

London Community Equipment Consortium

Mopstick rails, grab rails and key safe installations guidance

January 2025

This guidance is to help increase the likelihood of a successful installation of rails and key safes.

Potential issues not being considered prior to ordering or unclear information within the order can lead to errors, delays or failed orders.

Reminders

Things to consider before placing an order on iRIS.

Permission: Have you obtained permission of the property owner or appropriate person for the installation?

Wall: What is the wall type and covering (e.g. solid brick/plaster board/ tile)? Please add as much information as known to order notes.

Environment: Is the area close to a wall socket so there may be hidden wires? Could there be hidden pipes in this area. This may prevent installation in this location.

Asbestos: Is there suspected Asbestos in the property which could affect the installation?
See awareness leaflet on iRIS.

Required for all orders: Visual documentation or written instructions

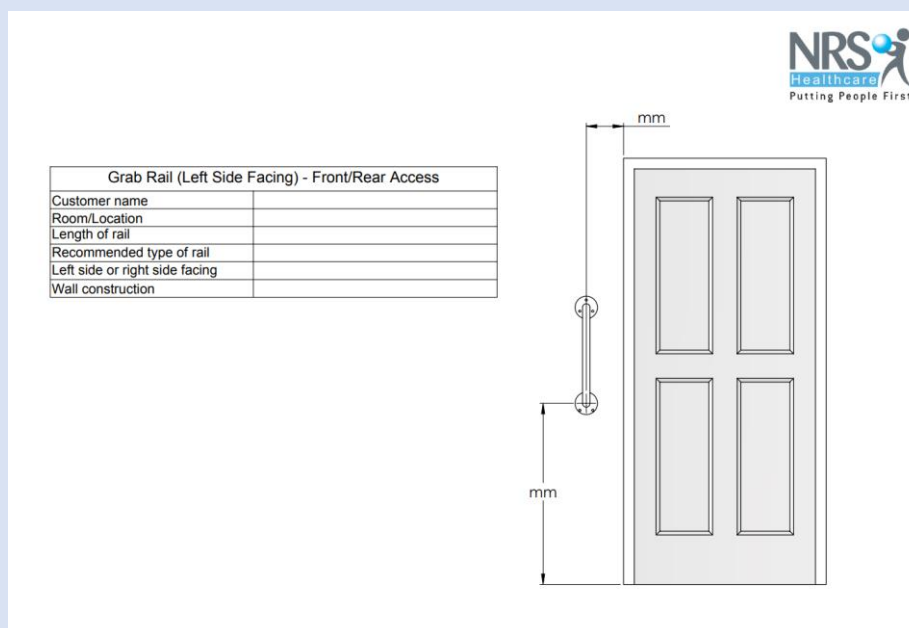


Mopstick rails and grab rails

Visual Documentation:

- Provide a picture or diagram of the area with the rail position and measurements clearly marked.
- Use **NRS diagrams** where possible. These can be found in the documents section on iRIS.
- If a different diagram is needed, at a minimum, provide:
 - Height from floor to the bottom of the rail
 - Distance from wall to the bottom of the rail
 - Include rail position (horizontal/vertical/angle)

Example of NRS diagram template



Written instructions only:

These are accepted if you are unable to provide visual documentation e.g. you have completed a phone assessment.

In that case, if the conversation has been had with the client/nominated person re position of rails and the client/nominated person has been assessed as able to make this decision, the client/nominated person can confirm the exact position of rail with the technician on site.

Please specify which areas they need to be installed in.



Example:

An order for 4 x grab rails is placed

In order notes:

Please install 1 grab rail by the toilet, 1 by the bath and 1 either side of the front door. Client will confirm exact position on site.

Written instructions will also be accepted for **straight mopstick rails**

Example 1:

An order for the required unit/s of mopstick is placed

In order notes:

Please install rail on left hand side ascending the same length and at same height as existing banister.

Example 2




An order for the required unit/s of mopstick is placed

In order notes:

Please install mopstick rail to right hand side of stairs ascending. Rail to run full length of the stairs with 30cm over run at top and bottom. Height from floor to top of rail 90cm.



Mopstick catalogue information

| | |
|---|---|
|  | <p>1 unit of H86639 Mopstick = 1m length</p> <p>(This covers roughly 3 steps on a standard staircase)</p> |
|  | <p>1 unit L77779 Backing board = 1m length</p> <p>To be used when rail is required to be fitted to a partition or stud wall. The backing board is installed to the wall and the mopstick is then installed to the backing board.</p> |
|  | <p>P60278 Mopstick Brackets</p> <p>(These are not wall brackets, they are designed to support mopstick handrail when it is not practical for the handrail to be directly fixed to the wall).</p> <p>It is recommended that a minimum of 1 bracket is installed per every 3 steps, plus 1 bracket at the start and end of each run or change of direction/pitch.</p> <p>This product must be used in addition to an existing handrail on the opposite side of the stairs in an enclosed stair well, and it is not designed to be used alone or as a replacement hand rail.</p> |

Wall brackets do not need to be ordered and are included with H86639 mopstick.



Key safe

Visual Documentation:

Provide a picture of the area with the key safe position and measurements clearly marked.

- Min/max height from floor to bottom of key safe
- Min/max height from front door/fixed location to side of key safe

Written instructions:

- Describe the installation location.
- Provide the minimum and maximum installation heights, measured from the finished floor level.
- Provide the side of the front door the key safe should be installed on and any minimum and maximum measurements from the front door (or fixed location if not to be installed next to front door).

Example

In order notes:

Please install key safe to the left-hand side of the front door as you look at it. Distance from floor to bottom of key safe 100-120cm. Distance from door frame to side of key safe 10-20cm.

Please consider accessibility for the user versus the need for a discrete location. It is difficult to use the code if not at eye level.

Alternatively, if assessed as suitable to do so, document in the order notes that the client/nominated person can confirm location at time of installation.

Key Safe Code:

It is the prescriber's responsibility to coordinate who is the person responsible for setting this code. NRS will install the key safe on the wall and leave it open.



What if the installation is not technically feasible?

- If due to technical or environmental reasons the technician is unable to install as per the prescriber's recommendations the technician will have **permission** to adjust as needed after consulting with the client/nominated person on site if this is recorded in the order notes.

Example

In order notes:

Please install rails as per attached diagram. Client can confirm exact position if needed.

- If due to technical or environmental reasons the technician is unable to install as per the prescriber's recommendations and it is **not documented** that the client/nominated person can confirm the position NRS will need to liaise further with the prescriber.
- If the technician is unable to reach the prescriber while on site, the job will be put on hold and the prescriber contacted to provide further instructions. If the prescriber has not contacted NRS within 10 working days, the order will be cancelled.

The prescriber is responsible for assessing a client/nominated person's ability to confirm the installation position.

NRS will not assess or make a final decision without prescriber or client/nominated persons agreement on where a rail/key safe needs to go.

Orders with insufficient information

Starting from 01/02/2025 if orders are placed without diagrams or the above written instructions, NRS will put the order **on hold for 10 days** and contact the prescriber. If no further information is provided within this time the order will be cancelled.

Starting from 15/03/2025 if orders are placed without diagrams or the written instructions NRS will **cancel the order**. The prescriber will then need to place a new order with the required information.

