



The use of hoists in guest accommodation



Inclusive
Hotels
Network

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Foreword



The Baroness Thomas of Winchester MBE

Image courtesy of Graham Martin at www.eventpics.biz

When a disabled person, such as myself, books a hotel room, we don't want it to be an uphill struggle. But it often is. The very first contact might be with a member of staff. You are lucky indeed if this person has been properly trained to understand the needs of people with different disabilities. We might be asking relatively simple questions, such as:

"Is the hotel fully accessible?"

"Is the lift big enough for mobility scooters or powered wheelchairs?"

"Is the bedroom easy to get into, and is there a shower which is not over the bath, and a properly designed toilet?"

How often those of us with mobility problems have heard the words "There's just one little step..."?

But the questions may not be quite so simple, and might be for a disabled guest who needs a hoist.

Or the guest may have sight or hearing impairment, when different questions will need to be asked.

I applaud the Inclusive Hotels Network for producing their invaluable practical guidance for the hospitality sector to cater for those with many different disabilities, all of whom want to live their lives as normally as possible.

We shouldn't be thought of as a burden, but as eager paying guests who just need extra consideration. And this is a good time to publish the guidance documents, with disabled people living longer, and older people either becoming temporarily or permanently disabled, but with both groups keen to keep travelling.

We want the United Kingdom to be at the forefront of making our country as welcoming as possible to everyone, whatever their circumstances. The Inclusive Hotels Network understands this, and I hope these excellent guidance documents will be read by the whole hospitality sector.

- Baroness Thomas of Winchester.

Inclusive Hotels Network



Founded in 2012, the Inclusive Hotels Network (IHN) meets regularly in London to discuss ideas and generate guidance and case studies.

The brief

With the increased demand for accessible hotels and sleeping accommodation to cater for disabled people with a range of impairments and user needs (including families), there is a need to explore how access to, and use of, accessible bedrooms can be as inclusive as possible to all guests while also providing rooms that can be let to all.

Project outputs

- Design, observe, share and learn;
- A collection of knowledge concerning accessible sleeping accommodation, which includes hotels, hostels and bed & breakfasts;
- Through establishing ongoing consultation and capturing evolving user group needs, live data can be produced for centralised use.

Other guidance by the IHN

- Access to Hotels for People with Hearing Loss (published);
- Access management plans (in progress); and
- Sanitary facilities for guest accommodation (in progress).

NB: The Inclusive Hotels Network does not endorse any particular products, manufacturers or guest accommodation. Specific products, manufacturers or accommodation mentioned in our guidance documents are for illustration purposes only.

Praise from guests of accessible accommodation



"This is the best news, very MANY thanks for all your help, it takes a huge strain away from our vacation." (A guest who stayed in the Holiday Inn, Bloomsbury after the hotel installed a ceiling hoist).

"Great service – staff swiftly made up the room to meet my specific needs in a matter of minutes – no fuss, just a smile – fantastic!"

"I don't get away much, but I will in future. I was amazed at how much thought had gone into serving a wide range of needs. I no longer feel like a nuisance"

"I loved the bathroom – didn't look at all like other "disability" rooms, had a real "wow" factor but still had easy to reach and use fittings and products"

"It makes a change for my partner and I to both like the hotel. The bathroom was cleverly designed to cater for his towering 6ft 5" and my needs as a wheelchair user with extended shower poles, extended mirrors, beds that pulled apart easily to reconfigure the space and low and high hanging space. These are fairly low cost items but it just made it so comfortable for us to use without feeling one of us had been neglected".

"An under-the-pillow alarm and subtitles on the TV – such little things really (but seldom thought about). I'm definitely going there again!"

"We felt like VIPs being accompanied to our room. They checked everything was positioned for our needs and explained the technology – wonderful."

Key terms

2-function or 4-function hoist	2-function is when the hoist is powered up and down and manually traversed along the rail. 4-function is where the hoist is powered up/down and left/right along the rail.
Boom	The part of a mobile hoist from which the spreader bar hangs. The boom is the moving section that raises and lowers the person being transferred.
Charge point	The position on the track where the hoist is parked to charge.
Emergency lower	The ability to lower the hoist upon an emergency.
Emergency stop	The mechanism that stops the hoist in an emergency.
Freestanding bedhead hoist	A static hoist designed for transfers from bed to chair or bed to commode. Depends on the bed being heavy enough to act as a counterweight for safety.
Gravity-powered	A dynamo charging system (similar to the system used in a hybrid car) that utilises gravitational force to add charge to the battery, increasing the number of lifts per charge.
Hoist	The motor that travels along the rail (when referring to ceiling track installation).
Integrated bedhead hoist	A ceiling hoist that is fitted behind the head of the bed and folds neatly away inside the cupboard when not in use.



LOLER	Lifting Operations and Lifting Equipment Regulations 1998. These regulations relate to the examination and maintenance of lifting equipment, but only for equipment used at work. However, where the Health and Safety at Work Act applies to non employees, (such as an assistant using the hoist in a guest bedroom) the Health and Safety Executive (HSE) has stated that it would expect the standards associated with these regulations to be adhered to. The IHN recommends that all specialist equipment is maintained by a competent person as defined by the HSE according to the manufacturer's guidelines.
LOLER test	A six-monthly load test that ensures the hoist conforms to LOLER and ISO10535. The hoist should be tested with weights by a competent person to check that it achieves the safe working load (SWL) and any deflection and fixings recorded and measured.
Mobile hoist	A freestanding mobile lifting device designed to be used indoors to lift and transfer a person a short distance, for example from a chair to bed or bed to commode.
Permanent charging	A hoist that is continuously charged while attached to its rail.
Portable hoist	A hoist that can be removed from the track and stored elsewhere.
Sling	A fabric sling is attached to a hoist on a spreader bar and is positioned beneath or around the person. This is generally supplied by the user.

