

Window Restrictor Standard Operating Procedure (SOP)

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Scope of SOP

The purpose of this SOP is to guide CLAL staff on the risks associated with damaged window restrictors (WR) and the procedures for conducting routine checks.

Objectives

- Identify all broken window restrictors in the hotels.
- Outline the process for recording hotels with broken window restrictors.
- Describe the actions required when a window restrictor is broken.

What are Window Restrictors?

Window restrictors are devices designed to prevent windows from opening beyond a certain limit. They are required by law in certain buildings to prevent falls, particularly under Health and Safety legislation, where vulnerable individuals have access to windows that could result in serious injury if fallen from.

Window Restrictor Rules

Window restrictors should:

- Limit the window opening to 100 mm or less.

- Be robust enough to withstand forces applied by someone trying to open the window further.
- Be durable against both intentional damage and general wear and tear.

Weekly Window Restrictor Checks

- Service users (SUs) should be made aware and educated to report defective window restrictors to the on-site team.
- The maintenance team, in coordination with landlords or contractors, will fix all restrictors.
- If a restrictor allows the window to open more than 100 mm, it needs to be replaced.
- A log of defective or damaged window restrictors should be reported to the Incident and Maintenance team. Stakeholders (Hotel) should be informed of the defects.
- Maintenance must carry out repairs in-house. If additional parts are needed and there is a risk to the health and safety of the service user, they should be moved to another room until repairs are completed.
- Window restrictors must be repaired within 24 hours.

Procedure for Broken/Missing Window Restrictors

- During welfare checks/room inspections, staff should inspect windows to ensure restrictors are intact.
- If a restrictor is broken or damaged, an incident report should be raised and sent, with pictures attached.
- After raising the incident report, notify the landlord or hotel management through the Maintenance Department.
- The KPI for fixing window restrictors is within 24 hours of informing.

By adhering to this SOP, hotel staff can ensure the safety and compliance of window restrictors, minimizing the risk of falls and injuries.