

### **Room Inspection Standard Operating Procedure (SOP):**

The purpose of room inspections is to ensure compliance, safety, and to report any damages caused by the service user. It is crucial that these checks are thorough, with issues promptly reported.

Room inspections must occur once a week for each room, between 10:00 and 21:00, with the service user present. No inspection should be conducted if the service user is not in the room.

Any maintenance issues must be documented in the inspection and communicated during the daily handover. Reports must be saved and sent to [maintenance@clal.co.uk](mailto:maintenance@clal.co.uk).

Female Housing Officers (HOs) should not inspect rooms with males, and male HOs should not inspect rooms with only females.

### **SU Occupancy Check**

1. Service user's name?
  - Enter the name of the service user present in the room at the time of you conducting the room check.
2. Correct contact number.
  - Take the SU's contact number, if not already and update these numbers onto the Live Register as well.
3. Family members in the property.
  - Input the total number of family members SU is residing with in the accommodation (including in the room and other rooms).
4. Number of the service users in the room.
  - Input the number of occupants in the room where the inspection is being conducted.

## Property Standards

1. Is there is any damage to the property?
  - Yes/No, the answer depends on your observations once you walk into the rooms. These damages can be of any type, and you will be required to upload pictures of the room/bathroom to reflect the answer you have given.  
If there is any damage, picture to confirm and an Incident Report to be raised with adding the damage to your maintenance.

In bathrooms please check mastics for mound, grouting on tiles also.

In rooms comment on the condition of the decoration marks on walls, the condition of the flooring is it clean, or damaged in anyway.

2. Is the hot water and heating working?
  - Check the water and the heating and answer accordingly. Ask the service user if they have any issue with the hot water or the heating.
3. Any concerns with others living in the property?
  - Yes/No, as per the family makeup you will need to then check with the service users staying in the room if they have any concerns to be raised.
4. Does the family have more than one room, if so, are they using all rooms for sleeping?
  - Yes/No, if a family has more than one room, ensure both rooms are inspected the same time. You will need to check both rooms and the sleeping arrangement in the family. You will also need to ensure the family is not storing luggage in one room and sleeping in the other. If this is the case, you must report '**overcrowding**' followed by an Incident report.
5. Are there excessive belongings stored in the room?
  - Check the room and ensure there are only two bags per family member in the room. Anything other than that, compromising the sleeping space of the service user should be reported as Overcrowding and pictures to be taken and uploaded in the report and Incident Report.
6. Is the Property/Room overcrowded in anyway?
  - Check the belongings in the room and comment accordingly – upload pictures.
7. Are all appliances working?
  - Yes/No. Check if all appliances are in working order i.e. TV, Kettle, hair dryer, towel rail, lights, etc. Ask the service user if they have any concern to be raised.  
If the appliance is damaged/broken by service user, an Incident Report needs to be raised for the property damage – pictures to upload.
8. Is the property occupied and in use?

- Yes/No, as what you see kindly advise on the same. However, there shouldn't be a room inspection conducted if the service user is not present in the room.

## **Health & Safety**

1. Any visible structural damage?
  - Yes/No, you will need to inspect the room thoroughly and ensure there are no damages to the structure i.e. beams, walls, etc. – pictures to upload.
2. Is the smoke alarm secure and in working order?
  - Check the smoke alarm if the light is blinking or not. If the smoke detector was not covered by the service user – take picture to confirm.
3. Is the property kept in a hygienic condition and clear from Clutter?
  - Check general cleanliness in the room, any foul/suspicious odour e.g. smoke of any type, cooking, etc.  
Anything which is not permitted in the rooms, should be reported and the service user should be warned verbally at the first instance.
1. Are there any concerns with mould and condensation?
  - Yes/No, inspect the bathroom and room. Check if the extractor fan is in working order. If there is any mould found, ensure this is raised to the maintenance and cleaning staff. Advise the SU to ventilate the room by opening windows and ask them to ensure the extractor fan is always on. – pictures to upload.
2. Does the Fire door have any damage? for example holes or dents.
  - Check the door and ensure there is no damage to the door. If there is any, report it in the inspection, ask the service user regarding the cause of the damage. An incident report is needed to be raised following the damaged caused – pictures to upload.
3. Does the Fire door close perfectly around the whole frame?
  - Close and open the door multiple times and answer as per your observation.
4. Is the door handle perfectly working? if not please specify what's wrong with it.
  - Check the handle by yourself and ensure it is not loose and is in proper working order.
5. Are there any holes around the door handle?
  - Check the handles and any damage if may have happened needs to be reported and updated on the room inspection report.
6. Does the Fire Door have any missing hinges?
  - Check the hinges, ensure they are not loose. If loose, damaged, raise it in you report with pictures and in the maintenance.

7. Does the Fire Door have any missing screws in the hinges?
  - Check the screws in the hinges, ensure they are not loose. If so, raise it in your report with pictures and in the maintenance.
8. Are there any missing Intumescent Seals in the door that needs replacement or missing? Please look around the door TOP, LEFT & RIGHT.
  - Yes/No – check around the door properly. Ensure the seals are in place and not broken/loose. Also, ensure the seals are not painted over as these compromises the seal – pictures to upload.
9. Have any of the intumescent Seals been painted over?
  - As mentioned above, check the seals for possible paint damage and upload the pictures to confirm.

### **Window Safety**

1. Are the window restrictors fully working and operational?
  - Check the window restrictor on each window and ensure it is operational and not tampered. If damaged, this needs to be raised in the Incident Report. Asking the service user, the cause of the damage and giving a verbal warning – pictures to upload.

### **Internal Checklist**

1. Resident's complaints.
  - Conduct a verbal welfare check and check with the residents if they have any complaints/concerns regarding the room, other service user, or anything else. If a concern is raised, this needs to be recorded and raised in the Incident report. Any concerns which can be dealt with on-site needs to be raised to your Hotel Manager's and to be actioned as per their advice.
2. Inspectors Observations.
  - Your general observation should be added in this question. Any concerns, any issue which needs to be highlighted goes in this part of the inspection.

### **Sign-off**

1. Resident's signature.
  - Ask the service user to sign the inspection report following the completion.
2. Inspector's name and signature
  - Upon completion of your room inspection, sign-off the inspection with your name and signature on it.