Spreader bar	The bar on the hoist to which the sling is attached. The bar usually has hooks to secure the sling in place.
SWL	Hoists are designed, manufactured and programmed to operate carrying loads up to the SWL (safe working load, which should not be exceeded. The standard SWL to serve most requirements is 200kg.
Trolley	A portable hoist unit is attached to a metal 'car' which travels along the rail. This is normally done using a reacher available with the hoist. The Portable Trolley is located permanently within the hoist track.
Turntable	The mechanism that allows a hoist to change direction. Commonly used in en suite bathrooms where the track needs to go over the WC.
Wheel/chair	A wheelchair or a shower chair or a chair. There are several instances in this document where the text describes a person using a hoist to transfer to a chair. This could be a wheelchair, a commode chair, shower chair or armchair. 'Wheel/chair' is used for the sake of brevity.
Shower chair	If a ceiling track hoist is only provided in the bedroom area, a possible method of gaining access to, and use of, a wet floor shower and toilet is by using a free-standing wheeled shower/commode type chair. Adjustability and support options (e.g footrests, seat padding and horseshoe shaped padded seats to enable a person to wheel over the toilet) will help to accommodate a wider range of disabled people and are important features.

Business case



There has never been a better time to publish this Inclusive Hotels Network guidance document: the figures speak for themselves. There is a compelling business case for providing inclusion in the hotel environment because good accessibility benefits all guests young and old, whether they have learning difficulties, are using pushchairs, wheelchairs, other mobility aids, assistance dogs or have a temporary health condition.

However, research from the Business Disability Forum found that more than 3 in 4 disabled customers and their families had gone to different shops or businesses (including hotels) as a result of a lack of disability awareness encountered at their first choice¹. That's a great shame.

1 Business Disability Forum "Walkaway Pound".

One in three domestic trips in the UK are made by people over 55. With the likelihood of disability increasing with age, meeting the needs of older and disabled customers is a growing concern in a market that Visit England suggests is worth a staggering £12.1 billion a year².

Anecdotally, disabled customers tend to be very loyal too! Well trained hotel staff who know how to provide a warm and effective welcome within an inclusive environment will see us regularly returning and recommending their services to others.

- Members of the Inclusive Hotels Network

2 Visit England The Purple Pound – Volume and Value of Accessible Tourism in England

The Equality Act (2010)

Under the Equality Act 2010, hoteliers have a duty not to discriminate against, harass or victimise employees or service users on the basis of disability, age, gender reassignment, pregnancy and maternity, marriage and civil partnership, race, religion or belief, sex or sexual orientation.

A person has a disability if they have a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities.

An Employer has a reactive duty to make reasonable adjustments to avoid placing the employee at a substantial disadvantage in comparison with employees who are not disabled.

A Service Provider has an anticipatory duty to make reasonable adjustments to avoid placing the service user at a substantial disadvantage in comparison with persons who are not disabled.

Reasonable adjustments can include changes to a provision, criterion or practice and removal of physical barriers.

Refer to page 57 for links to further information about the Equality Act.



Hoists explained

Introduction



Wheelchair in hotel bedroom.

Inclusive Hotel Rooms

Hotels and other guest accommodation provide the opportunity for people to work, travel and take leisure breaks away from home.

The importance for hoteliers to deliver a truly inclusive environment is becoming ever more apparent. If they do so, the legal risks involved under the Equality Act 2010 are reduced and other positive factors related to being inclusive, such as the moral, social, and business-related cost benefits also come in to play.



Delivering an inclusive environment should be the ultimate goal of all providers of services and creators of the built environment. The aim should be to provide for everyone equally.

Hotel brochures and promotional literature often refer to accessible rooms but do not detail exactly what facilities are available. Limited appreciation of the fact that disabled people do not all have the same requirements and some have more than one disability is also evidenced. For example some people may need a grab rail, some a visual or audible alarm, some a wheelchair, and some a hoist. Particularly when providing a hoist facility, it is crucial for a hotel to be clear about exactly what type is available as there are many different types and misunderstandings can easily occur. (Refer to 'Considerations', starting on page 37).

While some progress has been made in standards and the design of hoists and transfer systems, more specific guidance appears to be needed for hoteliers to be able to offer accessible and inclusive hotel rooms.

British Standard 8300:2009+A1:2010 Sections 12.3.2, 12.8.1 and Annex G provide some recommendations for accessible sleeping accommodation, which are referred to in Approved Document M of the Building Regulations. Other publications that have informed the IHN's guidance are listed under Further Information on page 57.

This document provides an overview of the most common types of hoists that may be suitable for use in hotel rooms and aims to fill the current knowledge gap by providing guidance, meaning and practical application in the design, use and management of hoist systems. It is hoped that hoteliers will use this as guidance when endeavouring to meet their duties under the Equality Act and in doing so improve the quality of their service by providing truly inclusive guest accommodation.

A hoist can provide the opportunity for a disabled person to stay away overnight – something that many people take for granted.

What is a hoist?



