

Health and Safety Policy



Prepared by

Citation Ltd

23/7/2020

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Amendment Record

Version	Date	Author	Version Comment
3.0	20/07/2018	Ben Read	What does the company operate as? (Now can be personalised in all accounts)
7.0	04/12/2018	Ben Read	Ladders and stepladders arrangement updated in line with current EN standards.
8.0	30/01/2019	Ben Read	Updated January 2019
9.0	02/10/2019	Benjamin Read	Advisory that window restrictors should be "tamperproof" and have regular documented checks.
10.0	05/11/2019	Benjamin Read	Annual review and policy dated as requested.
11.0	06/06/2020	Benjamin Read	Social Distancing block added to policy
12.0	23/07/2020	Benjamin Read	Update of Electricity arrangement to reference IET in line with 18th Edition Regulation on equipment installation standards.

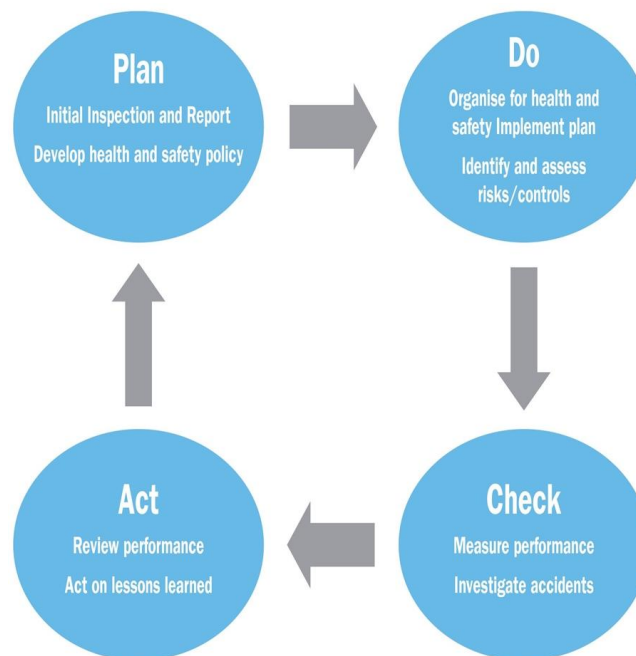
Health And Safety Management System

The Management of Health and Safety at Work Regulations (Regulation 5) requires the employer to have arrangements in place to cover health and safety. These arrangements should, where possible, be integrated within the management system that is already in place for the Company. The arrangements when implemented however, will depend on the size and nature of the business and will require the following factors to be considered when integrating them into any management system: –

- Plan
- Do
- Check
- Act.

This health and safety policy includes a management structure and arrangements developed for the Company to ensure compliance with the law; its format enables it to be integrated with any existing management systems.

Guidance is provided to show how this policy can be used as part of an effective Health and Safety Management System to ensure compliance and control in a logical manner, by describing the service provided by Citation Ltd and the contributions required by the company.



The flow diagram above provides a pictorial representation of good management practices in line with the HSE's normative standards; each step is explained further overleaf.

1. **Plan** - *Initial inspection and report, develop a health and safety policy*

Initial inspection/report - a visit by a Citation Ltd Health and Safety Consultant who will complete a questionnaire, inspect the premises and provide a written report. The report will identify the current practical, physical and procedural weaknesses in complying with regulations.

The policy will be developed and installed to the client by the Health and Safety Consultant. The installation visit will include an explanation of the system, advice on how to comply with legislation and an introduction to risk assessments. The Company's 'statements of intent' are contained within the policy, these should be signed and dated by the person with overall responsibility for health and safety.

2. **Do** - *Organise for health and safety and implement plan*

The organisational structure will be established along with individual responsibilities with regards to health and safety management within the Company. Management leading by example is essential to fostering a positive health and safety culture.

Caretech Community Services Limited commit to adhering to the policy arrangements including identifying hazards and completing risk assessments. Implementing actions from the health and safety inspection report will assist in compliance with regulations.

Implementation of the plan should include: –

- Establish and prioritise preventative and protective measures to eliminate or reduce risks, and implement
- Allocation of sufficient resources (manpower, time, funds and competent advice)
- Provision and maintenance of the correct tools and equipment to do the job
- Consult, train and instruct, to ensure everyone is competent to carry out their work
- Supervise to make sure that arrangements are followed.

