

HEALTH AND SAFETY POLICY

Policy Statement

Complete Care Agency Ltd is committed to ensuring the health, safety, and welfare of its employees, so far as is reasonably practicable. Complete Care Agency also fully accept our responsibility for other persons who may be affected by our activities including service users. Complete Care Agency will take steps to ensure compliance with the relevant statutory provisions.

Scope

Each employee will be given such information, instruction, and training as is necessary to enable the safe performance of work activities.

It is the duty of management to ensure that all processes and systems of work are designed to take account of health and safety and are properly supervised at all times. Adequate facilities and arrangements will be maintained to enable employees and their representatives to raise issues of health and safety.

Competent people will be appointed to assist us in meeting our statutory duties including where appropriate, specialists from outside the organisation.

Each individual has a legal obligation to take reasonable care for his or her own health and safety, and for the safety of other people who may be affected by his or her acts or omissions (what they do or do not do). Every employee must co-operate with us to enable all statutory duties to be complied with. The successful implementation of this policy requires total commitment from all levels of employee. This policy will be regularly monitored to ensure that the objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Policy

This policy sets out the way that Complete Care Agency will comply with the requirements of the Health and Safety at Work etc. Act 1974 and the relevant statutory provisions.

Monitoring

The company director Louise Copley shall be responsible for health and safety and shall monitor the implementation and effectiveness of this policy with assistance from the Registered Nurse Manager Nicola Parker and designated competent person(s).

It will be reviewed:

- Annually;
- In the light of any failure of the system;
- In the light of any changes in legislation.

All reviews shall be documented and a report sent through normal reporting channels to the Managing Director.

The Managing Director shall review all reports sent to her and where necessary ratify any proposed revisions to the organisations policy.

Consultation with Employees

Complete Care Agency Ltd, in so far as is reasonably practicable, shall consult with all employees in good time on matters relating to their health and safety at work and in particular:-

- With regard to the introduction of any measures at the workplace, which may substantially affect the health and safety of those employees
- Complete Care Agency's arrangements for Appointing competent persons to assist in undertaking the measures the organisation needs to take to comply with the requirements and prohibitions imposed upon it by or under the relevant statutory provisions
- Appointing competent persons to implement procedures to be followed in the event of serious and imminent danger to persons at work on the organisations premises
- Any health and safety information Complete Care Agency is required to provide to those employees by or under the relevant statutory provisions
- The planning and organisation of any health and safety training they are required to provide to employees by or under the relevant statutory provisions
- The health and safety consequences for employees of the introduction of new technologies into the workplace

Complete Care Agency will establish a Health & Safety Committee, which will be chaired by the Company Manager(s) and will have representatives from the following areas:

- Service users
- Care co-ordinators
- A Staff Representative from each area
- Other persons as may be co-opted from time to time

The terms of reference for the Health & Safety Committee will consist of the following functions:

- Receive reports on and to study accident trends, dangerous occurrences and notifiable diseases, so that suitable recommendations for corrective action to be taken
- To examine safety audit reports, and to note areas where improvements can be made
- To consider reports, comments, suggestions and issues raised through supervision, appraisal and service user reviews
- To assist in the development of Safety Rules and Safe Systems of Work
- To evaluate the effectiveness of the safety content of employee training
- To monitor the adequacy of health & safety communication and publicity

- To evaluate the Health and Safety Policies and Procedures and to make recommendations as to its revision.

The Health & Safety Committee shall meet on an annual basis and an agenda shall be produced at least 2 weeks prior to the meeting date

Minutes shall be taken at each meeting and shall be annotated with individual's names against action points. These minutes will be circulated within 4 weeks of the meeting being held and shall be sent to each and every member of the Health & Safety Committee.

Compliance

Failure to comply with the requirements of any of Complete Care Agency's Health and Safety Policies and Procedures may result in disciplinary action.

Fire and Emergency Procedures

Complete Care Agency shall;

- Establish and where necessary give effect to appropriate procedures to be followed in the event of serious and imminent danger to persons at work in their undertaking;
- Nominate a sufficient number of competent persons to implement those procedures insofar as they relate to the evacuation of persons at work in their undertaking from premises;
- Provide sufficient information, instruction, and training and supervision necessary to:
 - ❖ Ensure the health and safety of all employees in the event of serious and imminent danger to persons at work in their undertaking;
 - ❖ Ensure the health and safety of persons not in direct employment but working for Complete Care Agency in the event of serious and imminent danger to persons at work in their undertaking;
 - ❖ Ensure the health and safety of service users of Complete Care Agency in the event of serious and imminent danger to persons whilst in receipt of services
 - ❖ Enable Managers and Supervisors to implement this policy.
 - ❖ Take all measures, in so far as is reasonably practicable, to monitor the effectiveness of this policy;
 - ❖ Ensure that all employees of Complete Care Agency are provided with sufficient information, instruction, and training and supervision as is necessary to enable them to comply with local fire and emergency procedures.

