

# SAFETY BULLETIN

SB002-07 Rev 1



**Product:** Phase cells – Park House Healthcare Ltd's product code: PHSP116

**Action requirements:** Replace faulty cells

**Details:** 235 Phase cells manufactured between 26<sup>th</sup> Sept 2006 - 17th Aug 2007 are affected.

**Description of the issue:**

The Phase Type 1 cell should have the bottom pipe feeding the static section of the cell and centre pipe feeding the alternating section of the cell. A number of Phase cells have been incorrectly manufactured with the tube in the centre of the cell feeding the static section.

If a faulty cell is fitted into a Phase mattress, the cell will remain fully pumped up in both static cycle and alternating cycle, i.e., giving no pressure relief. The issue may affect any replacement Phase Type 1 cell issued since 26<sup>th</sup> Sept 2006.



**Risk:**

If faulty cells are installed into a Phase mattress with a serial number from 1 to 1881, there could be a risk that the patient could develop pressure sores. The risk of this occurrence will become greater depending on the number of faulty replacement cells installed. A single cell replaced would pose a lesser risk to patients than multiple cells being replaced.

**Action to be taken by the user:**

Users are urged to perform extra regular patient checks until cells have been checked to ensure that the alternating cycle is working correctly. Park House Healthcare Ltd will be contacting those customers affected to replace any faulty cells supplied. If we cannot arrange for an engineer to visit, please check Phase mattresses for faulty cells, remove them and replace with the new cell(s) provided, then discard the faulty cell(s).

**Contact reference:**

If Customers are unsure about any of the information given in this safety bulletin, or would like to discuss this issue, please contact our Customer Services Department on 0845 0600 333.