A hoist is a powered device used to lift and move or transfer a person from one position to another. The majority of hoists are now powered, either by battery or via mains electricity.

The person to be hoisted wears a sling attached to the spreader bar of the hoist, which raises and lowers the person. Spreader bars can have two, three or four attachment points and the method of attachment is either by loops on the sling that fit over hooks on the spreader bar or by clips on the sling that click into place on a compatible spreader bar. Horizontal movement can be manual or powered.

An assistant is usually required to operate a hoist. Training and experience are required to operate a hoist and therefore hotel staff would not be expected to assist in this activity. Guests who use hoists may be accompanied by friends, relatives, or personal assistants who can assist them.

In a hotel room, a hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/showering facilities, dependent on the type of hoist and set-up available. A person should be suspended in the hoist for the minimum time possible for reasons of comfort and dignity. Travelling long distances within and between rooms in a hoist is to be avoided where possible.



Person being assisted in using a ceiling hoist with sling and spreader bar.



Person demonstrating use of a sling and spreader bar.

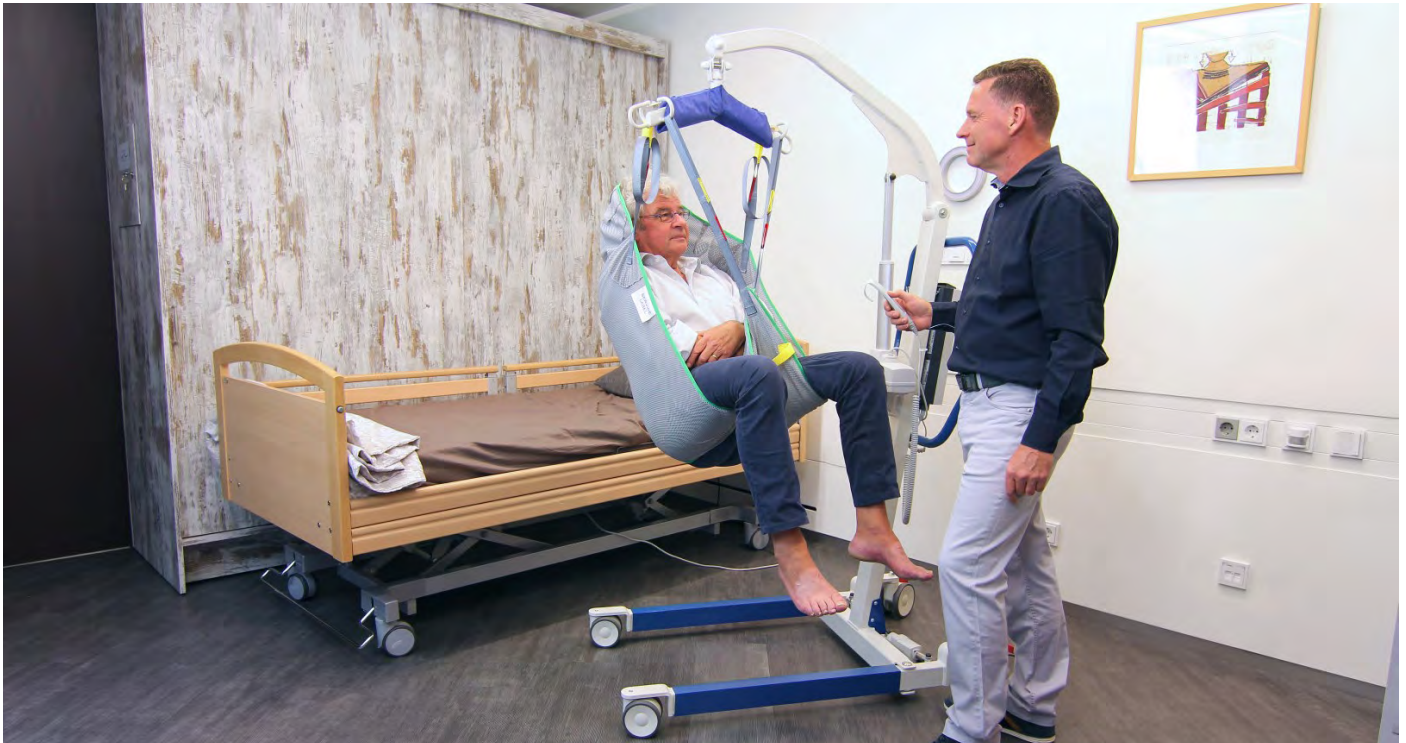
Some hoists require more space than others; it is therefore important to ensure that there is the necessary space available for the hoist provision chosen. Mobile hoists can only be used with furniture of a particular design, such as beds with adequate clearance underneath.

It is worth noting that some disabled people choose to bring their own mobile hoist with them when staying away from home. Also, mobile hoists and gantry hoists are available for hire. Adequate space and access within the room are necessary in these instances.

Hotels are not expected to provide slings because people use different sling sizes and styles. Hoteliers need to provide specific information about the type of spreader bar attachment—hook or clip—the hoist(s) provided has in order to ensure compatibility with a guest's sling.

Hoists are used by adults and children, assisted by a partner, personal assistant or family member. The types of rooms required by hoist users will therefore vary and an adjoining room may be necessary.

Hoisting options



Mobile Hoists

Mobile hoists are free-standing, battery-powered lifting devices on wheels. The mobile hoist is powered by a rechargeable battery and controlled by a hand-held control on a wandering lead.

Person using a mobile hoist with two-point spreader bar.