All employees shall:

- Familiarise themselves and comply with the requirements of the company policy and fire and emergency procedures for the area in which they are working;

Fire Risk Assessments

The Registered Nurse Manager (or their nominated representative) shall ensure that a fire risk assessment is carried out of all locations occupied by the company:

- Annually
- Following any building works or office moves

A competent person appointed by the Registered Nurse Manager shall carry out fire risk assessments.

All fire risk assessments related to service users home shall be held in the service users plan of care, fire risk assessments relating to premises occupied by Complete Care Agency shall be held in the Health and Safety file and actions arising shall be implemented by appropriate managers.

The Registered Nurse Manager shall ensure that information complying with current legislation is displayed, in a prominent position within Complete Care Agency premises

First Aid

Complete Care Agency shall:

- Provide such equipment and facilities as are adequate and appropriate for enabling first aid to be rendered in the event of employees being injured or becoming ill at work
- Maintain suitable numbers of qualified first aid personnel to deal with minor accidents and emergencies in the workplace
- Ensure that all employees are informed of the arrangements that have been made in connection with the provision of first aid, including the location of equipment, facilities, and personnel
- Ensure that all employees are provided with sufficient information, instruction, and training and supervision as is necessary to allow them to comply with first aid procedures
- All employees shall comply with Complete Care Agency's policy for First Aid

Accident Reporting

Complete Care Agency shall, in accordance with the requirements of current statutory legislation, ensure that all:

- Accidents are recorded
- Prescribed injuries, diseases, and dangerous occurrences are reported; {RIDDOR}
- Employees are provided with the necessary information, instruction, and training to enable them to comply with accident reporting procedures
- All employees shall report all accidents, incidents, and near misses that involve them, or service users whilst receiving care, as soon as practicable, where they occur

- ❖ On Complete Care Agency premises;
 - ❖ Whilst working for Complete Care Agency away from the premises;
 - ❖ Whilst travelling to or from work.
- All employees shall report all accidents, incidents, and near misses that involve service users of Complete Care Agency while in receipt of services, as soon as practicable
 - All employees shall comply with Complete Care Agency's procedures for Accident Reporting

Risk Assessment

Complete Care Agency, in so far as is reasonably practicable, shall ensure

- That suitable and sufficient assessment is made of the risks to the health and safety of:
 - ❖ Employees whilst they are at work
 - ❖ Persons not in their employment but arising out of or in connection with their work
 - ❖ hazardous working, including lone working to allow Complete Care Agency to identify the measures needed to comply with the requirements of current statutory legislation
- That all such assessments are reviewed periodically to ensure that, where any significant changes have been made to the safe system of work, that they are in line with statutory requirements
- That sufficient competent persons are appointed to carry out any necessary risk assessments
- That all employees are provided with sufficient information, instruction, training, and supervision as is necessary, to enable them to comply with Complete Care Agency's risk assessment procedures
- All managers shall comply with Complete Care Agency's procedures for Risk Assessments. [E.g. Manual Handling, Lone Working, COSHH, DSE,]

Display Screen Equipment

Complete Care Agency, in so far as is reasonably practicable, shall:

- Ensure that suitable and sufficient assessment is carried out of all work stations on Complete Care Agency premises which are used by display screen equipment users or operators, for the purpose of assessing the health and safety risks to which those persons are exposed in consequence of that use
- Take all necessary steps to reduce the risk identified to the lowest level reasonably practicable
- Ensure that all work stations on Complete Care Agency premises used by display screen equipment users or operators, comply with the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 and any subsequent amendments, [e.g. 2002 amendment]

- Provide, if requested, all employees who habitually use display screen equipment as a significant part of their normal work with an appropriate eyesight test, at regular intervals after they have become a user
- If display screen users experience visual difficulties or any other difficulties, which may reasonably be considered to be caused by work on display screen equipment, Complete Care agency shall:
 - ❖ Meet the cost of a basic pair of spectacles where these are required specifically for working with display screen equipment. (Any additional cost is to be contributed by the workstation user);
 - ❖ Take steps to incorporate changes of task for display screen users, to prevent intensive periods of on-screen activity;
 - ❖ Ensure that the display screen users are referred to their medical practitioner to ensure that best advice is sought immediately.

