

FAREHAM

BOROUGH COUNCIL

Report to Streetscene Policy Development and Review Panel

Date **04 September 2014**

Report of: **Director of Environmental Services**

Subject: **HEALTHCARE WASTE COLLECTION SERVICE**

SUMMARY

The purpose of this report is to update Members on the healthcare waste service provided to residents of the borough.

RECOMMENDATION

Members are requested to note the contents of the report.

INTRODUCTION

1. Healthcare waste covers waste that is generated from the treatment of a medical condition in a patient's own home; this can be in the form of dressings from wounds, other medical treatment items such as stoma bags, sharps (hypodermic needles) from injections for conditions such as Diabetes, or treatment for other medical conditions.
2. As part of the Councils' Refuse and Recycling Policy, the Council provides a non-chargeable weekly healthcare waste service to domestic premises in the Borough. This service includes the delivery and collection of sharps boxes and the collection of infectious healthcare waste in orange bags from yellow top bins.
3. Only where a particular risk has been identified (based on medical diagnosis) does such waste need to be treated as hazardous clinical waste. Local authorities have a duty to collect household waste including healthcare waste from domestic properties. The duty on local authorities to collect and dispose of clinical waste generated by households also applies to sharps waste.

PROJECT INTEGRA HEALTHCARE PROTOCOL

4. The Project Integra healthcare protocol was developed in conjunction with healthcare organisations covering Hampshire and adopted by all waste collection authorities (WCA) in 2009. The protocol sets out guidance for WCA's to ensure that all healthcare waste is collected in accordance with best practice guidelines. A copy of the protocol can be found at Appendix A.
5. As part of this procedure, all local authorities in Hampshire use the same referral form to classify the healthcare waste. This form has been developed in conjunction with the NHS and is available to medical practitioners electronically via their internal computer systems. A copy of this form can be found at Appendix B. The Council sends a copy of this form to any resident requesting a healthcare waste collection for the resident to get their medical professional to classify the waste before collections can commence.
6. The form can be returned via a prepaid envelope given to the resident or via a safe haven site which can send and receive confidential faxes and emails. This ensures that any personal details of the resident and their collection requirements remain confidential.
7. Once a form has been received by the Council, the resident is contacted via telephone to explain when the yellow top bin will be delivered, how the collection service works and how to request a delivery of additional orange bags. The details of the service are also sent in a letter for customers to refer to at a later date as some customers only use the service once per year.

HEALTHCARE WASTE COLLECTION SERVICE

8. The service operates two days a week, Wednesdays and Thursdays, with a driver operating a 7.5 tonne vehicle which has been adapted specifically for healthcare collections. The adaptations include a reinforced floor to allow for ease of manoeuvring and carriage of the special healthcare waste bulk bins, a sink with running water, additional fire hydrants required by law for any vehicle collecting healthcare waste with straps and fastening points along the sides of the vehicle to secure the bins to.

9. ADR (derived from the French name for the treaty – **A**ccord **e**uropéen relative au transport international des marchandises **D**angerous per **R**oute) is a United Nations treaty which governs the transport of hazardous materials by road. The ADR regulations set out the requirements for classifying, packaging labelling and certifying dangerous goods.
10. With regards to healthcare waste, this requires all orange bags that are used to collect healthcare waste and sharps boxes meet a specified standard. It also ensures that any vehicles carrying dangerous goods must comply with the provisions of ADR, which include additional safety items to ensure that the hazardous material is transported in a safe manner. These items include additional fire hydrants, a hazardous spill kit, and running water for the driver to be able to wash with. The vehicle must also show a pictogram board on the front and rear of the vehicle to correctly classify the goods being transported. For healthcare waste this is an orange rectangle. Only drivers trained to ADR standards may collect healthcare waste. The driver must wear ballistic trousers and specialised gloves throughout collections to adhere to the regulations.
11. Sharps boxes are delivered and collected at the same time as healthcare waste collections. Customers can call up to 12pm on the Tuesday to guarantee a collection the same week.

HEALTHCARE WASTE REVIEW 2010

12. During 2010 a full review of the service was carried out to ensure the Council adhered to the healthcare waste protocol and only collected infectious waste. This review involved writing to all customers of the service to ensure that a medical professional classified their waste as infectious or offensive. Once this information was confirmed, only customers with infectious waste would receive a specific healthcare waste bin, with all offensive waste being disposed of via the domestic green top bin.
13. Customers with offensive waste were offered the option to have a second green top refuse bin to help with capacity if they felt this was needed. Of the 330 customers using the healthcare waste service at the time, 141 customers had waste classified as offensive and were transferred from the service with additional green top bin capacity.
14. Since the initial review in 2010, the service has continued to offer infectious waste collections and currently 90 customers receive weekly infectious waste orange bag collections. The number of customers using the service varies each year and it is difficult to predict future usage. Approximately 40 customers per year request additional domestic refuse capacity due to offensive waste being produced in their home.

