

Equipment Services Repairs and Maintenance Information Book

Patient Lifting Devices (Hoists) and Slings



Medical Aids Subsidy Scheme (MASS) Equipment Services Repairs and Maintenance Information Book - Patient Lifting Devices (Hoists) and Slings

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For more information contact:

Medical Aids Subsidy Scheme, Metro South Health, Queensland Health, PO Box 281, Cannon Hill QLD 4170, email MASS184@health.qld.gov.au, phone (07) 3136 3636.

An electronic version of this document is available at health.qld.gov.au/mass

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Contents

Medical Aids Subsidy Scheme	4
Equipment Services	4
Equipment Identification Number – Plaque number	4
Looking after your aids and equipment	5
Repairs and Maintenance	5
Repairs not funded by MASS	6
Replaced Equipment and Returning your Aid/Equipment	6
Insurance/Accidental Damage	6
Patient Lifting Device (hoists) & slings	7
Maintenance Checklist – Hoists	7
Maintenance Checklist – Slings	9
Contact MASS	10
MASS Brisbane Service Centre	10
MASS Townsville Service Centre	10

Medical Aids Subsidy Scheme

The Medical Aids Subsidy Scheme (MASS) provides funding for medical aids and equipment to eligible Queensland residents who have a permanent and stabilised medical/health condition. The scheme helps people to live at home and avoid early or inappropriate residential care or hospitalisation. The MASS eligibility criteria is located in the [MASS General Guidelines](#).

Equipment Services

The MASS Equipment Services team is responsible for administration of subsidy funding towards approved equipment to support daily living and mobility, as well as organise repairs and maintenance to permanently loaned equipment, as required.

Daily Living Aids

- non-standard bathboards (raised/backrest/extended and/or padded only)
- static commodes
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- patient lifting devices (hoists, patient transfer platforms and slings)
- mobile shower commodes, modifications and accessories
- pressure redistribution mattresses
- sleep positioning systems.

Mobility Aids

- infant/child seated mobility aids
- manual and power wheelchairs, modifications and accessories
- wheeled walking aids
- wheelchair cushions - foam and pressure redistribution.

Equipment Identification Number – Plaque number

Equipment provided to clients on permanent loan will have a MASS identifying plaque number attached. This plaque number must not be removed from the equipment and should be used to identify the item in any correspondence or repairs.

Example:



The following items are not issued a plaque number by MASS. Ownership of these equipment items is deemed to the client upon delivery and MASS does not fund repairs or maintenance to these items:

- bathboards
- bath transfer benches/swivel bathseat/bath hoist or other item of equipment which achieves the same function
- non-mobile (static) commodes
- wheeled walking aids
- backup manual wheelchairs.

Looking after your aids and equipment

Regular maintenance often keeps equipment in working order and early attention to faults can reduce equipment downtime.

MASS encourages regular cleaning and maintenance. Try to establish a routine to attend to the basic maintenance tasks listed below. Aim to check all items at least 4 times per year.

Repairs and Maintenance

MASS will pay for repairs and maintenance arising from reasonable 'wear and tear' to equipment on permanent loan.

MASS will not pay for repairs to equipment funded by other sources, i.e. other government or non-government organisations or funding schemes, or equipment where the ownership was transferred to you. You will need to pay for these repairs.

If something happens to your equipment or it breaks down, contact MASS as soon as possible. You will need to provide the MASS plaque number and describe the problem or repairs required. The MASS service centre will then issue a repair order to a repair agent.

MASS automatically organises annual servicing on hoists and power wheelchairs. If you believe your hoist or power wheelchair is due for its annual service, contact MASS to issue a service request to a repair agent.

Contact MASS or your prescriber if your equipment is not repairable or unsafe to use. You may need to be reassessed for replacement equipment. While you are waiting, ask your clinician for available options as MASS is unable to provide temporary loans.

The [MASS Repairs and Maintenance Frequently Asked Questions](#) and [Repair Request Flowchart](#) will assist you with the steps you need to take to have your equipment repaired. These are located on the MASS website at: health.qld.gov.au/mass/mass-repairs-and-maintenance.

Note: MASS will only cover repairs to the motor and controller on ceiling hoists that were authorised and approved by MASS. All repairs relating to the track are to be referred to the original installation company by the client.

Repairs not funded by MASS

Including, but not limited to:

- privately-owned equipment or accessories
- equipment that have been replaced with another MASS-subsidised equipment
- equipment and components funded from other sources
- equipment paid for privately and/or without prior authorisation by MASS
- damage caused by inappropriate use of an equipment
- damage caused to an equipment by lack of maintenance and cleaning
- accidental destruction, loss or neglect of an equipment
- travel to the repairer
- alternative arrangements while the equipment is being repaired.

For more information on available funding for repairs download the [Repairs and Maintenance List](#).

Replaced Equipment and Returning your Aid/Equipment

If MASS has approved an application for new equipment, it is important that you immediately cease using the replaced equipment upon delivery of the new item. If you continue to use the replaced equipment, you are doing so at your own risk.

MASS may request collection of your replaced equipment and will contact you to organise a suitable time if it needs to be returned to MASS.

If you no longer require your equipment, or, it has been deemed unsafe, please contact MASS to organise collection of the item/s.

Insurance/Accidental Damage

MASS does not cover the accidental loss or destruction of medical aids and equipment. Therefore, you may wish to consider including the aid/equipment in your home contents insurance or have it insured separately. MASS does not reimburse costs involved with insurance.

Patient Lifting Device (hoists) & slings

A patient lifting device is defined as a device for transferring by lifting and re-positioning a person to enable an intended activity. The MASS approved product range includes standing hoists, mobile floor hoists, multilift hoists, ceiling hoists and patient transfer platforms. A sling is required in order to transfer the person safely from one position to another.