3. **Check** - *Measure performance*

Monitoring will establish where problems may exist within the management system and will help understand what causes them and what remedial actions are required.

Monitoring can include:

- routine inspections of premises, plant and equipment by staff
- health surveillance to prevent harm to health
- planned function check regimes for key pieces of plant
- investigating accidents and incidents

- monitoring cases of ill health and sickness absence records.
4. **Act** – *Review performance, act on lessons learned*
- Health surveillance to prevent harm to health
 - Conducting accident investigations and reviewing statistics
 - Monitoring cases of ill health and sickness absence
 - Compliance with regulations.

Caretech Community Services Limited will carry out an internal review of health and safety systems to establish if they require updating or improving.

To support clients in the review process, Citation Ltd conduct an annual inspection. This will be carried out by a Citation Ltd, Health and Safety Consultant and includes a workplace inspection, review of documentation and arrangements in place and progress on assessments. On completion, a written report will be forwarded along with any required policy amendments. The outcomes of the review will become the next part of the health and safety plan to continue the loop.

Introduction

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Caretech Community Services Limited are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Caretech Community Services Limited's main place of business.

Caretech Community Services Limited are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up-to-date and accurate. Should any changes occur within the Company e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Caretech Community Services Limited's management and reviewed particularly following changes to the Company and following accidents or incidents to ensure continual legal compliance. Citation Ltd will review the policy at the time of annual inspection.

In order for Caretech Community Services Limited to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Caretech Community Services Limited encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

Health and Safety Policy Statement

The following is a statement of the Company's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Caretech Community Services Limited to ensure so far as is reasonably practicable, the health, safety and welfare of all employees working for the Company and other persons who may be affected by our undertakings.

Caretech Community Services Limited acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

The Director of Compliance and Regulation will implement the Company's health and safety policy and recommend any changes to meet new circumstances. Caretech Community Services Limited recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Caretech Community Services Limited looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the Company aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the Company in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Caretech Community Services Limited will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The Company will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

Signature: -



Date: -

5th November 2019

Position: -

Director

Review: -

4th November 2020

Environmental Statement

Caretech Community Services Limited is committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

Signature: -



Date: -

5th November 2019

Position: -

Director

Review: -

4th November 2020

Food Safety Statement

Employees have a statutory duty to take care of themselves and others who may be affected by their acts or omissions. To enable these duties to be accomplished it is Caretech Community Services Limited's intention to ensure that responsibilities for food safety matters are effectively assigned, accepted and fulfilled at all levels within our organisation.

As far as is reasonably practicable, we shall ensure that:

- Adequate resources are provided to ensure that proper provision can be made for food safety
- Risk assessments are carried out and periodically reviewed in accordance with the HACCP's
- Systems of work are provided and maintained that are safe and without risks to food safety
- Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risks to health
- All employees are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work, the safety of others who may be affected by their actions and the safety of food on the premises
- Where appropriate, health surveillance will be provided to employees
- The provision and maintenance of all plant, machinery and equipment to ensure it is safe and without risk to health or food safety
- The working environment of all employees is safe and without risk to health or food safety and that adequate provision is made with regard to the facilities and arrangements for their welfare at work
- The place of work is safe and that there is safe access to and egress from the workplace
- Monitoring activities are undertaken to maintain agreed standards
- All food prepared or stored on the premises complies with all food safety requirements and is of the nature, substance and quality demanded
- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and operate with us in fulfilling our statutory duties
- Not to interfere with or misuse anything provided in the interest of health and safety.

