**Aqua Analyse Case Study**

**Background:**

A Doctors Surgery based in Hampshire underwent a CQC inspection which resulted in the need for an assessment for compliance with the Approved Code of Practice and Guidance" (L8). The surgery had facilities on two floors and all the services were mains fed with a pressurised hot water cylinder installed six months previously.

The Surgery approached Aqua Analyse for a solution.

**Problem:**

Our objectives were to assess the domestic water services and the management practices of the Surgery, and to ensure there was no contamination in the system.

Having evaluated the client’s needs it was clear that the system required a thorough clean.

A survey was conducted on the premises by Aqua Analyse out of hours. Results from the risk assessment revealed that the water system was not up to the required Water Regulation Standards.

The heating pressurisation unit was overflowing. Thermostatic Mixing Valves (TMVs) were in need of replacing. Some contamination was found through water supplied from the mains water which contained legionella and high Total Viable Counts (TVCs).

The Management Control System was not suitable and also needed reviewing. Temperatures were within the ranges suitable for legionella growth, and there were nutrients in the form of dirty Cold Water Storage Tanks (CWSTs) and taps, and stagnation of water in the CWSTs, potentially putting people at risk of infection.

A Legionella Policy was in place but there was no management paper work or log book for record keeping.

**Solution:**

Implement the controls that had been advised in the risk assessment:

* Temperature monitoring and recording from outlets
* Taps/pipes cleaned
* Shower cleaning
* CWSTs cleaned and the water system disinfected
* A sampling programme devised
* TMVs serviced annually or replaced where necessary
* A Written Scheme put in place.

**Outcome:**

The Doctors Surgery’s water was tested and legionella was not detected in the system. Temperature monitoring systems were put in place, along with tracking and maintenance processes to provide protection from any future legionella growth.

The client’s mind was put at rest.