Provide sufficient information, instruction, and training and supervision as necessary to:

- ❖ Ensure the health and safety of all employees who are users of display screen equipment;
- ❖ Enable Managers, and Supervisors who are responsible for users of display screen equipment to implement this policy.

Where a problem arises which they believe may be associated with the use of display screen equipment, employees shall:

- ❖ Inform their supervisor / manager immediately;
- ❖ In the case of an adverse health or medical condition, advise their General Practitioner and the manager responsible for health and safety

All employees shall comply with Complete Care Agency's procedures for Display Screen Equipment.

Manual Handling

Complete Care Agency, in so far as is reasonably practicable, shall:

- Ensure all manual handling operations that carry a risk of injury to the participants are, wherever reasonably practicable, avoided by:
 - ❖ Removing the need for the operation to be carried out
 - ❖ Automating or mechanising the operation
- Ensure that where manual handling operations cannot be avoided, they are assessed by a competent person. This assessment must look at all aspects of the manual handling which include:
 - ❖ The task to be undertaken
 - ❖ The individual's capability
 - ❖ The load, its weight, shape, size stability etc.

- ❖ The environment, i.e. the state of the area, the floor surfaces, the temperature, the weather conditions etc.
- Ensure that any person working for, or on behalf of, Complete Care Agency does not carry out Manual Handling Operations that involve a risk of being injured, unless:
 - ❖ They are competent and able to carry out the work;
 - ❖ They have received Manual Handling Training from a person competent to give such training;
 - ❖ The works have been subject to a Manual Handling Assessment carried out by a competent person, and a safe system of work has been documented and implemented that reduces the risk of injury to an absolute minimum;
 - ❖ They have received information on the load to be carried.
- Ensure that sufficient competent persons are appointed to carry out assessments of manual handling operations that carry a risk of injury to the participants and cannot be avoided
- Provide sufficient information, instruction, training, and supervision necessary to: ensure the health and safety of all employees carrying out Manual Handling Operations that involve a risk of being injured
 - ❖ Enable Managers and Supervisors to implement this policy.

Where a problem arises involving the manual handling of a load, all employees shall:

- Immediately inform their Supervisor / Manager
- In the case of an adverse health or medical condition, advise their General Practitioner and the manager responsible for Health and Safety

All employees shall comply with Complete Care Agency's procedures for Manual Handling.

SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Complete Care Agency, in so far as is reasonably practicable, shall:

- Not carry on any work, which is liable to expose any employees to any substance hazardous to health unless suitable and sufficient assessment has been made of:
 - ❖ The risks created by that work to the health of those employees
 - ❖ The steps that need to be taken to meet the requirements of current statutory legislation
- Review and where necessary revise any assessments made if:
 - ❖ The assessment is over 12 months old

- ❖ There is reason to suspect that the assessment is no longer valid
- ❖ There has been a significant change to the work to which the assessment relates
- Ensure that the exposure of employees to substances hazardous to health is either prevented or, where this is not reasonably practicable, adequately controlled. This shall be done using the methods for tackling hazards – the risk control hierarchy as follows:
 - ❖ Elimination of the hazard at source
 - ❖ Reducing the hazard at source
 - ❖ Removing the person from the hazard
 - ❖ Containing the hazard by enclosure
 - ❖ Reducing the employee exposure
 - ❖ Introducing systems of work
 - ❖ Providing personal protective equipment (PPE)
- Provide sufficient information, instruction, training, and supervision necessary to:
 - ❖ Ensure the health and safety of all employees carrying out work that is liable to expose them to any substance hazardous to health
 - ❖ Enable Managers, and Supervisors to implement this policy

All employees shall comply with Complete Care Agency's procedures for the Control of Substances Hazardous to Health.

Management of Contractors

Complete Care Agency, in so far as is reasonably practicable, shall:

- Take all reasonable steps to ensure that any employees from an outside contractor, who are working on Complete Care Agency's premises, receive sufficient information to enable them to implement the evacuation procedures
- Actively monitor all employees of other employers from an outside contractors who are working on Complete Care Agency premises, to ensure that they are complying with the relevant statutory provisions that apply to them whilst on Complete Care Agency's premises as well as any health & safety requirements laid down by Complete Care Agency.