The person to be hoisted is placed in the sling. The sling is positioned under the person to be hoisted. The sling is suspended, usually by loops, from the spreader bar, which is attached to the boom. It is the boom that raises and lowers the person in the sling. The spreader bar can have between two and four connecting points and these can have hooks or clips. The chassis / base of the hoist opens and closes, wheels under a bed and widens (up to a certain width) to accommodate a wheelchair.



Two images demonstrating use of a mobile hoist with a three-point clip spreader bar.

Once the person is raised up, the assistant manoeuvres the hoist the minimum distance possible to transfer them to the required position. The hoist can be moved to transfer someone, for example, from bed to chair. A mobile hoist cannot transfer someone to and from a bed unless there is clearance underneath the bed for the hoist chassis. Similarly, a mobile hoist cannot transfer someone into a bath unless the bath side panel has been cut away at the base. Mobile hoists tend not to be used in bathrooms because there is generally insufficient circulation space and inadequate access to facilities within them.

Advantages

1. Charging the battery is straightforward.
2. A mobile hoist can be removed from a guest room when not required.
3. A mobile hoist can be used in a number of different hotel rooms if routes between the rooms are suitably wide and step-free.
4. Some mobile hoists fold for transportation and storage.
5. Some mobile hoists have interchangeable spreader bars enabling a choice of using hooks/ loops and clips.
6. Mobile hoists are available for hire.



Disadvantages

1. The battery has to be charged.
2. These hoists are generally heavy and awkward to transport.
3. A mobile hoist requires sufficient space in which to operate.
4. A mobile hoist requires furniture and fittings, such as the bed, to be compatible.
5. A mobile hoist may require storage space when not in use.
6. A mobile hoist does not move easily on certain surfaces such as carpets with a thick pile and door thresholds.
7. A mobile hoist cannot easily provide access to bathroom facilities.
8. For safe operation a mobile hoist requires two assistants, one to physically move the hoist around the room and the other to steady the person being hoisted. This can be a significant additional cost to a hoist user who may have to pay for two additional guest rooms.



Concealed bedhead gantry hoist.

Integrated Hoists

Also called 'bedhead hoists', these are devices to transfer someone between bed and chair or wheelchair. These are generally mains powered. The person to be hoisted uses a sling, which attaches to the spreader bar. Bedhead hoists have a spreader bar, which is usually two-point, and a boom, which moves vertically (controlled using a hand-held device on a cable) and horizontally. Generally the vertical movement is powered and the horizontal movement is achieved manually by the person doing the hoisting.

There are two main types of bedhead hoist: freestanding and wall-fixed.



Freestanding bedhead hoists can be assembled and disassembled. The boom is positioned at the head of the bed and is supported by a base that runs underneath the bed.

Integrated bedhead hoists can either be fixed directly to the wall behind the bed, or to the ceiling above. Some wall-fixed bedhead hoists can be concealed within fixtures and fittings and are therefore not visible when not in use.

Advantages

1. Freestanding bedhead hoists can be assembled and disassembled.
2. Once installed, integrated bedhead hoists do not require any assembly or preparation.
3. An integrated bedhead hoist is concealed in a cupboard when not needed therefore the room can more easily be booked by a guest who does not need it.
4. A concealed wall-fixed bedhead hoist does not require any storage when not in use.
5. Bedhead hoists do not need charging.
6. Bedhead hoists do not require clearance under a bed.



Bedhead hoist suitable for single bed.

7. Provides larger hoisting coverage over and beside the bed than a single-track ceiling-hoist.

Disadvantages

1. Freestanding bedhead hoists require training to assemble and disassemble.
2. Bedhead hoists can only transfer someone between bed and chair or wheelchair and therefore do not enable access to other facilities, such as fixtures in the bathroom.
3. An integrated bedhead hoist is a permanent fixture and would need to be re-sited if the position of the bed were to be altered.
4. Bedhead hoists may not fit into existing decor.
5. Compared to other options integrated bedhead hoists can be expensive.



Gantry Hoists

Portable hoist on a gantry system.

Gantry hoists are generally assembled when required and disassembled after use. They are usually battery powered and are used to transfer a person between a bed and chair or wheelchair.

Gantry hoists have a spreader bar, usually with two or four points of connection to a sling, which raises and lowers from the hoist motor. This motor runs horizontally along the gantry track enabling the person to be lifted and then moved sideways. Generally the vertical movement is powered and the horizontal movement is achieved manually by the assistant.



Hoist with hand-held control on a wandering lead. This model has the option of an Infrared handset.

There are two main types of gantry hoist: freestanding and wall-to-wall. The type chosen is determined by considerations such as room layout and size.

Advantages

1. Gantry hoists can be assembled and disassembled relatively quickly by a trained person.
2. Gantry hoists can be removed and re-sited and are therefore not visible if the room is booked by someone who does not require hoist provision.
3. Some gantry hoists can offer a choice of spreader bars.
4. Gantry hoists do not require clearance under a bed.
5. Gantry hoists are available for hire.

Disadvantages

1. Space and room layout need to be appropriate to use a Gantry hoist, including accommodation of the legs so that they do not restrict circulation space.



2. Gantry hoists can only transfer someone between bed and chair or wheelchair and therefore do not enable access to other facilities, such as in the bathroom.
3. Trained personnel who are physically fit are required to assemble gantry hoists.
4. Gantry hoists are required to be load tested at each assembly.
5. Storage is required for the gantry hoist when not in use.
6. Battery charging is necessary.