SHARPS COLLECTIONS

15. Customers requiring a new sharps box or collection of a used sharps box request the service by calling the Council's customer service centre (CSC). Details of where the box is stored and if a replacement box is required is logged by the CSC and passed to the depot to include in that week's collection schedule.
16. The nature of why customers have a sharps box is quite varied, with some customers only needing a box exchanged once every two years, whilst others require a new box every week. The service is able to adapt to meet the needs of these customers and ensure that all sharps are disposed of correctly.

17. Approximately 50 sharps boxes are collected each week and there are over 800 customers logged on the database with a referral form as needing sharps box collections.

RISK ASSESSMENT

18. There are no significant risk considerations in relation to this report

CONCLUSION

19. The Council continues to review the healthcare waste service annually, to ensure that all customers using the service have the correct referral form in place and that their healthcare waste requirements are being met. Working with Project Integra ensures that the Council remains up to date with any changes to the guidance and best practices in relation to the collection of healthcare waste and ensures the best service is provided to all customers.

Background Papers:

Review of Clinical Waste Service (Report to the Executive March 2009)

Review of Clinical Waste Service (Report to Streetscene Policy and Development and Review Panel January 2009)

Reference Papers:

None.

Appendices:

Appendix A – Project Integra Protocol – Healthcare Waste

Appendix B – Healthcare Waste Referral Form

Enquiries:

For further information on this report please contact Kitty Rose. (Ext 4747)

APPENDIX A – Project Integra Protocol – Healthcare Waste

1 Purpose

- 1.1 To ensure that healthcare waste is managed by the Project Integra partners in accordance with best practice by ensuring that:
- Risks to health and safety are assessed, minimised and communicated at each step in the management of this waste.
 - Appropriate facilities are available to meet the needs of the Waste Collection Authorities (WCAs).
 - Appropriate disposal routes are used for the waste.
 - An audit trail for Healthcare waste is maintained.

2 Partners in the Protocol

- 2.1 The partners in the protocol comprise:
- The organisations involved in the collection and disposal of municipal waste in Hampshire, Portsmouth and Southampton - the Project Integra Partners:
 - 13 Local Authorities with responsibility for collection of household waste (WCAs);
 - Waste Disposal Authorities (WDAs) for whom Hampshire County Council (HCC) acts as the lead authority; and
 - The waste disposal contractor (Veolia Environmental Services Hampshire (VESH))
 - The healthcare organisations covering Hampshire, Portsmouth and Southampton (NHS Trusts):
 - Solent NHS Trust
 - Southern Health Foundation
 - NHS Property Services
 - Portsmouth Hospitals NHS Trust
 - University Hospital Southampton NHS Foundation Trust
 - Hampshire Hospitals NHS Foundation Trust

3 Applicability

- 3.1 The partners agree to follow the protocol when arranging, making and transferring collections of healthcare waste.
- 3.2 Additional advice and information (e.g. risk assessments) is provided alongside the protocol to assist partners in managing collection of healthcare waste. However these do not form part of the protocol.

4 The Protocol

Each WCA undertakes to regularly review their current healthcare (clinical) waste collections to ensure that they meet the requirements of this protocol.

4.1 Types of waste to be collected

The following types of waste will be collected:

- Infectious sharps contaminated with medicines arising from self-treatment (yellow sharps boxes).
- Cytotoxic / cytostatic waste arising from self-treatment (sharps boxes with purple lid).

- Infectious waste, that can be treated, arising from self-treatment (orange sacks).
- Offensive waste arising from self-treatment:
 - either with residual waste collected within the kerbside collection;
 - or, where transfer point for healthcare waste is Portsmouth, in black sacks denoting EWC code 20 01 99;
 - or, where transfer point is not Portsmouth, in tiger sacks.

The following types of waste will not be collected:

- Waste resulting from treatment by a healthcare worker within the home (this is not defined as household waste and will be removed by the healthcare worker).
- Waste arising from commercial premises as defined within The Controlled Waste (England and Wales) Regulations 2012.

4.2 Arranging collections

- Collections will be arranged in all cases using the healthcare referral form (Appendix B).
- The NHS Trusts have assisted in development of the healthcare referral form which has been issued for adopting into NHS systems.
- The healthcare referral form should be sent and received by following either Referral Process 1 (via electronic transfer) or Referral process 2 (by Patient transfer) as described below.

