



# HOME CARE PLUS

# HEALTH AND SAFETY POLICY

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## 1. Legal Reference

Regulation 15 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010

CQC Essential Standards:-

Outcome 9 medicines management

Outcome 10 safety and suitability of the premises

Outcome 11 safety and availability of equipment

Equality, Diversity and Human Rights Statement

Home Care Plus is committed to promoting human rights and providing equality of opportunity; not only in our employment practices but also in the way we provide services.

We also value and respects the diversity of our employees and the residents we serve. In applying this policy, Home Care Plus will have due regard for the need to:

- Promote human rights
- Eliminate unlawful discrimination
- Promote equality of opportunity
- Provide for good relations between people of diverse groups
- Consider providing more favourable treatment for people with disabilities

This policy aims to be accessible to everyone regardless of age, disability (physical, mental health or learning disability), gender (including transgender) race, sexual orientation, religion or belief or any other factor which may result in unfair treatment or inequalities in health or employment.



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### 2. Responsibilities

- The overall and final responsibility for health and Safety is that of - **Group Chief Executive**
- Day to Day responsibility for ensuring this policy is put into practice is delegated to – **Registered Manager**
- To ensure Health and safety standards are maintained/improved, the following people have responsibility in the following areas –

**Directors and senior managers** – responsible for setting policy objectives and targets.

**Registered Manager** – responsible for checking day-to-day compliance with the policy.

**Registered Manager** - responsible for completing risk assessments and removing or controlling any risks

**Health and Safety consultant** – responsible for giving advice during accident investigations and on compliance issues.

**Health and Safety representatives** – responsible for representing employees during consultation meetings.

**Employees** – responsible for taking reasonable care of themselves and others who may be affected by their acts or omissions.

**First Aider** – responsible for administering first aid to injured person.

### 3. Aim of the Policy

Service users, staff and people who visit the home:

- Are in safe, accessible surroundings that promote their wellbeing.

This is because the home complies with the regulations and will:

Make sure that service users, staff and others know they are protected against the risks of unsafe or unsuitable dwellings by:

- a. The design and layout of the premises being suitable for their needs and activities
- b. Appropriate measures being in place to ensure the security of the premises
- c. The premises and any grounds being adequately maintained
- d. Compliance with any legal requirements relating to the premises

Take account of any relevant design, technical and operational standards and manage all risks in relation to the premises.



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We aim to ensure that service users are able to live their lives free from the fear of injury due to unsafe systems of work in their home.

We aim to ensure that staff work in a safe way at all times and report any hazards that they find in the home.

We aim to provide sufficient information to ensure that everyone entering the premises is aware of their roles and responsibilities in relation to Health and Safety issues

#### **4. Policy Statement**

Each Business which employs more than 5 people must have a Health and Safety Policy Statement. The following is the Policy Statement for our care provider.

This home respects the duties placed upon it by the Health and Safety at Work Act 1974 and concomitant protective legislation, as recognised by the English Judicial System, both as an employer and as a company.

The Manager is responsible for the health, safety and welfare of all those who live, work or visit the premises.

The Manager is further responsible for ensuring the continuing suitability and effectiveness of the monitoring and implementation of the Health and Safety Policy in the home. This should include keeping systems and people updated of legislative changes that from time to time may be introduced.

To achieve the above, it is Management Policy to:

- Provide equipment and systems of work that are safe and free from risks to health
- Provide physical features within the organisations premises, e.g stairways, office furniture and fittings etc, that are safe and suitable for their intended use.
- Ensure that all staff have the necessary experience and capability to carry out the tasks they will be expected to undertake. This will be supported by continuous staff training programmes
- Training records are updated and kept by the registered Manager.
- Ensure the absence of risks in health in connection with the use, storage, and handling of substances by carrying out an assessment of their effects, as required by the latest edition of COSHH regulations and implementing all control measures found to be necessary.
- Provide such information, instruction, training and supervision as may be necessary to ensure the Health and Safety of all staff and visitors. To ensure that all staff



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receive the appropriate training relative to their job duties and are fully aware of any hazards which may arise whilst undertaking them and the precautions to be adopted.

- To consider all Health and Safety factors when procuring equipment, obtaining new services, or when changing procedures or work patterns. To ensure that all necessary safety precautions are taken and that necessary safety instructions have been understood.

It is also recognised that employees have a responsibility for their personal safety and a duty of care to their fellow employees. The employee's responsibilities will therefore include:

- The duty to comply with all safety instructions and directions laid down
- The duty to use properly the means and facilities provided for Health and Safety
- The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may be constructed as dangerous.