Person using a wall-to-wall gantry hoist with assistance.



Freestanding gantry hoist: Hotel staff can add/remove a removable / portable hoist when required, reducing cost because one motor can service multiple rooms.



Overhead ceiling hoist on a track system.

Ceiling Track Hoists

Ceiling track hoists have the potential to transfer someone between bed, chair, wheelchair, toilet and bathing/showering facilities. Like gantry hoists, they have a spreader bar that is attached to the hoist motor but, with ceiling track hoists, the motor runs along a track which is permanently fixed to the ceiling. Operation is via a hand-held control on a wandering lead or an infrared handset.

Ceiling track hoists can be battery or mains powered. Different types of ceiling track hoists have different charging systems. Ceiling track hoists can have powered vertical and horizontal movement or just powered vertical movement.



Ceiling tracks can be straight or curved. A person can be hoisted to and from any position immediately beneath the track. Full room coverage systems, which are also referred to as H or XY systems, can be installed to provide greater accessibility.

By providing a single piece of track that moves between two fixed, parallel pieces of tracking, an H shape is created, enabling a hoist to be positioned at any point in the room. Ninety-degree turns in tracking can be achieved using turntables. Hoisting through doorways is possible with various methods. Detachable hoist motors are available to enable one motor to be used with multiple pieces of tracking and these reduce visibility of the equipment when it is not in use.

There are various ways of fitting the track to the ceiling, and some methods achieve a less conspicuous result than others. Track covers can reduce the visual impact. Below is a summary of options available followed by the associated advantages and disadvantages.



Wall-fixed track is ideal when ceiling structure cannot support the ceiling hoist system.



Flush-recessed track.

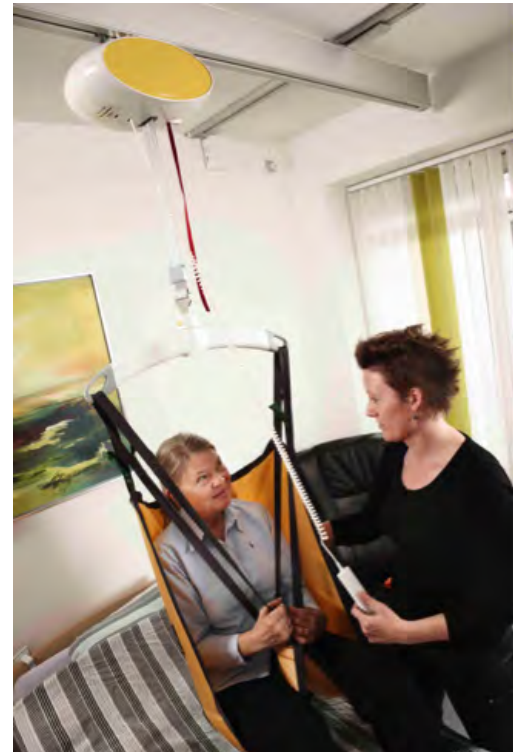
Design choices

1. A short section of ceiling track over the bed to enable bed to wheel/chair transfers (see picture on following page). This option assumes that alternative measures are in place to enable the hoist user to access the facilities in the bathroom.
2. A short section of ceiling track over the bed for bed to wheel/chair transfers, and an additional section of ceiling track in the bathroom to give access to the toilet and bath/shower, (usually using a shower chair). A 24V transformer is needed for hoist use in a bathroom.
3. A longer section of ceiling track running from the bed through to the bathroom enabling bed to wheel/chair transfers and access to bathroom facilities.
4. A H, X-Y, or full coverage, system which enables a person to be transferred to a range of locations within the room. A standard piece of tracking can continue from an H system in the bedroom into the bathroom.
5. Detachable hoist motors, which can be moved from one section of track to another.



Fitting choices

1. Tracking can be fitted with brackets suspended from, proud of, or flush with/integrated into the ceiling (flush mounting requires an access hatch so that the fixings can be inspected according to ISO10535: 2006).
2. Passing through doorways: some hoist motors can be manually passed from a section of tracking on one side of a door to tracking on the other side, circumnavigating the door header, and avoiding the need to make any cut through the wall or door. Alternatively a rectangle can be cut from the door header up to the finished ceiling; or a taller door can be used with the track forming part of the door header.
3. Where a sharp corner in the tracking is required a turntable can be used to achieve a ninety-degree turn.
4. Gate and lock mechanisms can be used to enable a hoist to travel from an H, X-Y or room coverage system in one room through to a track in an adjoining room.
5. Power can be provided using a battery or mains electricity.



A short piece of ceiling track over the bed to enable bed to wheel/chair transfers.



Portable hoist on a fixed rail. An easy to transport solution that weighs less than 6kg.

Advantages

1. Ceiling track hoists take up no circulation space in the room.
2. In some circumstances ceiling track hoists can be used independently. However it is very important that anyone using a hoist on their own has a reliable means of summoning help (such as a mobile phone or pager) in the event of a hoist failure.
3. Ceiling track hoists can be safely used with just one assistant to the hoist user.
4. Ceiling track hoists are a permanent fixture and, once installed, require no assembly or preparation.
5. Ceiling track hoists can lift a sling horizontally, which can help to reduce the effort required by an assistant.
6. Infrared handset controls can be removed so that nobody can tamper with the equipment.
7. Ceiling track hoists can be used to access to a wider range of facilities within a hotel suite than other hoist types.
8. Ceiling track hoists generally lift higher and lower than other hoists.