Before any contractor starts work on any of Complete Care Agency's premises the Director (or their nominated representative), shall ensure that all the contractors personnel identified on the method statement have received the appropriate site induction training for the area where they will be working.

Before any contractor starts work on any of Complete Care Agency's premises the Director (or their nominated representative), shall ensure that all electrical equipment to be used by the contractor's personnel is safe, and has received appropriately Portable Appliance Testing as required by the Electricity at Work regulations 1989

Job Safety Reviews can be carried out at the discretion of an Authorised Person upon receipt of the Risk Assessment for the works.

All employees shall comply with the NHS Directs procedures for the Management of Contractors

Stress

Complete Care Agency acknowledges that all people encounter stress in their working and personal lives and are committed to managing work-related stressors as with any other health and safety risk. Through the risk assessment process, Complete Care Agency will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

This will be undertaken by using the following principles:

- Acceptance that work related stress is a problem for the organisation and not the individual
- Acceptance that work related stress does actually exist
- The need to consult with employees and their representatives
- A realistic approach to what can be achieved

All managers within Complete Care Agency will consider the causes and effects of stress within their own areas and will identify current practices that may be contributing to harmful stress within the workplace. For each of the causes found, Complete Care Agency shall:

- Take whatever action is necessary to reduce the stressor
- Justify why no action is possible

All managers shall in considering the causes of stressors take account of the following areas:

- The physical environment and possible improvements
- Clarification of job rolls
- The culture within the Organisation
- Management practices
- Management training
- Dealing with organisational change

Any employee who considers they are suffering from excessive stress, for whatever reason, should inform their manager in the first instance, who will treat the matter seriously.

Pregnancy

Complete Care Agency, in so far as is reasonably practicable, shall:

- Take all reasonable steps to safeguard the health, safety, and welfare of expectant mothers, and their unborn children

- Assess all expectant mothers for risks arising from their work activities, and to take appropriate preventive or control measures
- Provide suitable rest facilities for any woman at work who is pregnant

Electricity at Work

Complete Care Agency, in so far as is reasonably practicable, shall

- Ensure that electrical installations and equipment are installed in accordance with the Institute of Electrical Engineers (IEE) Wiring Regulations latest edition;
- Maintain the fixed installations in a safe condition by carrying out routine safety testing;
- Inspect and test portable and transportable equipment as often as is required.

Employees:

- Must report all electrical faults, or faulty electrical equipment, immediately;
- Shall not use, or continue to use, faulty electrical equipment;
- Shall not carry out repairs, or work on electrical equipment, unless competent and authorised to do so;
- Shall not bring their own electrical equipment on to Complete Care Agency premises unless a competent person appointed by the organisation has tested it.

All employees shall comply with Complete Care Agency's procedures for Electrical Services.

Training

Complete Care Agency shall ensure that all employees are provided with adequate health and safety training:

- During their Induction;
- If they are exposed to new or increased risks because of:
 - ❖ Their being transferred or given a change of responsibilities within the organisation
 - ❖ The introduction of new work equipment into or a change respecting work equipment already in use by the organisation;
 - ❖ The introduction of new technology by Complete Care Agency;
 - ❖ The introduction of a new system of work into or a change respecting a system of work already in use by the organisation.

All training shall be:

- Repeated periodically where appropriate;
- Adapted to take account of any new or changed risks to the health and safety of the employees concerned;
- Provided during working hours.

Specialist training will be provided for safety representatives, fire wardens, first aiders, display screen users, and members of Complete Care Agency whose job involves manual handling and working at height.

Suitable and sufficient training will be given to all staff to ensure their ongoing competence and suitability for the work they are undertaking.

In order to secure the health and safety of all employees, Complete Care Agency, in so far as is reasonably practicable, shall provide health and safety training to new employees as part of their general induction training.

Induction health and safety training shall include the following:

- An overview of health and safety legislation including:
 - ❖ The Health and Safety at Work, etc. Act 1974;
 - ❖ The Management of Health and Safety at Work Regulations 1999;
 - ❖ Fire Safety procedures and legislation
- Duties of employers to their employees under the Section 2 through to 9 of the Health and Safety at Work, etc. Act 1974;
- Duties of employees at work under the Section 7 and 8 of the Health and Safety at Work, etc. Act 1974;
- An overview of Complete Care Agency's health and safety policy and procedures.

