



27 October 2025

Our Ref: FOI 1435

Dear

**Freedom of Information Act 2000
Information in relation to Ice Machines Taken out of Service**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 30 September 2025.

A response to each of the questions raised has been provided by the Finance & Estates Directorate and is attached in Appendix A.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital (informationgovernance@setrust.hscni.net) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

Rebecca Manning
Information Governance Officer

Please provide the following recorded information:

Q1. All internal communications, reports, or correspondence between hospital departments or agencies concerning the decision to take ice machines out of service.

A1. The Trust operate and maintain any ice machines located in wards or departments in line with the Trust Water Safety Plan, please see Attachment 1 – Water Safety Plan.

Any new requests for ice machine installations in Trust clinical areas are subject to review and approval by the Trusts Water Safety Group in line with any Statutory or best practice guidance. Some of the documents include the below, please visit the websites provided:

- HTM 04-01 Safe water in Healthcare Premises. Part A & B (2016).

[Health Technical Memorandum 04-01: Safe water in healthcare premises. Part A: Design, installation and commissioning](#)

[Health Technical Memorandum 04-01: Safe water in healthcare premises – Part B: Operational management](#)

- HTM 04-01 Addendum Pseudomonas aeruginosa advice for augmented care areas. Part C (2016).

- [Health Technical Memorandum 04-01: Safe water in healthcare premises. Part C: Pseudomonas aeruginosa – advice for augmented care units](#)

- Health and Safety Executive; HSG274 Part 2 2024: Legionnaires' disease Part 2: The control of legionella bacteria in hot and cold water systems.

[HSG274 - Legionnaires' disease - Technical guidance - Part 2](#)

- Health Building Note 00-09: Infection control in the built environment.

[NHS England » Health Building Note 00-09: Infection control in the built environment](#)

Q2. A list of which ice machines were affected, including dates when they were first identified as a concern, why they were identified as a concern in the first place and when they were removed from service or if they weren't, why.

Q3. Details of any testing carried out on these machines (including the type of tests, substances or organisms tested for, and the results).

A2,3. The Trust are not aware of existing concerns around ice machines, therefore there is no list of ice machines available.

As per A1 the Trust operate and maintain in line with the Trust Water Safety Plan, Attachment 1 – Water Safety Plan.

Q4. Records of how long each machine was left untreated or remained in use before being taken out of service.

A4. The Trust are not aware of any machines being left untreated or remained in use before being taken out of service.

Q5. Information on what remedial actions have been taken since the issue was identified.

A5. Please refer to the response provided to Q2 & 3.

Q6. Any available risk assessments or calculations regarding the risk of infection linked to these ice machines across the hospital.

A6. There are no risk assessments or calculations available as the Trust has no issues associated with infection identified.

As per A1 the Trust operate and maintain in line with the Trust Water Safety Plan, Attachment 1 – Water Safety Plan.

Q7. Any other recorded information relevant to this matter.

A7. Please refer to the responses provided to A1 – A3.