



Staff Toilet Facilities

Customer Use

The provision of a toilet for patients/customers is not a legal requirement. However, you may feel it is appropriate to provide this facility, either through separate customer toilets and/or allowing them to use the staff facility. NB Allowing customers to use staff toilets is not prohibited by the insurance policy, but before doing so, please complete the following review. NB this only covers requirements over and above that which would be ordinarily required in terms of provision of facilities for staff, i.e., the basic standard of cleanliness and functionality of the facilities is a prerequisite.

If you decide not to allow customer to use staff toilets, then it is a good idea to identify where the nearest public facility is so you can direct people to them. You should also look at methods to pre-warn people that there are no facilities, e.g., through your website or other information methods (recalls, posters etc).

You may decide not to advertise the availability of toilet facilities and provide them on request, i.e., in an emergency, in which case you still need to ensure the appropriate controls are in place.

Hazard	Points to Consider	Action Required
Accessibility i.e., is the only routes via steps/stairs? and are the facilities suitable for use by wheelchair users? If you are going to advertise provision of customer toilets then, technically, they should be accessible.	<p>If you are going to advertise provision of customer toilets then, technically, they should be accessible to all, or you would be discriminating against those that are disabled. Where access is via steps, and no alternative route is available, you could consider the use of a ramp.</p> <p>However, 'accessible' toilets for wheelchair users are generally much bigger and require provision of additional features, including wider doors and frames, handrails, mirrors, and alarms. See Part M of the Building Regs for full details.</p>	

Hazard	Points to Consider	Action Required
Route to facility	It is important to consider the whole route to and from the facilities. Is it suitable for and/or children who may be tempted to play with things along the way.	
Doors	It is important that any toilet door, lockable on the inside, is also openable, in an emergency, from the outside. Particularly if children are going to use it and who could lock themselves in. If offering the facility only in the event of an emergency, then ensure any child.	
Finger traps	Think about possible finger traps, in both the door jamb and hinge area. In necessary, you could consider fitting brush guards. This can be a particular issue where parents take in toddlers and get distracted.	
Temperature of water	The water needs to be hot enough to prevent legionella, but cold enough so it won't scald (the elderly and very young can be particularly sensitive to scalding). Consider warning signs if temperature fluctuates, or runs hot.	
Security	Where the public are invited to use staff facilities, it is important to consider any additional security measures that might be required to safeguard individual staff members personal possessions. Do they need lockers or will the members of the public always be accompanied?	

Hazard	Points to Consider	Action Required
Access to chemicals and or dangerous equipment	<p>All chemicals, including chemicals used to clean the toilets need to be stored out of reach of children. Some of the equipment and chemicals we use that require specific training to handle and needs to be stored away from members of the public.</p>	
Provision of consumables	<p>The public won't know where you store spare toilet rolls, soap etc, so it is important their availability is regularly checked, and when required, replenished.</p>	
Provision of sanitary bin	<p>This may not be an issue for staff, but where members of the public are invited to use the facility it is important to provide a suitable bin for the disposal of sanitary products.</p>	
Toilet either temporarily or permanently unavailable to members of the public	<p>Have you identified the nearest alternative facility? Have you advertised the fact that no public toilets are available?</p>	