

Health and Safety Policy

Policy Statement

This care service ensures, so far as is reasonably practicable, the health, safety and welfare of its employees and the health and safety of other persons who may be affected by its activities.

Both the staff and management will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

The service will comply with all applicable legal and regulatory requirements and guidance relating to the safety of staff and service users.

Key regulatory requirements include:

- the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Key guidance includes:

- *Guidance for Providers on Meeting the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014*
- *How CQC Monitors, Inspects and Regulates Adult Social Care Services*
- HSG220 *Health and Safety in Care Homes*, published by the Health and Safety Executive.

Approach to Health and Safety

This care service will:

- provide adequate control of the health and safety risks arising from our work activities at all times
- consult with our employees on matters affecting their health and safety
- provide and maintain safe equipment at all times
- ensure the safe handling and use of substances

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- provide information, instruction, training and supervision as required
- ensure that all employees and contractors are competent to do their tasks, and to give them adequate training
- act to prevent accidents and cases of work-related ill health
- ensure that the use, handling, storage and transport of items and substances is carried out safely and that risks to health are controlled
- provide, manage and maintain our workplaces, grounds, properties and working conditions so that they are, so far as reasonably practicable, safe and that risks to health are controlled
- provide the necessary organisation, expertise and resource — including communication and consultation, planning, monitoring, inspection and auditing procedures — to ensure that there is effective management of health and safety throughout the care service
- review and revise this policy, and all associated health and safety policies, as necessary at regular intervals and inform our staff of any changes.

The Organisation of Health and Safety

The overall and final responsibility for health and safety in this care service is that of the operations manager.

Day-to-day responsibility for ensuring this policy is implemented is that of the operations manager.

To ensure that adequate health and safety standards are maintained and improved, the following people have responsibility in identified areas.

Name	Area of responsibility
Molly Asiedu-Offei	Fire drills and evacuation (agency offices)
Tafy Chigutsa	Manual handling
Tafy Chigutsa	First aid
Tafy Chigutsa	Risk assessment
Tafy Chigutsa	Accident reporting/recording
Tafy Chigutsa	Accident prevention/prevention of slips, trips and falls

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Tafy Chigutsa	Health and safety information and training
Tafy Chigutsa	Infection control
Tafy Chigutsa	Control of Substances Hazardous to Health (COSHH)
Tafy Chigutsa	Equipment safety
Tafy Chigutsa	Lone working

Staff Consultative Arrangements

The care service will make arrangements for the establishment of a safety committee. Representation on this committee will cover all appropriate areas of work or special hazards.

The Organisation's Responsibilities

The organisation will ensure that:

- all processes and systems of work are designed to take account of health and safety and are properly supervised at all times
- a member of senior management maintains specific responsibility for health and safety
- competent people are appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside of the organisation
- all employees are consulted on matters relating to health, safety and welfare
- adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety
- each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities
- all arrangements are brought to employees' attention and are monitored and reviewed to ensure that they are effective.

Employees' Responsibilities

Employees must ensure that they:

- co-operate with management to enable all statutory duties to be complied with

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- take reasonable care of their own health and safety, and the health and safety of others who may be affected by their acts or omissions
- familiarise themselves with the health and safety arrangements that apply to them and their work functions.

Specific Arrangements for Health and Safety

Risk assessments

This care service understands the need for regular risk assessments to ensure that risks and hazards are identified and suitable controls put in place to eliminate hazards and reduce those risks.

In this care service, the operations manager is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be reported to the managing director and action to remove or control risks will be the responsibility of the operations manager. Records will be kept of all risk assessments and regular reviews performed to ensure that all actions have been completed.

Emergency procedures — fire and evacuation

This care service understands how dangerous a fire can be. The organisation will, therefore, take all reasonable action to ensure that fire is prevented, both in the organisation's offices and in service users' homes where care staff are placed, and that in the event of a fire staff, service users and visitors can be safely evacuated.

The operations manager is responsible for ensuring the fire risk assessment is undertaken and implemented and kept up to date, also for ensuring that the emergency evacuation procedure for the organisation's offices is in place, is kept up to date and is appropriately communicated to all service users, staff and visitors.

Escape routes in the offices will be checked every day by the office manager and fire extinguishers and fire-fighting equipment will be checked by the operations manager every month and the results recorded. Alarms will be tested by the operations manager every week and a fire drill will be held every month.

Fire risks in service users' homes will be identified during the initial service user assessment and addressed in collaboration with the service user and other relevant parties. All care staff placed in service users' homes will be trained in fire safety procedures.

1. Fire safety arrangements, practice and guidance are documented in the organisation's Fire Safety Policy.

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2. All required maintenance and checks on fire detection and warning systems will be carried out by a competent person and recorded.
3. Detailed evacuation procedures will be displayed in prominent positions in the premises, with notification of evacuation points placed in all corridors and stairwells.
4. Regular fire drills will be carried out with records kept.

Equipment

This care service understands its responsibility to ensure that all equipment is safe to use and appropriately maintained and serviced.

The operations manager will be responsible for identifying all equipment that needs regular maintenance and servicing. Defective equipment should be taken out of service by staff and any problems found with equipment should be reported to the operations manager who will prioritise and order repairs or replacement as appropriate. Full procurement, servicing and maintenance records will be kept.

Safe handling of hazardous substances (COSHH)

This care service understands the need to ensure that staff and service users are protected from potentially hazardous substances.

