

Passionate about Legionella control, Michael Parkhill\*, general manager estates, at Croydon Health Services NHS Trust, told *Hospital Bulletin*: “Through our routine water testing we were finding water quality issues in certain areas and were unable to identify if this was because they were a low-use water outlet that hadn’t been flushed.

“We didn’t have a means of recording the risk assessments that had been carried out on low-use outlets and, if these required flushing, that the flushing had taken place. This gave us problems when trying to determine the root cause.”

Mike explained: “We were looking for solutions and came across L8guard, a web-based software system that goes a long way to solving these problems. I invited L8guard’s designer and developer Tim Moore of Digital Missives to site.

“Tim gave a demonstration of L8guard to my team and infection prevention and control. We were all very impressed with the auditability of it - it tells you everything.

“The other beauty of L8guard is that the reports are circulated monthly to the estates team, all the infection prevention and control team, and all senior nurses and matrons, who can see how their areas have performed.

“Every department has someone who is tasked with carrying out the risk assessment, performing any flushing, and reporting it on an agreed schedule via L8guard as being completed. It’s done twice a week, flushing each low-use water outlet for two minutes.”

The system automatically e-mails nominated personnel in each department to remind them to perform the risk assessment and / or flushing actions on an agreed schedule. Recipients have 24 hours to file a return online by clicking a link embedded within the e-mail - a process which can take as little as three clicks if no flushing is required.

“If they do not report to L8guard within an agreed time limit an escalation will be sent to someone senior reminding them to perform the task required,” said Mike.

Administrators can check the current status of returns ‘live’ through the administration interface, which also provides access to manual reports and graphs, as well as the historical reports library.

L8guard will automatically generate and send out performance reports and graphs identifying areas of success and concern, and highlighting ‘repeat



Michael Parkhill, right, general manager estates, Croydon Health Services NHS Trust, and Tim Moore, designer and developer of L8guard

our biocidal control it’s important to ensure that the water is drawn through each outlet to ensure the silver copper reaches all areas of the system,” explained Mike.

“Through using L8guard to report low-use water outlet issues and carrying out routine sampling for silver copper, it makes it very easy for us to identify if water quality issues are due to low-use outlets not being flushed or other problems with the system.

“L8guard also helps by saving time and money, and the re-testing by having all the information to hand.”

Mike said: “Through using the L8guard module and ProEconomy’s silver copper ionisation system we have reduced our positive Pseudomonas results from 50% to around 2%. These are very low results when they are positive. Both systems have been amazing against Pseudomonas.

“We started using the both systems about two years ago,” explained Mike. “We have varying types of building stock of a range of ages and outreach community buildings, and all the inherent problems that throws up.

“We have one ProEconomy system on site at present and, following the success, will be adding more going forwards. We were a trial site for ProEconomy.”

Enthusiastic about the benefits and simplicity of the L8guard system, Mike said: “We use the L8guard reports at our quarterly meetings and with our infection prevention and control committee. They’re

## In control

Easy to use software monitors risk assessments and flushing of low-use water outlets to help fight Legionnaire’s Disease and Pseudomonas

offenders’, enabling any localised problems to be addressed quickly and easily.