Induction health and safety training shall also include the following:

- Complete Care Agency's health and safety policy and procedures including:
 - ❖ First aid and accident reporting;
 - ❖ Display screen equipment;
 - ❖ Manual handling;
 - ❖ Hazardous substances;
 - ❖ Electricity at work;
 - ❖ Working alone;
 - ❖ Smoking;
 - ❖ Defusing and managing violence and aggression
- Fire and emergency procedures, including how to find:
 - ❖ The evacuation procedures;
 - ❖ The location of the fire exits;
 - ❖ The assembly point;
 - ❖ The name and location of the fire wardens;
 - ❖ Further instructions on the action to be taken in the event of discovering a fire;
 - ❖ Fire alarm call points;
 - ❖ Extinguishers;

- Bomb procedures;
- General office safety comprising:
 - ❖ Housekeeping;
 - ❖ Safe storage and personal safety

Working Alone

Complete Care Agency, in so far as is reasonably practicable, shall conduct a suitable and sufficient Risk Assessment to:

- Ensure that all employees who are required to work alone for significant periods are protected from risks to their health and safety;
- Endeavour to remove the risks from working alone and, where this is not practicable, to reduce the risks to an acceptable level;
- Ensure that employees required to work alone for significant periods are given such information, instruction, training, and supervision as is necessary to enable them to recognise the hazards and appreciate the risks involved when working alone.

Smoking

Complete Care Agency operates a no smoking policy for staff and contractors within all their buildings.

Complete Care Agency has designated areas within its grounds for smoking away from the public entrances.

General Housekeeping

No files, books or other objects should be left on the floor or in any other location that may prejudice the safety of either employees or any other person within Complete Care Agency premises.

All cables shall be kept neat and tidy and not be permitted to trail across corridors, walkways, or office areas unless suitable protection is provided.

All equipment shall be put away and stored safely when not in use and all corridors will be kept clear of all forms of storage.

Off-Site Working

Any employees working on other person's premises shall ensure that a responsible person / manager for their department hold the address of the premises where they are working and their contact's name and telephone number as well as the individual's car registration number.

It will be the responsibility of the employee who is working off site to contact a responsible person/manger upon reaching their destination and prior to departure from their destination.

Violence to Staff

Complete Care Agency realises that because of the nature of the work undertaken within the organisation there is a possibility of violence (predominantly verbal) to staff. To ensure so far as is reasonably practicable Complete Care Agency shall take the following actions:

- Undertake all necessary risk assessments to ascertain the problem areas
- Create an action plan to minimise the possibility of violence
- Suitable and sufficient training will be given to staff on how to avoid or defuse potentially violent situations and how to respond appropriately to incidents of violence
- Provide support and counselling where appropriate to those members of staff who have been subject to a violent attack be it verbal or physical
- It is the duty of every member of staff to report any/all incidents of aggression or violence through the appropriate channels as quickly as possible.

Responsibilities

The Managing Director is responsible for ensuring that Complete Care Agency complies with the requirements of:

- The Health and Safety at Work etc. Act 1974 and the relevant statutory provisions
- All relevant fire safety legislation
- This policy; and
- All procedures that comprise Complete Care Agency's Health and Safety Framework.

Shall ensure that the necessary resources are made available to comply with the above stated requirements.

Shall ensure that this policy is reviewed annually and in the light of any failure of the system and/or changes in statutory legislation.

Shall ensure that adequate resources are made available to implement this policy and carry out any necessary remedial action or amendments to this policy.

Shall appoint wherever necessary external consultants to assist Complete Care Agency in the development and implementation of its Health & Safety Framework.

Shall ensure that all procedures that comprise Complete Care Agency's Health and Safety Framework are implemented.

Shall ensure that adequate resources are made available to implement these procedures and shall take any necessary remedial action or make any necessary

amendments to the procedures that comprise Complete Care Agency's Health and Safety Framework.

Employee's Responsibilities

Under Health & Safety legislation, each employee at work has the following responsibilities:-

- To take reasonable care for the health and safety of themselves and of other people who may be affected by their acts and/or omissions at work
- To co-operate with the employer, or any other person apart from the employer, who has a duty or responsibility under health and safety legislation, in order that these duties and responsibilities can be carried out
- To avoid either intentionally or recklessly interfering with or misusing anything provided in the interest of health and safety
- If individuals become aware that they are in a situation involving immediate risk to themselves or others, they should where possible make the situation safe by stopping the work process if necessary. They should immediately contact their manager

Review of this Policy

Date: 12th January 2016

Review date: 12th January 2019

Complete Care Agency