The operations manager will be responsible for identifying all substances which need a COSHH assessment and for ensuring that those assessments are completed and kept up to date. Product information sheets for each identified substance will be kept in a file that is accessible to staff.

Lone working

This organisation recognises that lone working constitutes a significant area of risk in a domiciliary care service where a number of staff work alone in people's homes. The organisation will complete a risk assessment of all lone working and keep this under review. Care workers will be supplied with a mobile phone to enable them to contact the agency offices which will be fully staffed during work hours. Tracking technology will be employed to enable staff whereabouts to be known and for staff to register activity.

Health and safety information, training and supervision

The operations manager will be responsible for ensuring that an up-to-date Health and Safety Law poster is prominently displayed in the organisation's offices and that all relevant health and safety information is passed on to staff.

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The operations manager is responsible for co-ordinating health and safety training, including induction training, manual handling training, fire training, first-aid training and specialist training in risk assessment and health and safety management. The care service will keep records of staff training and all staff will be held responsible for ensuring that they attend any training required.

In this service, all staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, co-ordinated and monitored by the operations manager.

Accidents and first aid

This care service understands the need to ensure that all accidents and incidents are reported and adequate records kept and reviewed so that trends and patterns can be identified and action taken.

The operations manager is responsible for ensuring that accident records are kept and monitored and that any appropriate actions resulting from reviews are put into action.

The Accident Book/Accident Forms are available here on the online portal and in the office.

The operations manager is responsible for investigating accidents and for reporting accidents, diseases and dangerous occurrences to the enforcing authority if required.

First-aid boxes are placed in the office.

Home care staff will be given essential first-aid information and issued with a mobile first-aid kit. All home care staff who work alone will be issued with a mobile phone in case of an emergency.

Infection Control and Coronavirus

The infection control lead for the organisation is the operations manager. The infection control lead will also be responsible for co-ordinating the organisations response to the coronavirus Covid-19 pandemic.

This organisation will keep up to date with the latest public health and national government information about the risk of coronavirus in the UK. The infection control lead will maintain close links with local health protection teams and will be responsible for circulating essential information to staff and service users and their families. They will also update the organisation's management team.

Measures to ensure the safety of service users, staff and others will include:

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- regular review of infection prevention risk assessment informed by latest guidance on coronavirus transmission risks and preventative measures
- regular testing of staff and residents for coronavirus
- strict self-isolation of symptomatic staff or staff who test positive for coronavirus
- allocation of staff to care groups to ensure consistency of care for service users
- appropriate use of personal protective equipment (PPE) as recommended in relevant official public health guidance
- appropriate use of masks and face coverings as recommended in relevant official public health guidance
- enhanced environmental cleaning, including more regular cleaning of frequently touched surfaces (eg door handles, taps, etc)
- support for appropriate respiratory hygiene (eg tissues, bins, etc)
- support for effective hand hygiene (eg additional hand washing facilities, availability of hand sanitiser, etc)
- “Covid-secure” workplace adaptations to support two metre social distancing rule for staff, wherever possible
- dynamic ongoing review of visiting arrangements informed by latest advice from local director of public health and identified viral transmission risks
- reduced number of non-essential staff attending the workplace during high transmission periods (eg through support for home working for office staff where appropriate)
- cancellation of non-essential face-to-face meetings and training and increased use of online technology for meetings and training that is considered essential.

The infection prevention lead will be responsible for supporting the care provider in ensuring timely supplies of necessary resources, especially hand hygiene products, disinfectants and cleansers, and suitable PPE.

Work-related ill health

This care service is committed to taking any reasonable action to ensure the health and wellbeing of its staff. The service understands that sickness rates can indicate underlying occupational health problems and issues.

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The operations manager is responsible for ensuring adequate and appropriate facilities and arrangements for welfare at work.

Staff who are identified in the coronavirus risk assessment as being “high-risk” were subject to government “shielding” measures during the height of the pandemic and advised to stay at home. This organisation supported the scheme but understands that it has since been paused and people advised to return to work if appropriate “Covid-secure” policies are in place. In this organisation all such staff will be provided with additional support to return to work where they need it. This will include a review by their line-manager to ensure that they are adequately protected on return to work and occupational health support to identify any reasonable adjustments that may be required.

Health and safety policies

This care service has the following policies:

- Fire Safety Policy
- Emergency Evacuation Policy
- First Aid Policy
- Moving and Handling Policy
- COSHH Policy
- Infection Control Policy
- Accidents Policy
- Lone Worker Policy
- Prevention of Slips, Trips and Falls Policy
- Health and Safety Training Policy
- Working at Height Policy
- Employing Contractors Policy
- Record Keeping Policy.

The operations manager is responsible for ensuring that policies are made available to staff, are kept up to date and that any changes are communicated to staff as required.

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Training

Providing adequate health and safety training to ensure employees are competent to do their work is the responsibility of the operations manager

Training will commence on the first day of employment so that employees are familiar with basic procedures once they are at their place of work. All new staff will be expected to attend induction, which will include the provision of statutory information designed to ensure safety at work. Following induction, a programme of health and safety refresher training will be agreed with staff representatives.

All new care staff will be expected to complete the Care Certificate, including Standard 13: Health and Safety.

A requirement to attend any of the courses will be agreed with each member of staff during their annual appraisal. The need to attend a specific course will then be added to their personal training plan.

Signed course attendance registers and details of training attended by staff will be kept.

Full details will be included in the organisation's Health and Safety Training Policy.

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