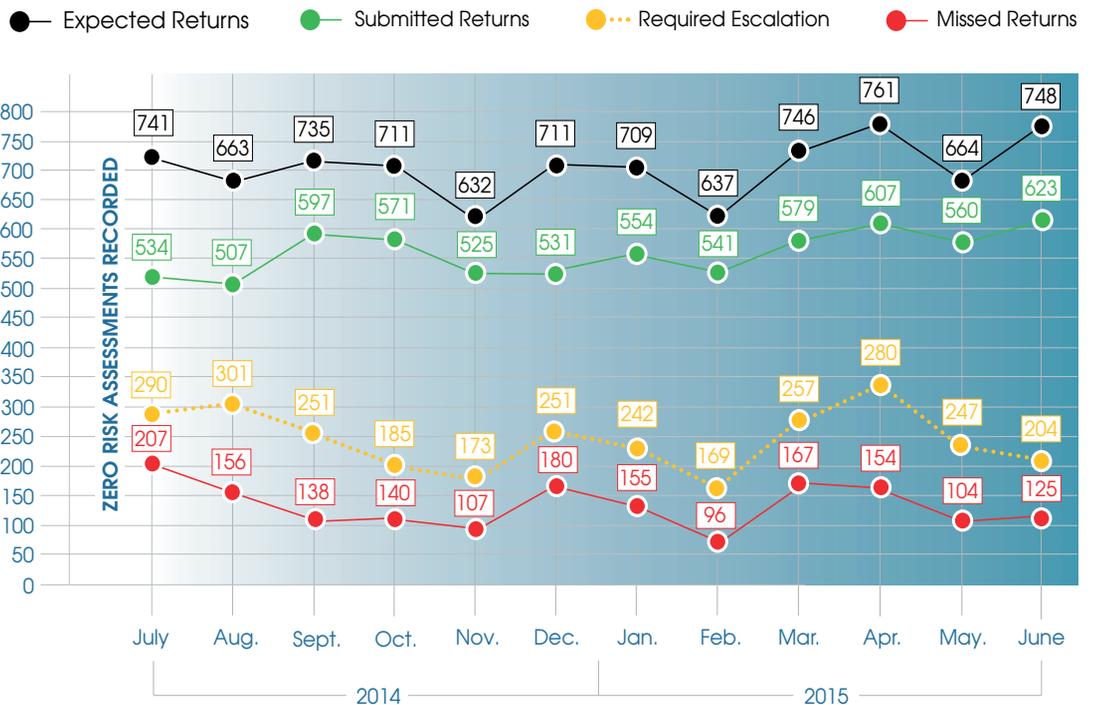
The Pseudomonas module expands this function into the daily flushing of pre-identified outlets. It follows a similar process, but all reminders, escalations and failure warnings

are contained within a day.

“We test daily for Pseudomonas. This is done as per the HTM on augmented care areas and a clinical risk assessment is performed. L8guard covers all this too.

“As we use ProEconomy’s silver copper ionisation system as

L8guard Performance Chart - Legionella Twice Weekly Flushing July 2014 / June 2015



very useful at highlighting areas and departments which are not performing the risk assessments and the peer pressure associated with this helps improve returns.

“Since we started with L8guard we’ve been able to see a continual improvement. Tim Moore has been very good at supporting us in any changes to the system that we’ve required, through the implementation and tailoring the reports exactly to our needs.

“Tim’s always responsive to myself, my team and any users. He’s brilliant. Any difficulties, any questions, he responds straight away.”

As a testimony to the success and auditability offered, Mike explained: “We had a recent CQC inspection where I was questioned on legionella control and was able to demonstrate in seconds how using L8guard we manage our low-use water outlets. The CQC inspector seemed happy with what we were doing, in fact very happy and simply said ‘I don’t need to see any more’.”

In summary, Mike said: “L8guard is very effective tool at managing low-use water outlets, cutting down on administration time and is very cost-effective.

“It’s web-based, held on a secure servers, allowing reports to be returned from almost anywhere, which is essential as we are an integrated organisation based at the acute site and spread across community facilities.

“I’d totally recommend it, without hesitation. I love L8guard.”

**Pseudomonas / Augmented Care Flushing Log** Due: 19 August 2015

Sent to: Xxxxxxxx Site: CUH  
 Email: xxxxxxxx@croymouth.nhs.uk Building: CUH189B  
 Status: COMPLETED Department: Dupps 4,2  
 Submitted by: Xxxxxxxx on 19 August 2015 07:03 Ref: 14 - 1099