Signature:



Date:

5th November 2019

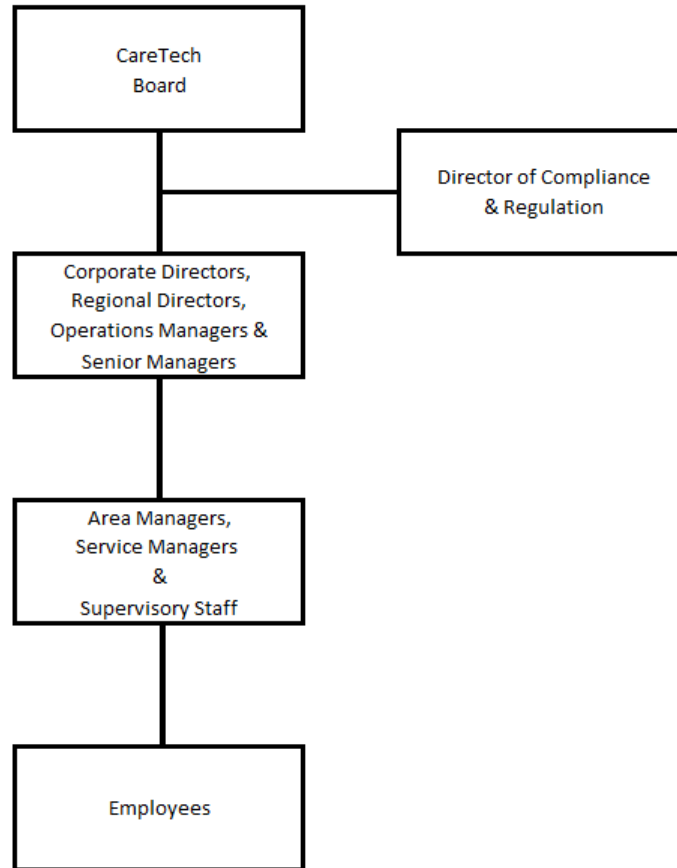
Position:

Director

Review:

4th November 2020

Health & Safety Organisation Chart



Health & Safety Responsibilities

Section 2 of the Health and Safety at Work etc. Act 1974 places a duty on employers to prepare a written health and safety policy that includes details of responsibilities for ensuring the health, safety and welfare of all employees. The following list of responsibilities has been collated to ensure compliance with legislation.

Tier 1

The CareTech Board will ensure that :-

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- The main requirements of the Construction (Design and Management) Regulations are understood and applied according to the work undertaken.
- Sufficient funds are made available for the requirements of health, safety and welfare provisions.
- Health and safety is integrated into the company's management systems.
- The same management standards are applied to health and safety as to other management functions.
- All levels of management within the organisation fully understand the arrangements for the implementation of the health and safety policy.
- The organisational structure is appropriate in order to manage health and safety.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- Arrangements for fire safety are implemented and that all relevant checks are carried out.
- Joint consultations or regular health & safety meetings between management and employees take place as described in the policy.
- All health and safety issues raised by employees are recorded and investigated.
- Health and safety is a key topic on the agenda of each board meeting.
- The policy is reviewed for compliance with the objectives for health and safety.
- Records and statistics of all accidents and incidents that occur within the organisation are compiled.

Tier 2

The Director of Compliance and Regulation will ensure that :-

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- The main requirements of the Construction (Design and Management) Regulations are understood and applied according to the work undertaken.
- All levels of management within the organisation fully understand the arrangements for the implementation of the health and safety policy.
- Sufficient funds are made available for the requirements of health, safety and welfare provisions.
- All employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
- The organisational structure is appropriate in order to manage health and safety.
- The same management standards are applied to health and safety as to other management functions.
- Health and safety is integrated into the company's management systems.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- Adequate health and safety training is provided for all employees. This shall commence on induction and include any specific training regarding the organisation's rules, safe systems of work and training required to perform their duties and work-related tasks.
- All accidents / near miss incidents are investigated and recorded on the incident record form and control measures implemented to prevent any recurrence.
- Arrangements for fire safety are implemented and that all relevant checks are carried out.
- Nominated competent persons complete, record and review risk and COSHH assessments relevant to the activities and hazards within the organisation and that relevant employees are informed of the significant findings of the assessments.
- Suitable and sufficient personal protective equipment is provided for employees at no cost.
- Joint consultations or regular health & safety meetings between management and employees take place as described in the policy.
- All health and safety issues raised by employees are recorded and investigated.
- Regular safety checks are undertaken and records made available of the testing, maintenance and statutory inspections of all equipment.

