

<b>Product:</b>	<b>Toilet door lock</b>
<b>Manufacturer/Supplier:</b>	<b>NT Normbau</b>
<b>Problem:</b>	<b>Failure of emergency release mechanism</b>
<b>Risk:</b>	<b>Loss of emergency access</b>
<b>Action:</b>	<b>Contact supplier for replacement part</b>

**To the Chief Executive/Board Member with special responsibility for health and safety. In accordance with local procedures for managing health and safety, this Notice should be brought to the attention of appropriate staff who should take the following action:**

1. Identify toilet door locks manufactured by Newman Tonks Normbau (NT Normbau), West Germany, and imported into the UK by NT Architectural Hardware Ltd which bear part numbers beginning 9024 or 0358 34 and which were supplied prior to 1 July 1996.
2. Contact the supplier, at the address in *Paragraph 8*, who will supply, free of charge, replacement nylon bushes with fitting instructions.

## Background

3. A report has been received of a fatality linked to the failure of the emergency release mechanism on a toilet door lock manufactured by Newman Tonks Normbau (NT Normbau). The failure prevented emergency access and subsequent medical aid.
4. The external emergency release mechanism is designed so that the lock can be operated from the outside by using a coin or similar object.
5. In normal operation, a spindle connects the internal latch to the exterior emergency release via a square section nylon bush. However, investigation has shown that the bush can slide along the spindle and disengage from the emergency release mechanism, preventing operation.
6. The manufacturer has introduced a design change to incorporate a longer nylon bush to prevent its movement along the spindle.
7. The part number can be found on the back of the emergency release cover which can be removed with a screwdriver.

## Enquiries

8. Enquiries to the manufacturer should be addressed to:

**Mr Dave Skerrett**  
NT Architectural Hardware Ltd  
Straight Road  
Willenhall  
West Midlands WV12 5QY  
(Tel: 01922 401606)  
(Fax: 01922 495344)

9. Enquiries to NHS Estates should be addressed to:

**Mr Ian Battersby**  
NHS Estates  
Department of Health  
Trevelyan Square  
Boar Lane  
Leeds LS1 6AE  
(Tel: 0113-254 7052)  
(Fax: 0113-254 7299)

### HOW TO REPORT DEFECTS AND FAILURES

All staff working in a healthcare environment have a responsibility to report any defect or failure that occurs at work to the Department of Health. Guidance for reporting such incidents is contained in Estates Policy Letter EPL(95)16, issued in July, 1995. If you are in any doubt about the reporting procedure, please seek advice from your line manager or the Department of Health.