



Property and Support Services

PSSD's mission statement

With patients at the heart of all we do, PSSD strive for excellence in planning, creating and looking after buildings, keeping our facilities clean, providing nutrition & clean linen to patients. We assist patients to where they need to be and maintain a safe patient environment at all times. We do this to help others deliver excellent clinical services to patients too.

PROPERTY AND SUPPORT SERVICES DIVISION



NHS Lanarkshire's Property and Support Services Division (PSSD) provides non-clinical support services to all healthcare premises owned or occupied by NHS Lanarkshire relating to the management of the NHSL estates and facilities. The department works closely with other departments within NHS Lanarkshire and also with external organisations, including, the Health and Safety Executive, Audit Scotland, Health Facilities Scotland, the Scottish Executive Health Department and Local Authorities.





BUSINESS SUPPORT

PSSD Business Support has a key role in coordinating a wide range of services provided by the division and also supports the Heads of Service in ensuring a robust, effective system is in place for the management of:

Claims

Complaints

Freedom of Information requests

Staff training and development

Incident and risk management

Vacancies

Internal audit reports

Procurement / Invoice management

Provision of admin support to all departments within PSSD

Provision of a general office function across all three acute sites

Liaison with clinical colleagues in relation to HAI, Health Promotion, Food/Fluid & Nutrition issues



HOTEL SERVICES

PSSD Hotel Services provide a range of key support services to Acute hospital sites, community hospitals, health centres and administrative building including: domestic services; patient and non-patient catering; portering services; transport; helpdesk and



switchboard. Hotel Services have many patient facing roles in an exciting and fast moving environment.

MAINTENANCE SERVICES

PSSD Maintenance Services are responsible for the planning and delivery of maintenance of our building fabrics and the mechanical and electrical services within them, including some specialist equipment. We also have a grounds maintenance department who manage our landscape areas and undertake winter gritting. Maintenance Services are also responsible for the management of water quality and asbestos, ensuring all our buildings are safe for those who work in them. We employ a number of tradesmen and recently appointed 4 apprentices who will work alongside our maintenance technicians to develop the skills and knowledge required for future employment within NHS Maintenance.

PROPERTY MANAGEMENT

The service is responsible for managing change in the legal status of 164 buildings held in the care of NHSL including licence; lease; disposal; acquisition; and excambion (exchange of property of equal or similar value).

This involves planning; negotiation; working closely with advisors; document control; regular reporting; rent reviews; rating accountability; rating appeals; and preparing for sign off on legal documents.

There is also a need for budget control to ensure that cost/income such as rents, service charges and insurances are paid or received in good time and is value for money in comparison with market conditions.

We are closely audited annually for process control and work to a programme driven by patient needs and long term patient care strategies.

PFI/PPP Contract Management

NHSL PSSD PFI staff manages the governance and strategic monitoring of the PFI/PPP/NPD contracts performance. There are two PFI contracts, Hairmyres and Wishaw Hospitals, and one PPP contract at Stonehouse Hospital and one NPD contract for Hunter, Kilsyth and Houldsworth Health Centres. The SPV's at Wishaw and Hairmyres provide both Soft (including domestic, catering, hostess, portering, switchboard and security) and Hard FM services. The SPV's at Stonehouse hospital and Hunter, Kilsyth and Houldsworth Health

Centres are only responsible for the provision of the Hard FM services as the Soft FM services are provided in-house.

FIRE SAFETY



A fire is always a potential hazard in NHS premises. The consequences of a fire in hospitals, or other health care premises could be especially serious because of the difficulties and dangers associated with the emergency evacuation of patients, many of whom may be highly dependent.

Scottish fire legislation, national and local fire policies, all place duties and responsibilities on management and employees, to adopt safe working practices and to have a full understanding of fire evacuation procedures.

To assist staff to fulfil their legal responsibilities NHSL has a number of fire safety advisors who form the Fire Safety Team within PSSD.

TECHNICAL SERVICES

PSSD Technical Services professional support and expert advice across NHS Lanarkshire on technical matters relating to engineering, building, waste, Computer Aided Design, Estates Asset Management System & Computer Aided Facilities Management.

Technical Services also contribute to minimising Corporate Risks through management of work planning, legislative advice, Hazards/ Safety Action Notices helping to achieve corporate objectives

SUSTAINABILITY



NHS Lanarkshire has a Sustainability & Environmental unit that is responsible for the identification, planning, development and implementation of strategies, policies and guidance to improve NHS Lanarkshire's performance on National & NHS objectives for Climate Change Adaptation, Sustainable Development (SD) and Environmental Management.



The Head of Sustainability is responsible for ensuring that all utility contracts are delivering best value and that systems are in place to meet and exceed where possible energy & greenhouse gas emissions targets and to monitor & report progress towards achieving them.

The West of Scotland Laundry (WoSL) is part of the Property & Support Services Division (PSSD), NHS Lanarkshire



The laundry is responsible for providing all linen services i.e. washing and supply of new items, to a consortium consisting of all NHS hospitals and care centres within Lanarkshire, Dumfries & Galloway, Ayrshire & Arran and State Hospital (40+ hospitals/5,000+ beds)

Linen items provided include: sheets, pillowcases, thermal spreads, theatre blues, etc. These items are delivered daily/weekly dependant on the needs of individual hospitals & clinics. The total volume produced and delivered is c. 230,000 item/week (12 million items/year).

The WoSL employs its own NHS staff ensuring that we deliver & uplift product 363 days of the year (Christmas & New Year excluded.) There are over 80 NHS employees working in the laundry over a 2 shift system (day/back shifts: Monday - Friday) with a single night shift (Sunday).

As well as management, administration, supervisors, laundry assistants and maintenance we also employ 12 drivers who are responsible for delivering clean & uplifting used linen to/from all consortium hospitals & clinics, 7 days per week.

Due to the nature of the process e.g. industrial washing machines & ironers, overhead rail system, etc. it is imperative that the laundry works to the highest possible health & safety standards and continually strives for health and safety improvements throughout. With this in mind all staff receive in-depth job training with special emphasis on Health & Safety,



participating in risk assessment reviews as well as being involved in all Healthy Working Lives (HWL) initiatives.