In compliance with all sections of this procedure, the care provider will ensure that as far as is reasonably practicable employees are:

- Provided with a safe place of work and safe systems of work. This should include the provision and maintenance of safe appliances, apparatus and a safe and healthy working environment.
- Provided with such information, training and instruction as may be required to ensure the health and safety of all people employed in the home and to meet the requirements of the Health and Safety Information for Employees Regulations 1989.

Kept safe and healthy in connection with the use, storage, handling and transport of any substance or article. In order to recognise and comply with both statutory and Common Law duties, the care provider has put in place such insurances as may be required to indemnify against liabilities for death, injury and (or) disease suffered by any employee, arising out of and in the course of employment, provided only that it was caused by the negligence and (or) breach of a statutory duty on the part of the home.

The Manager is responsible for ensuring that the Certificate of Employers Liability is displayed in a prominent place in the office at all times and is available for inspection by staff, Health and Safety Inspectors and the Care Quality Commission.

All staff are provided with a contract of employment which incorporates their responsibilities under Section 7 of the Health and Safety at Work Act 1974. All staff should



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co-operate with their employer so as the employer can carry out their Health and Safety duties towards them.

Failure by an employee to comply with this Health and Safety Policy, duties, regulations, work rules and procedures relating to health and safety may lead to dismissal from employment. In the case of a serious breach or repeated breaches, dismissal may be instant and without the requirement to serve a formal notice period.

We have in place a system for reporting accidents, diseases and dangerous occurrences as required by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). Such events will be reported using the Form F2508.

All accidents should be reported and recorded using the Accident / Incident Report Form which should be made available for inspection by the Care Quality Commission or the Health and Safety Executive. All incidents should be reported and recorded using the Accident / Incident Report book

As stated above, the Manager is responsible for health and safety for service users and staff members. The care provider is additionally bound and responsible for the acts and/or omissions of staff which give rise to liability, provided that such acts and /or omissions arise out of and in connection with legitimate work being done in the home.

The care provider recognises its duties towards the general public set out in the Health and Safety at Work Act 1974 and the Occupiers Liability Acts 1957 and 1984.

The Care Provider regards the scope and extent of its duties to be compatible with this legislation. This policy applies to all staff lawfully employed by the care provider.

We ask that all service users, relatives, supporters and visitors respect this policy.

Failure to do so will result in disciplinary action being taken against staff.

A copy of this policy (and other policies and procedures) is available on request from the office.

The Manager will be prepared to discuss this policy (and other policies and procedures) with any member of staff at any reasonable time.

The Health and Safety Policy, its application and implementation will be reviewed annually.

This policy is made available to each service user in a format which is appropriate to their needs and understanding.



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The Health and Safety Policy has been approved by the Manager.

## 5. Overall Health And Safety Policy

We believe that service users, staff and visitors should be provided with a safe environment which embraces all aspects of their life.

We are committed to this in relation to Health and Safety in the home by the following. Service users and others who work in or visit the premises can be confident that in relation to design and layout, the home:

- Ensures the premises are suitable for their needs and activities.
- Takes account of identified risks, which should be carried out by a person who is suitably qualified to do so, for the purpose of Home Care Plus this would be managers only. Ensuring that care workers and service users safety needs were addressed at all times, by carrying out detailed assessments which help to formulate the care plans.
- Meets the requirements of the Health and Safety at Work Act 1974 and associated regulations and the Regulatory Reform (Fire Safety) Order 2005 and other relevant legislation.
- Ensures we protect people's rights to privacy, dignity, choice, autonomy and safety.
- Ensures the premises have space, heating, lighting and ventilation that conform to relevant and recognised standards.
- Ensures the premises are accessible to people who need to enter the premises and meet the appropriate requirements of the Disability Discrimination Act 1995.
- Ensures the premises are free from preventable offensive odours.
- Ensures the premises are designed and operated in a way that takes account of guidance from expert bodies in relation to specific needs.
- Ensures that all safety precautions are in place and tested with regard to all specialist equipment that are physically fixed to the premises.
- Ensures care is taken to maintain a suitable and comfortable environment for treatment having regard to the impact from equipment in use.

Service users, staff and visitors can be confident that, in relation to security of premises and grounds:

- There is a risk assessment of unauthorised access relevant to the type of premises, the services provided and the needs of service users, and they implement and review procedures to take account of the risk assessment.
- Security arrangements are in place to protect service users, staff and visitors who have access to the premises and any associated grounds.



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- Measures are in place to protect the personal possessions of service users.
- Service users, staff and visitors can be confident that, in relation to maintenance of premises and grounds, renewal and service continuity:
- There are clear procedures, followed in practice, monitored and reviewed, which cover:
  - a. How the premises are maintained
  - b. The identification, assessment, management and review of risks

Plans are developed and implemented for the adaptation of the premises in response to changes in:

- a. needs of service users
- b. Design, technical and operational guidance issued by appropriate expert bodies
- c. How the care provider intends to provide for and meet the changing needs of service users
- d. Relevant legislation.