If MASS has provided you with a patient lifting device, it is important to conduct regular checks and to advise MASS of any issues. Use only compatible slings with your hoist. If unsure contact MASS or your Therapist.

The following is a checklist which should be completed by yourself or your carer/support worker on a regular basis.



Mobile Floor Hoist



Standing Hoist

Maintenance Checklist – Hoists

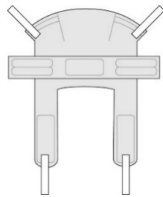
Item	Task and Instructions
Batteries	Charge Regularly – if the hoist is used today it should be charged today.
Controls	To ensure reliable operation of the hoist, check that: <ul style="list-style-type: none"> • All plugs are plugged in fully. • Hand control or cord is not cracked, stretched or damaged.
Actuator and Spreader Bar	Wipe clean and make a visual inspection to ensure: <ul style="list-style-type: none"> • Padding on the spreader bar and end of the boom is in place and intact. • Spreader bar is operating freely. • High tensile pin attaching the spreader bar to the boom is moving freely but not excessively; not worn or rounded off at end. • Bolt that secures the pin through the spreader bar to the boom is secure. • Any clips, rings or other means of attaching the actuator or spreader bar to the boom are intact and in good condition.

Item	Task and Instructions
Base legs, Mast and Boom	Wipe clean and make a visual inspection to ensure: <ul style="list-style-type: none"> • Legs can spread their full distance and lock in the open and closed positions. • All bolts on the base legs are secure and none are missing. • No visible cracks or bends in the base legs, mast or boom
Castors	<ul style="list-style-type: none"> • Check that the castors turn and pivot freely. • Check that when the brakes are applied, the castor wheels lock and prevent the hoist from moving. • Inspect axles. Check for difficulty moving the hoist; the castors may be bound with hair, lint or dirt.

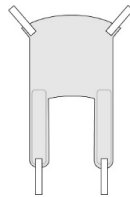
Important information about hoists

- Hoists use sealed lead acid batteries which are designed for regular recharging. They are not harmed by being left on charge indefinitely when the hoist is not in use.
- Do NOT charge for less than 4hrs – lift capacity is reduced by undercharging.
- Avoid “dropping” the battery onto the hoist power pack as this may bend the battery contact pins resulting in loss of power.
- Listen for any ticking or grinding noise coming from the actuator – often a warning that the actuator may soon fail. If any noises are observed, discontinue use and contact MASS immediately.
- Hoists have a finite life which can be determined by the number of lift cycles and the weight of the patient. If you have concerns about the age of your hoist, call MASS and we can advise if it is due for replacement. Do not use pens or other fine tip objects to operate the hand controller as it will damage the keypad.
- If the boom arm, spreader bar or legs get caught on something when under load, these load bearing parts can be damaged or weakened. If this occurs check for damage, discontinue use, and contact MASS immediately to arrange a repair.
- The actuator may be damaged if the hoist suddenly stops through colliding with a fixed object.
- Do not use spray lubricants on the actuator (e.g. WD40). Actuators are sealed, needing no maintenance or lubrication – moving parts are lubricated by the manufacturer’s special grease.
- **Emergency Stop:** Push red button on power pack. After emergency stop button is used, reactivate power to the handset by turning the red button clockwise until the stop button pops out.
- **Emergency Lowering:** The emergency lowering function works only when a person’s weight is suspended from the boom. Each method for manual lowering is slightly different, it is recommended to review the user manual provided to ensure you are familiar with the method for emergency lowering.

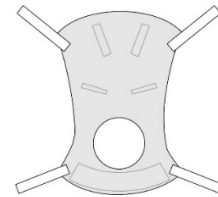
Maintenance Checklist – Slings



Hygiene Sling



General Purpose Sling



Hammock Sling

*Note: not all sling types pictured

Item	Task and Instructions
Slings	<p>Slings should be withdrawn from use and replaced where:</p> <ul style="list-style-type: none"> • The fabric is torn; worn through or shows signs of notable thinning. • Straps are damaged in any way; have holes in the webbing or stitch patterns are worn, pulled or unravelled. • D-rings or nylon attachment clips (if fitted) are damaged and have sharp edges that could wear through fabric. • Clip attachments are loose – clips should click into place firmly.

Important Information about Slings

- Each sling has a model and serial number on the label which may be requested by MASS.
- Please advise MASS if the information on your label is worn off. MASS should have a record of this information for your sling. Replacement may be required if there is also sign of wear to the sling.
- Slings – damaged or worn slings should be replaced. Please contact MASS to organise this.

Please record your equipment details below for future reference

Hoist Details

Hoist	Details
Brand	
Model	
Serial #	
MASS Plaque #	
Supplier	

Sling Details

Sling # 1	Details
Brand	
Model and Size	
Serial #	
Supplier	

Sling # 2	Details
Brand	
Model and Size	
Serial #	
Supplier	

Contact MASS

MASS Brisbane Service Centre

- Location: 41 Southgate Avenue Cannon Hill QLD 4170
- Postal Address: PO Box 281 Cannon Hill QLD 4170
- Phone: 07 3136 3524
- Email:
 - For Equipment Applications and Enquiries: MASS-Equipment@health.qld.gov.au
 - For Equipment Repairs: MASS-Repairs@health.qld.gov.au
 - For MASS Stock: MASS-Stock@health.qld.gov.au
 - For MASS Warehouse: masswarehouse@health.qld.gov.au

MASS Townsville Service Centre

- Location: 190 Palmerston Street, Vincent QLD 4814
- Postal Address: PO Box 1494, Townsville QLD 4810
- Phone: 07 4433 8000
- Email: MASS-Equipment-TSV@health.qld.gov.au