Room	Outlet	Type	Flushed	Problem
Bath Bathroom - CUH189B/00/028	BATH06-CT01	COLD TAP	✓	(None)
Bath Bathroom - CUH189B/00/028	BATH06-HT01	HOT TAP	✓	(None)
Wash Hand Basin Bathroom - CUH189B/00/028	WHB05-CT01	COLD TAP	✓	(None)
Wash Hand Basin Bathroom - CUH189B/00/028	WHB05-HT01	HOT TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/007	WHB17-CT01	COLD TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/007	WHB17-HT01	HOT TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/039	WHB04-CT01	COLD TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/039	WHB04-HT01	HOT TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/040	WHB08-CT01	COLD TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/040	WHB08-HT01	HOT TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/043	WHB10-CT01	COLD TAP	✓	(None)
Wash Hand Basin Bay - CUH189B/00/043	WHB10-HT01	HOT TAP	✓	(None)
Wash Hand Basin CCU Bay - CUH189B/00/016	WHB02-CT01	COLD TAP	✓	(None)
Wash Hand Basin CCU Bay - CUH189B/00/016	WHB02-HT01	HOT TAP	✓	(None)
Wash Hand Basin CCU Bay - CUH189B/00/034	WHB03-CT01	COLD TAP	✓	(None)
Wash Hand Basin CCU Bay - CUH189B/00/034	WHB03-HT01	HOT TAP	✓	(None)
Wash Hand Basin CCU Clean Utility - CUH189B/00/033	WHB03-CT01	COLD TAP	✓	(None)
Wash Hand Basin CCU Clean Utility - CUH189B/00/033	WHB03-HT01	HOT TAP	✓	(None)
WASH HAND BASIN Clean Utility - CUH189B/00/023	WHB19-CT01	COLD TAP	✓	(None)
WASH HAND BASIN Clean Utility - CUH189B/00/023	WHB19-HT01	HOT TAP	✓	(None)
Wash Hand Basin Clean Utility - CUH189B/00/027	WHB07-CT01	COLD TAP	✓	(None)
Wash Hand Basin Clean Utility - CUH189B/00/027	WHB07-HT01	HOT TAP	✓	(None)
Wash Hand Basin Dirty Utility - CUH189B/00/021A	WHB14-CT01	COLD TAP	✓	(None)
Wash Hand Basin Dirty Utility - CUH189B/00/021A	WHB14-HT01	HOT TAP	✓	(None)
Wash Hand Basin Toilet - CUH189B/00/038	WHB23-CT01	COLD TAP	✓	(None)
Wash Hand Basin Toilet - CUH189B/00/038	WHB23-HT01	HOT TAP	✓	(None)

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L8guard’s designer and developer, Tim Moore said: “Departments are busy and really haven’t got time to do the necessary work to comply with the HTM.

“The system helps by communicating what needs to be done to the departments. We try to take as much of the leg-work as possible away from the estates and infection prevention and control teams.

“Trusts around the country and some non-NHS premises, such as universities and laboratories are using the system very successfully.”

Explaining the background, Tim said: “I was a facilities management IT consultant and

we discovered that all NHS trusts have an operational problem in collating paper-based returns, so I could see the need and the benefits that would be realised if the system could drive the action proactively.

“You either have lots of information which is difficult to keep up to date or not enough information which needs constants chasing. Those trusts that are more able with a paper-based system might be able to handle it better, but the more you have to handle, the bigger the problem. In either circumstance, handling low-use flushing manually is a nightmare.

“The system works for everybody. Estates like it because

their involvement is minimal - all the reporting is automated. Departments like it because there’s less paper to worry about and it’s generally quicker. Auditors like it because there’s a closed loop. All the infection prevention and control teams we’ve worked with know it’s a way that consistently addresses the problem and reduces the workload.

“Everything is managed and you know when it isn’t. Every department will miss the odd return. People are made aware when this happens and are able to take corrective procedures.”

Tim explained: “L8guard puts people in control of the action and reporting system to the benefit of patient care. It aptly demonstrates that patient care is a multi-disciplinary function.

“Water treatment can only do so much. It has to be drawn through the outlet to complete its purpose. L8guard ensures that happens. It brings estates and all departments together to provide a system-wide solution.”

