



## **Revitalise Policy Statement: Guest Equipment**

### **Introduction**

Revitalise always seeks to provide high quality short breaks and holidays for all our guests, that successfully combine a unique hospitality service with personalised care and support.

As a hotel environment, Revitalise provides a range of equipment and fittings to meet our guest's care and comfort needs during their stay. Guests often bring their own personal equipment for their own use to aid their comfort or to meet a specific and assessed health or care need. This may include mobile IT equipment, hair and beauty devices, or health apparatus such as CPAP machines. Revitalise cannot permit the installation of large domestic appliances, such as refrigerators in guest accommodation.

Revitalise does not routinely provide medical aids or equipment for general guest use and expects guests with specific medical/health equipment needs to meet a specific health need to provide such personal equipment for the duration of their stay.

Guests bringing their own personal equipment should ensure that these are in good working order and are safe for use. Revitalise staff will undertake a visual inspection of any equipment provided by the guest that they are required to use in the delivery of care.

Revitalise have essential criteria requirements relating to the safe operation of wheelchairs, which is covered later in this statement.

### **Principles**

This policy statement sets out the principles for the procurement of equipment to meet an assessed guest health or care need and any conditions around use of guest's own equipment in Revitalise short breaks and holiday centres.

#### **Domestic equipment**

- Revitalise centres will provide the range of domestic equipment that would be expected in a hotel style environment. This includes hot drink making facilities, hairdryers, table lighting.

#### **Mobility equipment**

- Revitalise centres will provide hoisting facilities and slings to assist guest mobility
- Revitalise will provide any non-specialist mobility aids
- Guests or their representatives should advise of any specialist mobility devices or aids as part of pre-assessment to ensure that all requirements can be met during their stay
- If a guest chooses to use their own slings or mobility aids, these should be in proper working order and will be subject to a visual inspection by a Revitalise colleague
- Guests will be supported to maintain the cleanliness of any personal equipment used to support their care
- Where a guest has a preference for a specific equipment type above the Revitalise equipment stock and requires us to procure this, an equipment hire charge will be made. This is in addition to the fee for the short break/holiday.

## **Wheelchairs**

- Where guests arrive in their own wheelchairs, the wheelchair should have a statement of compliance sticker or certificate to confirm the wheelchair is suitable as a seat in a road vehicle (ISO 7176 -19: 2008)
- The tie-down attachment points should be clearly marked on the chair with the 'karabiner' symbols front and rear.
- If both of the above are not in place then the guest is unable to travel in that chair.
- In this instance, a suitable wheelchair can be obtained for an external third-party supplier e.g. Red Cross (subject to availability) with a hire charge payable by the guest.

## **Specialist mattresses and equipment**

- Guests or their representatives should advise of any specialist mattress requirements as part of pre-assessment so any specialist equipment can be procured and is available for the period of their stay
- Where a guest has an assessed need for equipment to support the management of a health condition, this must be advised within pre-assessment.
- Revitalise will advise the guest during pre-assessment the arrangement and cost for any equipment that is not available and needs to be procured

## **Security**

- Guests are expected to be responsible for the security of their own equipment during their stay
- All guests are provided with a key to their bedroom to secure personal equipment and small items can be secured in a lockable cabinet
- Revitalise cannot accept responsibility for damage to or loss of personal equipment or valuables belonging to the guest unless this has been caused by negligence or error by Revitalise

## **Procedure**

- The requirement for Revitalise to procure equipment for a guest must be determined and recorded within the pre-assessment process
- Where a guest stay is funded by a Local Authority, additional funding for equipment must be agreed with the LA representative. If this agreement is not secured, the guest will be liable for additional equipment costs
- Revitalise will advise the guest of any difficulty in procuring required equipment and will reimburse monies paid to the guest if this is not available for the entirety of the guest's stay and the guest has paid independently for equipment hire
- Guests will be reminded of the need to keep their own equipment and personal belongings secure as part of information provided during the welcome session on their day of arrival
- Any incidents of alleged loss or damage to equipment must be reported to the Duty Manager immediately

## **Revitalise**

**April 2024**