

Zeta Compliance Services: Water Division NHS Case Study

Total Solution for HTM 04.01 Compliance



NHS Trust Case Study

These case studies are designed to help you understand how real business issues are solved by Zeta Compliance Services' service offering and look to illustrate some of the practical challenges customers faced in the management of water and air hygiene. Each of the following case studies looks at challenges prior our customers faced, reasons for choosing Zeta Compliance Services, how those challenges were solved through our unique service offering and evidence to substantiate the claims.

Total Solution for HTM 04.01 Compliance

With the Corporate Manslaughter Act now in place, many NHS estate managers are taking the time to review and re-evaluate how they manage the control of Legionella within their buildings and their wider property portfolio.

Zeta Compliance Services specialise in the management of large estates utilising the latest information technology solutions and a customised water hygiene service package developed specifically for the healthcare sector.

Our unique professional and independent services available help our healthcare clients comply with the requirements of HTM 04.01 to prevent and manage effectively Legionella bacteria in water systems.

This particular NHS Trust provides services to a total population of around 372,320. It also provides Acute, Community, Mental Health and Learning Disabilities services via General and Community Hospitals, Health Centres and Residences.



The Trust recently employed Zeta Compliance Services to look after its HTM 04.01 water hygiene requirements for the following properties...

- 4 General Hospitals
- 14 Health Centres
- 8 Community Hospitals
- A Number of Residences & Offices Properties

In this instance Zeta Compliance Services offered a diverse range of services to help this NHS Trust tackle the important tasks of compliance, specifically water. This included a Legionella Risk Assessment.

Risk Assessment:

Zeta Compliance Services are specialists in Legionella risk assessments of all water systems and are the UK's leading independent Legionella risk management and control company. Zeta Compliance Services conduct a risk assessment for the NHS estate that was to comply with requirements set out in HTM 04.01.

What our client had to say...

"Zeta Compliance Services' independent stance, professionalism and commitment to quality was evident when they conducted and presented our risk assessment... In terms of both legal and business requirements, Zeta Compliance Services provided a level of assurance to our Trust that we are complying with HTM 04.01 standards."



Schematic Drawings

As part of our Legionella Risk Assessment service to the Trust, Zeta Compliance Services surveyed sites to collect and record all necessary information for an accurate schematic drawing to be produced.

What our client had to say...

“As part of the risk assessment process, Zeta Compliance Services surveyed our sites and recorded all the necessary information for an accurate and very professional schematic drawing. The drawings were very clear and easy to follow.”

Trained Managers to CIBSE CPD Standards

Accredited by the Chartered Institution of Building Services Engineers (CIBSE) for continual professional development, Zeta Compliance Services' Legionella training package is aimed at persons with some form of managerial responsibility for the control of Legionella on their sites, operators who

would like more in depth Legionella training, or personnel new to the industry.

ACoP L8 states that any person involved with carrying out control measures and strategies should be “suitably informed, instructed and trained and their suitability assessed”.

Zeta Compliance Services conducted the course for the NHS Management team to become fully aware about the following...

- Background to the bacteria and disease
- Where Legionella is found
- United Kingdom Legislation
- Risk assessment, control and management
- Hot and cold water systems
- HTM 04.01 requirements



What our client had to say...

“Our trainer was very knowledgeable, presented the course content very well and could readily answer questions put to him by the course delegates. What could have been an overly technical training delivery was actually a pleasant experience. The associated accreditation adds great value to the course.”



Set up of ZetaSafe®- Compilation of asset register and labelled assets with barcode

The Approved Code of Practice L8 'The control of Legionella bacteria in water systems' can often present a difficult and time consuming challenge to managers particularly in large or complex property portfolios like this trust.

Effective control requires close management of literally hundreds or thousands of risk assets (taps, showers, tanks and hot water vessels). Traditional paper-based record keeping methods do not readily enable trend analysis and exception reporting to practically deliver compliance and safety for building users. ZetaSafe®, the web-based Legionella logbook, is the solution to this management headache.

Zeta Compliance Services are experts in the implementation of ZetaSafe® and are a preferred supplier of the system having met the strict criteria set by Zeta Compliance Technologies.

Zeta Compliance Services' use of this technology in managing water hygiene has been widely recognised and as a result Zeta were recently nominated as finalists in the BIFM Technology Award for the use of ZetaSafe® in proactive Legionella management in large estates.

What our client had to say...

"Within a short time period and with Zeta Compliance Services' help, we were able to obtain a complete asset register, barcode all assets and set up a control scheme to monitor and analyse all of our water related assets. ZetaSafe® has enabled us to manage our estates more effectively and efficiently. Any large building looking to manage health, safety and environmental compliance should look to use ZetaSafe®. Our experience with ZetaSafe® and Zeta Compliance Services as their Approved Supplier has been great, from initial set-up, training and technical support; nothing is a problem."



Enabled the Trust to self deliver the ongoing requirements of HTM 04.01 for regular temperature testing

Zeta Compliance Services enabled the NHS Trust to set up ongoing monitoring regimes via ZetaSafe®, this enabled field engineers within the Trust to gather data on their hand held computers (PDA's) by scanning a unique barcode assigned to each asset. The resulting data is then synchronised via the internet to update ZetaSafe®. Managers for the Trust connect to ZetaSafe® via the internet to view real time program status, schedules, documents and analyse data.

Key information is accessible in straightforward formats, helping

to ensure that Health and Safety regulations are met and remedial actions are notified, tracked and cleared.

Logs and summary reports are available providing accountability, auditability and high level management information to help improve productivity and overall compliance.

Trained in house staff to self deliver cleaning and disinfection works

Staff at the NHS Trust were trained to clean and disinfect tanks, this helped the Trust save money on remedial work which they used to generally outsource.

What our client had to say...

"Zeta Compliance Services have enabled us to self deliver on several aspects of our management of water hygiene, this has ultimately saved us a significant amount both in terms of time and money. With no vested interest in obtaining revenue from additional services like chemical or cleaning solutions, we feel Zeta Compliance Services have the Trust's interests in mind. The Trust is now equipped with technology and trained personnel who are able to go about and conduct tasks that we would potentially pay for."



About Zeta Compliance Services

Zeta Compliance Services are the leading independent specialist provider for Legionella risk management and web based compliance technology in the UK and we are already a preferred supplier to the NHS.

We are currently working with a number of NHS organisations across the UK and we are successfully assisting them to achieve improved and more cost effective compliance to water and air hygiene legislation and to reduce the pain associated with data collection and logging in line with ACOP L8, HTM03.01 & HTM04.01 across large NHS estates.

Our products and Services Include:

- Legionella Risk Assessments
- Air Hygiene Assessment
- Legionella Consultancy
- CIBSE CPD Legionella Awareness Training
- Legionella Testing and Sampling
- 24 Hour Rapid Legionella Sampling
- ZetaSafe web-based Compliance Software

We work with the duty holders of large Estates to ensure compliance with the HSE Approved Code of Practice L8. The duty holder is the entity upon which the statutory duties fall under the Health and Safety at Work Act. This is therefore usually the Employer upon whom a duty of care will reside to employees and visitors including the general public within their building network.

We have had great success in the Healthcare sector over the past few years and have been working with several large NHS estates carrying out risk assessments of their portfolio. Our strategic approach to Legionella management results in more practical and cost effective compliance with L8 and improved corporate governance to protect senior executives from business risk.

Contact us to find out more:

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