patient is in the bath and you cannot get them out by yourself drain the water from the bath and dress or cover the patient. Leave the building and alert the emergency services to the location of the stranded patient.

Fire Marshal 1 (During GRACE Unit opening times)

Between 09:30 – 15:30 there will be two Fire Marshals to ensure the building is safely evacuated.

Fire Marshal 2 manages the exit from the building for non-clinical staff, volunteers and visitors and Fire Marshal 1 manages patient safety and oversees their exit from the building

Fire Marshal 2 provides support and information to Fire Marshal 1 from outside of the building.

Fire Marshal 1 must:

- Pick up a Walkie Talkie and wear an orange high visibility vest throughout any fire event, so you can be easily recognised by other staff and fire service.
- Read the zone alert on the fire control panel situated outside of Office D18, near the kitchen, on the ground floor and go to Fire Assembly Point 2 in the large lounge in GRACE Unit.
- Initiate communication with Fire Marshal 2 using the Walkie talkie
- Establish the location of the fire with another member of staff (ideally the Maintenance Manager) to decide if a full evacuation is required.
- Check signing in books have been taken outside the building
- Check roll call of people at the fire assembly point 1 & 2 to ensure that all staff, volunteers, and visitors have been accounted for.
- Keep open communication with Fire Marshal 2 and advise on the location of the fire
- Liaise with Emergency Services when they arrive and advise on the following:
 - Provide Zone Map; advise where the fire has been triggered,
 - Report any persons missing/trapped or injured
 - The location of **Helium** in the outside store

PATIENT EVACUATION

All patients should be assisted to evacuate the building quickly and safely. Ambulant patients can be assisted out the building by volunteers.

Any mobility equipment used by the patient when they come into the unit will be kept on the unit to aid with their evacuation.

Disabled patients or patients with Oxygen or special requirements should be assisted by a member of the clinical team in accordance with their personal emergency evacuations plans (PEEPS). At the morning briefing, patients will be allocated to a staff member or volunteer who will support them in the case of an evacuation.

The box containing the mobile phones, foil blankets, ponchos and umbrellas must be taken out of the building with the patients.

If visibility is poor it may be necessary for staff and volunteers to assemble in a line formation indicating the evacuation route from the GRACE Unit Lounge to the Fire Exit Assembly Point 1, ensuring the line is visible to the patients to make a quick and safe evacuation.

In inclement weather it is acceptable to use the shelter in the garden.

REMEMBER ONCE YOU HAVE EXITED THE BUILDING / COMPLETED ALL PATIENTS EVACUATIONS YOU MUST NOT RE-ENTER THE BUILDING!

Fire Marshal 1 (When GRACE Unit is closed)

When there are no patients in the building there only needs to be one Fire Marshal. All staff, volunteers and visitors should leave the building immediately by the nearest fire exit upon an alarm sound.

The Fire Marshal must:

- Pick up a Walkie Talkie and wear an orange high visibility vest throughout any fire event, so you can be easily recognised by other staff and fire service.
- Read the zone alert on the fire control panel situated outside of Office D18, near the kitchen, on the ground floor. Taking care to observe for signs of fire until you reach the fire control panel.
- Meet a second member of staff (ideally the Maintenance Manager) to establish the exact

location of the fire. Do NOT put yourselves at risk.

- Leave the building by the front door (if safe to do so) and take the signing in books out (unless these have already been taken).
- Undertake a roll call of people at the fire assembly point 1 to ensure that staff and volunteers have been accounted for.
- Liaise with Emergency Services when they arrive and advise on the following
 - Provide Zone Map; advise where the fire has been triggered,
 - Report any persons missing/trapped or injured
 - The location of **Helium** in the outside store.
- If no senior managers are present, contact the Senior Manager on Call. This number can be located by ringing the Hospice main number 0115 962 1222.

Fire Marshal 2 (When GRACE Unit is open)

Fire Marshal 2 role is only active when there are patients in the Hospice and their role is to support Fire Marshal 1.

- Pick up a Walkie Talkie and wear an orange high visibility vest throughout any fire event, so you can be easily recognised by other staff and fire service.
- If passing reception pick up the staff and visitor registers and the fire folder and take it outside.
- Communicate with Fire Marshal No 1 to identify where the fire is.
- Carry out a roll call of people at fire assembly 1 / checking with Fire Marshal 1 which staff and volunteers are at Fire Assembly Point 2 to check that everyone is accounted for.
- Provide Fire Marshal 1 with the following information
 - Any persons not left / thought to be stuck the building
 - Any issues relating to the fire or what is happening outside
 - The arrival of the Fire Service
 - Erect the car park barrier,
 - Ensure those at Fire Assembly Point 1 remain calm and quiet

GRACE Unit Fire Lead (active only while patients are in GRACE Unit)

The GRACE Unit Fire Lead role is to coordinate activities and ensure the following:

- GRACE Unit Fire lead must be identified each morning and written on the white board
- GRACE Unit Sweeper must be identified each morning and written on the white board
- The person responsible for taking the evacuation box must be identified each morning and

written on the white board

- Liaise with and keep Fire Marshal 1 up to date
- Ensure a roll call of patients, staff and volunteers is carried out
- That a sweep' of all clinical areas, quiet room, storeroom, toilets etc. is undertaken to ensure all staff and patients are located and moved to the Fire Assembly point 2 in the GRACE Unit Lounge
- Provide information as requested from Fire Marshal