Appropriate risk assessments are undertaken regarding the safety and suitability of the premises in which the care, treatment and support is delivered. (*appendix 1*)

Relevant guidance is taken into account, including that from the Care Quality Commission which may be published from time to time.

Service users and staff understand:

- What to do in the event of an emergency.
- Have read the emergency contingency file

Service users, staff and visitors should be able to:

- Move around and be as independent as possible in activities of daily living, and meet the appropriate requirements of the Equality Act 2010 (formerly the Disability Discrimination Act 1995 – repealed in October 2010).
- Have safe and secure storage facilities, including storage for the private belongings of service users.
- Have sufficient toilets, and where necessary bathroom and bathing facilities, that take into account people's diverse needs and promote their privacy, dignity and independence.

There are clear procedures, followed in practice, monitored and reviewed, which cover:



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- a. What will happen in the event of electricity, water or gas supply failure
- b. What will happen in the event of a fire or flooding
- c. Other emergencies that occur on the premises
- d. How the situation will be managed should IT or communication systems, which are integral to the premises, fail.

### 6. Procedure

The Manager is responsible for all aspects of health and safety ensuring all risk assessments are in place and reviewed (*appendix 1*)

- The Manager is responsible for ensuring that all staff are adequately trained to effectively carry out their duties.
- Senior management are to carry out risk assessments only
- The Manager is responsible for making staff aware of their roles and responsibilities in relation to health and safety.
- Staff are responsible for working in a safe manner, following procedures, health and safety guidance and reporting hazards to the Manager.
- The Manager should ensure that a suitable number of staff are appropriately trained and available on each working shift to deal with accidents, incidents and emergencies that may from time to time arise.
- There should be a suitable number of adequately stocked first aid boxes within the office.

In addition to those documents required in the Health and Safety Policy, the manager should ensure that the following are displayed in the home and made available to service users in a format appropriate to their needs and understanding:

- The Health and Safety Manual
- The Fire Policy
- The Smoking Policy
- Complaints Policy
- Contact details for the Care Quality Commission

All new members of staff should be assigned a “Supervisor” who will act as a guide and mentor in the early stages of employment. Only those staff who have been authorised by the manager to act as a “Supervisor” should be allowed to undertake the role.

### 7. Health and Safety Checking





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The manager should ensure that a daily walkthrough check is made on the home to identify potential hazards and confirm that safe working practices are being observed.

An entry should be made in the Daily Communication Book of any issues raised or hazards observed

When a Health and Safety Inspection has been carried out, a written report of the findings should be made using the Health and Safety Inspection Report Form.

The manager should receive the report as soon as possible and sign that they acknowledge receipt.

The manager should read the report and initiate such action as may be required to remedy any issues raised.

Where it is not possible to take action or the action will be over a protracted period, the manager should indicate on the Inspection Report Form the likely time scale for actions. If the manager feels that no action is either required or possible, they should indicate this on the Health and Safety Inspection Report Form with reasons why action cannot or will not take place.

Completed Inspection Report Forms should be displayed in the office for at least 28 days and copies made available to staff and service users in their home.

### **8. Reports and Records Required**

The manager is responsible for maintaining a system of record keeping which documents all reports of accidents, incidents and hazards.

All staff are responsible for reporting any accident, incident or hazard. The report should be made to the senior member of staff on duty at the time.

The manager is required to report any event which is covered by Regulations 18,19 and 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations

- a. 2010 to the Care Quality Commission without delay.

When reporting any accident, incident or hazard to a relevant enforcing agency, the manager should ensure that the correct notification method has been used.

The notification will normally require:

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- Health and Safety Executive. Usually initial phone call, Fax or email followed within 24 hours by RIDDOR Form F2508. This Form is available for completion online at the HSE website.
- Environmental Health Department. Initial phone call from the home with confirmation given by GP usually. This to be followed by the Care Quality Commission Notification Form.
- Care Quality Commission - Regulation 18 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 - Death in a care home.
- Complete Care Quality Commission Notification Form (Form 039) and post and/ or Fax to CQC. Alternatively, the form may be completed online at the CQC website
- Care Quality Commission. Regulations 19 and / or 20 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 - reporting of a range of events to the Care Quality Commission using the Care Quality Commission Notification Form (Form 039) and post and/ or Fax to CQC. Alternatively, the form may be completed online at the CQC website.

### 9. References

1. Required systems document manager Pro version