9. Some ceiling track hoists charge automatically or have a permanent charging system.
10. Ceiling track hoists can be relatively unobtrusive if their brackets are fitted flush with the ceiling.
11. Some ceiling track hoists can offer a choice of spreader bars suitable for different sling attachments (i.e.. hook/loop or clip).
12. Ceiling track hoists do not require clearance under a bed.
13. Detachable or portable hoist motors can be removed to lessen the conspicuous nature of the equipment.
14. Some ceiling track hoist suppliers are able to create bespoke finishes to match corporate style and branding.
15. When on a H or X-Y system, ceiling track hoists can cover the whole room. This allows for variation on layout and re-positioning of furniture.

Disadvantages

1. Ceiling tracks are permanent fixtures and are therefore potentially visible at all times, depending on how the track is fitted.



Two images showing a single track to transfer from the bed to the bathroom. Two different options for the track passing through a door header are shown.

2. H or full room coverage systems are fairly obtrusive as they are suspended from the ceiling, unless fitted as a flush track H system which can drastically reduce the amount of track on display.
3. Unless detachable motors are being used, hoist motors generally are conspicuous, although they are available in many shapes and sizes.
4. Some ceiling track hoist systems need to be left in a precise position to charge; this can be overlooked and result in a hoist with no power.
5. To remove and reposition a detachable hoist motor, one needs to be familiar with the equipment. Most transportable hoists simply hook on to the fixing on the track and are usually supplied with a "hook on a stick" that can be used to reach up and detach it.
6. At least one manufacturer can supply a wheeled trolley that the hoist can be lowered on to and then the hoist is unhooked from the track and the trolley wheeled to the bathroom where the process is reversed. This removes the need for any real physical effort.
7. Detachable or portable hoist motors provide powered lifting vertically, but do not offer a powered traverse.



8. Transfers can only take place immediately under a single piece of tracking; the positioning of the track therefore has to be precise e.g. for transferring onto a toilet.
9. Once a ceiling tracking is fitted, unless it is a full room coverage system, the furniture and fittings, such as the bed, cannot be moved.
10. Ceiling track hoists can only be installed on ceilings that are sufficiently high, level and have no downstand beams or other variations.

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Considerations

Considerations

1. Information

At home people use many types of hoists and use different names to describe them. Guests need to be able find clear information about the precise make and models of hoists available, without having to call and ask for it. This should be on your website, in the brochure and in other marketing material. It is also helpful to describe how the provision is organized, for example exactly what is in the bedroom, the bathroom, etc. and how they are laid out. Photographs and simple drawings of the rooms available, with text descriptions are the best way to do this.

2. Slings

Slings are particular to a person's needs and therefore should always be brought by the guest.

It is important that prospective guests who are hoist users are informed when booking using a website or telephone that they are expected to bring their own slings. Also, there are two different methods of attaching a sling to the spreader bar: (a) loop and hook and (b) clip fixings. It is necessary to have the appropriate sling for the appropriate hoist; a sling with loops can not be used with a hoist with clip fixings. The method of fixing available needs to be clearly stated to guests prior to arrival.



It is also advisable to ask the supplier of your hoist for a written statement declaring that they give permission for slings of a different make to be used with their particular hoist. Most suppliers are now happy to provide this.

3. Slide sheets

These are often used by personal assistants to manoeuvre a person into a position that suits them for use of the hoist and, like slings, are usually brought by guests when staying away from home and this should be communicated to guests.

4. Access to bathroom facilities

If hoist provision is confined to the bedroom, e.g. gantry hoist, bedhead hoist or ceiling track hoist over the bed only, consideration needs to be given to how the guest will access the toilet and bath or shower. This is often done with the use of additional equipment such as a mobile shower commode chair to enable access to the shower and over the toilet whilst the disabled guest remains in a seated position. The IHN's next guidance document, Sanitary Facilities in Guest Accommodation, will cover this in more detail.

5. Charging

All battery-powered hoists require charging. Different hoisting systems have different charging methods. Management and staff need to be aware of how to charge their particular hoists and to have a system in place to ensure that this is done effectively.

6. Servicing and maintenance

Hoists need to be installed and maintained by qualified personnel. Maintenance includes regular load testing of certain types of hoist. Hoists need to be kept in good, clean working order. All hoists need to be regularly inspected and serviced in line with the LOLER regulations and ISO10535:2006. A record of the service history needs to be kept. In addition to servicing, an appropriate emergency call-out arrangement is needed to be able to respond in the case of a hoist breakdown.

Cleaning of the hoisting equipment will need to be done as regularly as the room, either by cleaning or maintenance staff.



7. Bed type

For most disabled peoples who require the provision of a hoist and assistance of another person (or two) a bed that enables alternate postural positioning can enable independence with rolling the person to position the sling. Adjustment of the bed's height to a level that suits the person assisting enables a safe working environment for family members or personal assistants.

Beds with space beneath them are usually required for the safe use of mobile hoists.

8. Staff training

Staff should be familiar with the basic workings of the hotel's hoists and of the emergency call-out arrangements. It is also important for staff and hoist users to be aware of the hoist's emergency lowering mechanism; all hoists have one, but systems vary. Instructions showing how to use the hoist should be held on record. This information should be provided by staff upon request from the hoist user. Instructions should also be available in the room.

9. Weight capacity

All hoists have a maximum weight capacity. It is important for management and staff to be aware of their hoist's capacity to safeguard against anyone weighing in excess of the maximum stated from using the hoist.