So how long does it take to use? “For Pseudomonas, if they are flushing everywhere, it takes just three clicks,” said Tim. “Only if there is a problem does it take any longer to submit and then it’s only 30 seconds per ward.

“Legionella is slightly different as you can log by exception just the ones that you need to flush. In terms of completion, that’s usually only two per ward on any given day. There are just five clicks per outlet, so it normally takes less than a minute.

“We’re in constant contact with all our users, regularly updating the system to make it more efficient. Enhancements are shared across all clients - it’s one of the benefits of a web-based system. There’s 128bit encryption and all data is backed-up hourly. The IT departments are happy with it - it’s just emails and a web-based system, so nothing to install.

Tim added: “L8guard gives specific people an ownership of the solution. The management information goes beyond ‘Are we or aren’t we flushing?’ to a strategic level.

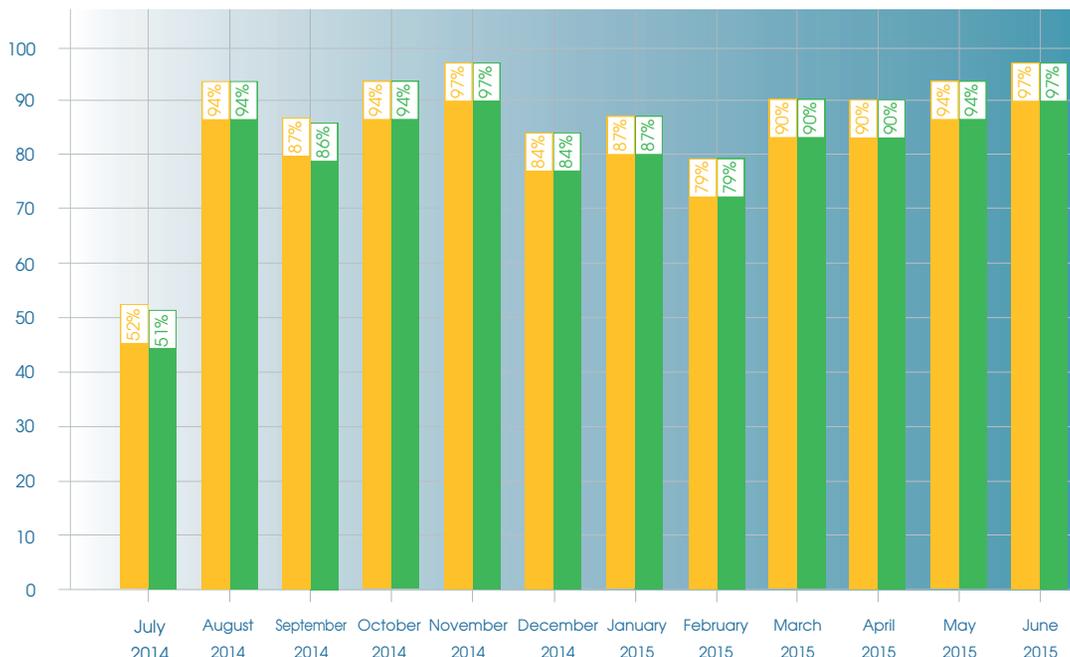
“Its scale is quite large. We’ve over 120,000 risk assessments stored, and over a million e-mails. People find it’s a simple and extremely cost-effective solution to a tricky problem.”

For more, call 0113 815 0383, e-mail enquiries@l8guard.co.uk or visit www.l8guard.co.uk

*\*Since this interview, Michael Parkhill is now assistant director of estates at the Royal Free London NHS Foundation Trust*

**Pseudomonas / Daily Flushing - 12 Month Performance Chart**

**Returns Compliancy Indicator** RCI. The percentage of assessments returned compared to the number issued.  
**Flushing Compliancy Indicator** FCI. The percentage of outlets flushed compared to the number on record.



**ENQUIRY NO. 300**