Referral process 1 – via electronic transfer

- All relevant sections of the healthcare referral form should be completed by a healthcare professional.
- The form will be sent by the healthcare professional, either by secure fax or secure email, to the appropriate WCA location as detailed on the reverse of the healthcare referral form.
- The WCA will maintain a secure location to receive healthcare referral forms to comply with the requirements as described in Data Protection requirements Appendix H.
- On receipt of the healthcare referral form the WCA will make appropriate arrangements for collection of the waste and advise the patient accordingly.
- Each WCA is responsible for maintaining an up to date record of those patients for which a collection of healthcare waste (infectious or offensive) is made.
- Each WCA to maintain an appropriate audit trail of healthcare referral requests and arrangements made, ensuring that personal data is properly managed and retained for a minimum of three years.

Referral process 2 – via Patient transfer

- All relevant sections of the healthcare referral form should be completed by a healthcare professional.
- The healthcare professional will advise the Patient to sign the declaration section of the form.
- The Patient will send the form to the appropriate WCA, either by post, fax or email, as detailed on the reverse of the healthcare referral form.
- On receipt of the healthcare referral form the WCA will make appropriate arrangements for collection of the waste and advise the patient accordingly.

- Each WCA is responsible for maintaining an up to date record of those patients for which a collection of healthcare waste (infectious or offensive) is made.
- Each WCA to maintain an appropriate audit trail of healthcare referral requests and arrangements made, ensuring that personal data is properly managed and retained for a minimum of three years.

As waste disposal contractor VESH has a statutory duty and requirement to ensure that the waste it receives is appropriately described; to enable this, the WCAs will allow HCC reasonable access to their healthcare waste management system for audit purposes.

4.3 Making collections

- Collection vehicles and staff must comply with the requirements of the ADR Regulations (Appendix E).
- Best practice in the collection of healthcare waste is to contain the material within wheeled bins from the point of collection through to the point of disposal – thereby minimising the need to handle the waste. VESH will provide a fleet of 770L wheeled bins for use in collections, each with a unique reference number (URN). The bins will be colour coded according to the type of waste they are to contain.
- WCAs will exchange wheeled bins at transfer stations, the URN will be recorded on issue and on return – this provides an appropriate level of traceability for the waste and negates the need for sacks to be identifiable to the WCA.
- Separate bins will be used for each of the types of waste collected (e.g. yellow sharps boxes, orange sacks, tiger sacks and black sacks). Collected material will be placed directly into the appropriate colour coded bin. Loading of each bin should be maximised before a new bin is utilised. WCAs should note that they require an appropriate licence from the Environment Agency if waste is to be kept on the vehicle overnight.
- No material should be placed in the bin that would compromise the integrity of the bin.

4.4 Transferring waste

- VESH will provide transfer facilities for healthcare waste at the following Transfer Station locations within the current disposal infrastructure: Portsmouth, Otterbourne, Marchwood and Chineham.
- Vehicles entering the site must be authorised vehicles
- WCA staff and vehicles must comply with site user rules.
- All wheeled bin lids should be locked on arrival.
- All material delivered from WCAs should be classified as from a municipal domestic waste source under which there is no requirement for WCA to consign material using waste transfer notes.
- Acceptance into any of the disposal locations will require material to be identified on entry at the weighbridge using one of the following waste codes:
 - **CLINICALI**
 - Potentially infectious and known infectious waste - in orange sacks
 - Infectious sharps contaminated with medicine - in yellow sharps boxes

- Infectious sharps contaminated with Cytotoxic / Cytostatic waste – sharps boxes with purple lids
- **CLINICALH**
 - Offensive hygiene waste separately collected by WCA for disposal at Portsmouth in black sacks denoting 20 01 99 .
- **CLINICAL**
 - Offensive hygiene waste - in tiger sacks, where transfer point is not Portsmouth
- If waste being delivered falls under more than one waste code then a double weigh procedure should be followed to enable accurate recording of waste to the facility.
- The URN should be identified and advised to the weighbridge operator on arrival to ensure that this detail is added to the weighbridge ticket.

4.5 **Role of the NHS Trusts**

The NHS Trusts are partner to this protocol and have been involved in its development.

The NHS Trust agrees to:

- Ensure that its staff are aware of the requirement to remove waste resulting from treatment by a healthcare worker of patients in the home and have the necessary containers for this;
- Make its staff the first point of contact in initiation of a collection of healthcare waste;
- Make the healthcare referral form available to healthcare professionals;
- Brief appropriate staff on the protocol and its application;
- Provide a point of contact for resolution of queries that cannot be resolved between the healthcare professional and the WCA; and
- Ensure that any changes in the circumstances of a patient that change the categorisation of the waste are communicated to the WCA through completion of a new referral form.