10. Planning ahead

Providing a ceiling track hoist in a new build hotel is likely to be more cost effective than retrofitting. It is advisable to involve the hoist manufacturer as early as possible in the design stage of a new build or refurbishment to minimise costs.



Case studies

The Dorsett Hotel



Exterior of The Dorsett Hotel.

Opened in Summer 2014, The Dorsett Hotel in London spreads over eight floors with 317 rooms, two of which are fully accessible.

The hotel is located in central Shepherd's Bush and offers disabled guests the option of a fully accessible bedroom with en suite bathroom or wet room for business or leisure visits.

The first example is a double bedroom with a bathroom en suite and with the option of an interconnecting bedroom for an assistant.



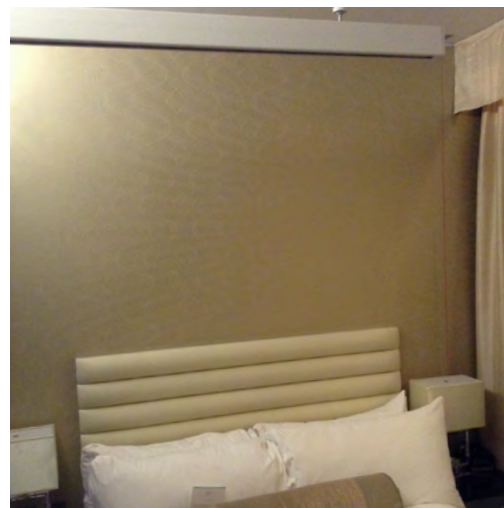
The room features a fixed OT200 ceiling hoist on a 900mm fixed track with invisible, integrated brackets, a curve and gate system from one side of the bed to the other and then into the en suite bathroom.

Within the bathroom, the hoist tracking curves directly over the bath with the option of traversing towards the washbasin or toilet via the automatic turntable fixed in the middle of the room. The turntable does not require any switches to be pressed and is fully automatic.

The second example is a bedroom that has a piece of straight tracking to the transfer area; the OT200 ceiling hoist traverses along the tracking to the designated wet room which is used for transfers, changing, showering and toileting.

The ceiling hoist is gravity powered, meaning that the hoist is charging whenever in use; this is a useful feature as it negates the need to ensure the hoist is positioned at a charging point. The hoist is powered vertically and horizontally to maximise ease of use. The OT200 ceiling hoist is also available with an infrared handset option, enabling the hotel to keep handsets in reception ready for guests who need them.

The OpeMed OT200 compact ceiling hoist takes slings with loops; the 2 point spreader bar provides optimum comfort and safety for the user and can be adjusted easily and quickly.



Above and below: two fully accessible rooms with ceiling track hoists.



The Straker Chalet



The Straker Chalet - Calvert Trust Kielder.

At Calvert Trust Kielder, 'it's what you CAN do that counts' and for over 30 years, they have provided over 5000 visitors each year with adventurous, outdoor activities for disabled children and adults together with their family, friends and carers. The Trust welcomes families, groups and individuals in all-inclusive accessible accommodation in centre rooms, and a range of self-catering chalets for those who prefer more privacy, independence and flexibility.



Unique to Calvert Trust Kielder, adult respite care activity holidays are for those with physical, learning or sensory disabilities, who require personal care and support while away from home. Accommodation is in single, double or twin rooms with en suite facilities, level entry showers or bathrooms and fitted with specialist equipment such as hoists, grab rails and shower seats. Several bedrooms have 5-way profiling beds and a number are fitted with ceiling tracking hoists.

Following the trend for fully accessible luxury self-catering accommodation, the Trust built The Straker Chalet in 2013. In contemporary Swedish style and finished to the highest standards, this luxurious chalet has three bedrooms, level entry showers, spa bath, sonos sound system throughout, a kitchen equipped with everything from a fish kettle to a melon baller and an eco-friendly hot tub on the private terrace.

Bedhead hoist in action.



The Trust wanted to ensure that The Straker had universal appeal. Ceiling track hoists can be viewed as obtrusive and clinical, and can deter some guests.

A feature of the master bedroom is the Integralift bedhead hoist installed by Innova. This discreet equipment answers a need without compromising accessibility or design and chimes perfectly with the innovative and stylish look of the chalet.

The chalet has been in use every week since opening, attracting positive feedback and reviews. Guests using the Integralift have been delighted with its performance and its design.

Calvert Trust Kielder, Kielder Water & Forest Park, Hexham, Northumberland, NE48 1BS
Call 01434 250232 email enquiries@calvert-kielder.com or visit www.calvert-trust.org.uk/kielder

Bedhead hoist at the Straker Chalet.



Flat Spaces Holiday Rental



Flat Spaces is a purpose-built, accessible holiday home in Hampshire that is as luxurious as it is spacious. It's an ideal home-away-from-home for wheelchair and powerchair users thanks to its wide, bright and airy open spaces. Built in 2015 and finished to an impeccably high standard, Flat Spaces gives everyone the opportunity to take a holiday in comfort.

The use of the highest quality products will ensure the disabled visitor is catered for as well, if not better, than in their own home. A ceiling hoist travels from bedroom one to bedroom two via the 'wet-room' en suite, variable height beds, a carer call system and rise and fall worktops in the kitchen are some of the access features of Flat Spaces.

Flat Spaces Holiday Home, Ropley.