- A system is implemented to ensure contractors have the necessary competence and resources in order to carry out work safely for the organisation.
- All food hygiene procedures are carried out in accordance with statutory legislation.
- Food safety analysis is undertaken and documented and all relevant employees made aware of the procedure where applicable.
- Manual handling training is undertaken and reviewed regularly or if process change requires re-assessment.
- All employees fully understand the arrangements for the implementation of the health and safety policy.
- The policy is reviewed for compliance with the objectives for health and safety.
- Work that is considered to present a serious or imminent risk of injury to employees or others is stopped immediately.
- Sufficient knowledge is developed in order to fulfil the role of “competent person” as required under Regulation 7 of the Management of Health and Safety at Work Regulations.
- Random safety audits and consultation with safety representatives is undertaken.
- Reports are prepared for submission to the management team on the overall performance of health and safety within the organisation.
- Management are advised of the implications arising from health and safety legislation and codes of practice and their application to the organisation’s activities.
- The organisation’s health and safety policy, organisation and arrangements are reviewed.
- Risk assessments are compiled within the workplace.
- All accidents/incidents are reported to the enforcing authority in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- Records and statistics of all accidents and incidents that occur within the organisation are compiled.
- The location of any asbestos containing materials is identified and appropriately managed.
- People moving and handling training and training in the use of hoists and slings is undertaken and reviewed regularly or if process change requires re-assessment.

Tier 3

The Corporate Directors, Regional Directors, Operations Managers and Senior Managers will ensure that :-

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- The main requirements of the Construction (Design and Management) Regulations are understood and applied according to the work undertaken.
- All employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- All accidents / near miss incidents are investigated and recorded on the incident record form and control measures implemented to prevent any recurrence.
- Nominated competent persons complete, record and review risk and COSHH assessments relevant to the activities and hazards within the organisation and that relevant employees are informed of the significant findings of the assessments.
- Suitable and sufficient personal protective equipment is provided for employees at no cost.
- Joint consultations or regular health & safety meetings between management and employees take place as described in the policy.
- All health and safety issues raised by employees are recorded and investigated.
- Any faulty work equipment identified is immediately taken out of service until repaired or replaced.
- Regular safety checks are undertaken and records made available of the testing, maintenance and statutory inspections of all equipment.
- Contractors are adhering to safety rules and procedures and any other statutory legislation relevant to their work.
- All welfare facilities, including temperature, lighting and ventilation levels, are adequate.
- Safe access and egress are provided and maintained in all areas within the organisation.
- Relevant statutory signs and notices are provided and displayed in prominent positions.
- All food hygiene procedures are carried out in accordance with statutory legislation.
- Health and safety and food safety issues raised by employees are recorded and investigated.

- Food safety analysis is undertaken and documented and all relevant employees made aware of the procedure where applicable.
- Manual handling training is undertaken and reviewed regularly or if process change requires re-assessment.
- All electrical equipment is adequately maintained and that only suitably trained and competent persons carry out electrical work. No employee shall undertake any kind of electrical work where specialist knowledge is required in order to avoid danger.
- All employees fully understand the arrangements for the implementation of the health and safety policy.
- Work that is considered to present a serious or imminent risk of injury to employees or others is stopped immediately.
- Reports are prepared for submission to the management team on the overall performance of health and safety within the organisation.
- Training programmes are established or arranged to inform and educate employees of their health and safety responsibilities and duties.
- The training needs of all employees are identified.
- Suitable training is provided and full written records are maintained.
- Risk assessments are compiled within the workplace.
- The organisation's fire safety arrangements are implemented.
- All accidents/incidents are reported to the enforcing authority in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- The location of any asbestos containing materials is identified and appropriately managed.
- People moving and handling training and training in the use of hoists and slings is undertaken and reviewed regularly or if process change requires re-assessment.
- Temperatures are taken for all fridges and freezers a minimum of three times per day.
- Safer Food Better Business records are completed on a daily basis.
- Selection of prepared food is probed at regular intervals to demonstrate food is being cooked to the correct temperature.
- All stored food is suitably date marked with the appropriate use by date.
- Stock rotation of all food produce.
- All food produce is stored correctly in sealed containers where appropriate.
- All staff are dressed correctly and have all hair tied or covered as appropriate.