5 **Associated Documents**

5.1 The following documents are to be used in association with this protocol:

- The application process for Healthcare waste collections authorised and directed by healthcare professionals, Healthcare waste collection referral form (Appendix A).
- Healthcare waste in the Home flowchart (Appendix B).
- Healthcare Waste Acceptance (audit) protocol of material within Disposal Infrastructure (Appendix C).
- Healthcare waste Data Protection requirements (Appendix H).

6 **Supporting Documents**

6.1 The following documents are available as supporting information for authorities in making their arrangements for healthcare waste collections:

- Department of Health Safe management for healthcare waste
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/167976/HTM_07-01_Final.pdf
- Health & Safety Executive 2009. *Managing offensive/hygiene waste.*

<http://hse.gov.uk/pubns/waste22.pdf>

- SI 2012 No.811, *The Controlled Waste (England and Wales) Regulations 2012*
[The Controlled Waste \(England and Wales\) Regulations 2012](#)
- SI 2013 No.645, Health and Safety
[The Health and Safety \(Sharp Instruments in Healthcare\) Regulations 2013](#)
- Flowchart protocol for Offensive material in the home (Appendix D).
- The Transport of Dangerous Goods requirements ADR (Appendix E)
- Collection Authority Healthcare Waste risk Assessment example (Appendix F).
- Southern Health NHS Community Guidance, Healthcare waste (Appendix G).

Officer contact details

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HEALTHCARE WASTE COLLECTION REFERRAL FORM

APPENDIX B

Local Authority Reference Number	FBC/HCR/05/10
Date	

Sections to be completed by a Healthcare Professional – Strictly Confidential

PATIENT'S DETAILS	
NHS Number	
Patient's Address (Including Postcode)	
Patient's Telephone Number	

DETAILS OF WASTE	
YELLOW SHARPS BOX	Infectious sharps contaminated with medicines
YELLOW SHARPS BOX PURPLE LID	Infectious sharps contaminated with cytotoxic / cytostatic products
ORANGE SACK	Infectious waste that can be treated
OFFENSIVE WASTE	Waste that is not infectious and does not require specialist treatment or disposal
<i>For definitions refer to HTM 0701 Safe Management Healthcare Waste (Sector Guides) Community Nursing Para 17-34 inclusive</i>	
Confirm that this is the patient's waste	YES <input type="checkbox"/> NO <input type="checkbox"/>

ORIGINATOR'S DETAILS	
Healthcare Professional (Print Name)	
Contact Telephone Number	Fax Number
Address	

Return completed form by fax or Email to Hampshire Local Authority collection service

Additional information to be completed if known

Property type <i>(e.g. house, low rise flat, high rise flat etc.)</i>	
Pick up point <i>(e.g. side gate, front door, please knock etc.)</i>	
Likely number of sacks/boxes per collection	
Likely frequency <i>(e.g. weekly, on request)</i>	
Likely duration of requirement <i>(e.g. up to 1 month, over 6 months etc.)</i>	

HAMPSHIRE LOCAL AUTHORITY HEALTHCARE (CLINICAL) WASTE COLLECTION SERVICE DETAILS

Area	District	Contacts			
		Contact Name	Telephone number	Fax Number	Email address
S East	Southampton	Business Support	02380-917510	02380-833079	public.health@southampton.gov.uk
	Eastleigh	Direct Services	02380-688440	02380-688382	waste@eastleigh.gov.uk
	New Forest	Customer services	01590-646123	02380-285755	customer.services@nfdc.gov.uk
	Test Valley	Clinical waste services	01264-368393	01264-353603	
	Winchester	Customer Care Centre	01962-848222	01962-840586	
S West	Portsmouth	Public Protection team	02392-834248	02392-834244	public.protection@portsmouthcc.gov.uk
	Havant	Customer services	02392-446043	02392-446418	customer.services@havant.gov.uk
	Gosport	Administration team	08000-198598	02392-545360	ss.admin@gosport.gov.uk
	Fareham	Administration team	01329-236100	01329-550468	healthcarewaste@fareham.gscx.gov.uk
	East Hants	Customer Services	01730-234295	01730-260288	info@easthants.gov.uk
North	Basingstoke	Contact Centre	01256-844844	01256-845200	
	Hart	Waste management	01252-622122	01252-844925	waste-management@hart.gov.uk
	Rushmoor	Customer services	01252-398399	01252-398270	customerservices@rushmoor.gov.uk

HEALTHCARE WASTE COLLECTION REFERRAL FORM