With a slight modification to the traditional Ceiling Hoist tracking, the track was installed flush, designed to be easily concealed and recessed. This method, often favoured by architects, allows the hoist to be installed more discreetly into the environment, reducing the visible mass of the hoisting system and creating an elegant solution for users.

Flush tracking can be paired with portable or removable hoists that can enable rooms to be adaptable to guests needs.

A flush tracking system can be implemented with straight or curved track only. Recessed H systems are not applicable but flush H systems are available where the moving rail moves within the parallel tracks.



Flat Spaces Holiday Home: bathroom to Bedroom with flush track.







Technical information

Hoisting options: tracks

1	Straight rail system	<p>Location of the rail places limitations on the layout of the room and the position of the guest when they are being transferred i.e. from different points of the room.</p> <p>Wheelchairs, furniture and sanitary facilities should be placed directly under rails.</p>		<p>Fixed hoists can be continuously charging or gravity powered on the rail.</p> <p>The rail can be installed flush into the ceiling with planning. (Consider access hatches)</p>
2	Room covering X-Y, or H-track system	<p>Comprises two parallel rails and a traverse (or moving) rail that runs in between them. The hoist traverses along this rail in order to access all areas of a room. This system can be easily linked up to other adjoining rooms.</p> <p>An X-Y system provides a high degree of freedom because the wheelchair, bed etc. can be placed as desired. X-Y systems can be linked together through door frames.</p>		<p>Can be continuous charging or gravity powered.</p> <p>Parallel rails can be installed flush into the ceiling with planning.</p>



Types of fixed track	Description	Image	Notes
3 Bedroom to en suite combination	<p>Enables transfer from bedroom to en suite without the need to be lowered into a wheeled device.</p> <p>A variety of combinations are possible: two connected single rails; room covering system with straight track; room covering with room covering; turntables for multi-directional traversing; switch tracks for alternative direction changes; and bends for smooth room curves.</p>		<p>Certain systems can be integrated with planning.</p> <p>Consideration is needed regarding the detail around the door header.</p>
4 Gantry Track	<p>A freestanding gantry system can assist with immediate lifting needs. The rails can be adjusted in both height and width, providing a transportable way to address a temporary need for lifting. The hoist should be load tested each time it is set up.</p>		<p>A trained, knowledgeable person would be required to set up the structure.</p>

Hoisting options: hoist units

a Fixed ceiling track hoist

A fixed hoist is permanently installed on the rail system, can have permanent charge and therefore can always be ready for use.



Can be used on all variations of fixed track system.

The spreader bar is raised and lowered from the hoist, and traverses horizontally. These hoist systems can be fitted with various turning options to suit a room and needs of the user.


b Portable / flexible ceiling track hoist

Can be moved from one track to another during use with minimal manual handling. The portable ceiling hoist is ideal for occasional use or for when multiple rooms need to be covered on a limited budget. A portable ceiling hoist can be used on existing ceiling track or a gantry track system and weighs less than 6kg.



Can be used on all variations of fixed track system.



Types of hoist	Description	Summary	Notes
c Mobile hoist	<p>Mobile hoists are portable alternatives, used when ceiling hoists are not available. They are operated by two assistants and can lift from surfaces at various heights, including the floor. They are versatile and can meet a range of lifting needs. Mobile hoists are bulky, more difficult to manoeuvre than other types, and require a large area to be stored in.</p>		<p>Available in a variety of safe working load options.</p>

Summary of hoisting options

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|---|--------------|--|
| 1 | Mobile hoist | Mobile hoists are pushed across the floor; they have wheels with locking brakes. Mobile hoists require sufficient circulation space. They can be moved from room to room if suitable floor surfaces and flush thresholds are on the route. Mobile hoists can be hired. |
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| 2 | Bedhead Hoist | Bedhead hoists can be freestanding or wall-fixed. They can only be used to transfer someone between bed and chair or wheelchair. Wall-fixed bedhead hoists can be concealed within bedroom furniture so as to become invisible when not in use. |
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|---|--------------|--|
| 3 | Gantry Hoist | Gantry hoists can be assembled and disassembled by a trained person. They can be freestanding or fitted wall to wall. Gantry hoists only transfer someone between bed and chair or wheelchair. Gantry hoists can be hired. |
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| 4 | Ceiling Track Hoist | <p>Ceiling tracking is permanently fixed to the ceiling. There are various design options, for example:</p> <ul style="list-style-type: none">• Straight track;• Curved track;• H, X-Y, or full room coverage system;• Tracking can pass through doorways;• Tracking brackets can be fitted flush with the ceiling to achieve a less conspicuous look; and• Detachable hoist motors are available. |
|---|---------------------|---|
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Further information



You may find the following useful for additional research and further understanding of equipment and disability in the United Kingdom.

Equality Act

www.legislation.gov.uk/ukpga/2010/15/contents

British Standard 8300:2009+A1:2009

Design of buildings and their approaches to meet the needs of disabled people provides guidance on good practice for the design of buildings and their approaches to meet the needs of disabled people.

London Plan

www.london.gov.uk/what-we-do/planning/london-plan

Inclusive Hotels Network

www.cae.org.uk/resources/inclusive-hotels-group/

CHuC - Ceiling Hoist users Club

www.chuc.org.uk/

Visit England, National Quality Assessment Scheme

www.visitbritain.org/quality-assessment-your-accommodation

Accessible Hotels Campaign

www.accessiblehotels.org.uk

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