Tier 4

The Area Managers, Service Managers and Supervisory Staff will ensure that :-

- The main requirements of the Health and Safety at Work etc. Act 1974 are understood and applied.
- Sufficient funds are made available for the requirements of health, safety and welfare provisions.
- All employees fully understand safe systems of work, rules and procedures and that suitable records are kept.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- Qualified first aid personnel and facilities are provided.
- Employees and any other relevant persons are informed of the location of first aid personnel, facilities and the importance of recording all accidents / incidents in the accident book.
- All accidents / near miss incidents are investigated and recorded on the incident record form and control measures implemented to prevent any recurrence.
- Arrangements for fire safety are implemented and that all relevant checks are carried out.
- Nominated competent persons complete, record and review risk and COSHH assessments relevant to the activities and hazards within the organisation and that relevant employees are informed of the significant findings of the assessments.
- Suitable and sufficient personal protective equipment is provided for employees at no cost.
- All health and safety issues raised by employees are recorded and investigated.
- Any faulty work equipment identified is immediately taken out of service until repaired or replaced.
- Regular safety checks are undertaken and records made available of the testing, maintenance and statutory inspections of all equipment.
- Contractors are adhering to safety rules and procedures and any other statutory legislation relevant to their work.
- All welfare facilities, including temperature, lighting and ventilation levels, are adequate.
- Safe access and egress are provided and maintained in all areas within the organisation.
- Relevant statutory signs and notices are provided and displayed in prominent positions.
- All food hygiene procedures are carried out in accordance with statutory legislation.

- Health and safety and food safety issues raised by employees are recorded and investigated.
- Food safety analysis is undertaken and documented and all relevant employees made aware of the procedure where applicable.
- Manual handling training is undertaken and reviewed regularly or if process change requires re-assessment.
- All electrical equipment is adequately maintained and that only suitably trained and competent persons carry out electrical work. No employee shall undertake any kind of electrical work where specialist knowledge is required in order to avoid danger.
- All employees fully understand the arrangements for the implementation of the health and safety policy.
- Work that is considered to present a serious or imminent risk of injury to employees or others is stopped immediately.
- Random safety audits and consultation with safety representatives is undertaken.
- Reports are prepared for submission to the management team on the overall performance of health and safety within the organisation.
- The training needs of all employees are identified.
- Suitable training is provided and full written records are maintained.
- Risk assessments are compiled within the workplace.
- All accidents/incidents are reported to the enforcing authority in accordance with the Reporting of Incidents, Diseases and Dangerous Occurrences Regulations (RIDDOR).
- Records and statistics of all accidents and incidents that occur within the organisation are compiled.
- The location of any asbestos containing materials is identified and appropriately managed.
- Temperatures are taken for all fridges and freezers a minimum of three times per day.
- Safer Food Better Business records are completed on a daily basis.
- Selection of prepared food is probed at regular intervals to demonstrate food is being cooked to the correct temperature.
- All stored food is suitably date marked with the appropriate use by date.
- Stock rotation of all food produce.
- All food produce is stored correctly in sealed containers where appropriate.
- All staff are dressed correctly and have all hair tied or covered as appropriate.
- All staff follow good hygiene procedures and wash hands thoroughly prior to handling food.

Fire Responsibilities

The Director of Compliance and Regulation will ensure that:

- All employees receive comprehensive induction before commencing work, to ensure that they are fully aware of all the arrangements in place during the evacuation procedure
- A register of employees is kept up-to-date at all times. This register must be available for inspection at all times and will be taken to the fire assembly point in the event of an evacuation for the purpose of calling the roll
- The requirements for employee training in fire safety are adhered to
- A fire logbook is kept up to date with all relevant records relating to fire safety and ensure that it is made available for inspection by the local authority fire brigade
- The fire alarm and associated equipment is tested weekly and tests are recorded in the fire logbook (N.B This may be in a file or recorded on-line)
- All fire-fighting equipment is tested on a regular basis as per the manufacturer's guidelines and records kept
- A fire evacuation drill is carried out at least annually which will be recorded in the fire logbook
- Any automatic fire detection equipment is tested according to current guidelines and the tests are recorded
- Any emergency lighting and emergency exit lights are tested according to current guidelines and tests recorded
- A fire risk assessment is undertaken within the workplace, outlining who may be affected by a fire along with any special requirements that may be identified
- All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information/inspection by the local authority fire brigade
- Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitable and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)
- A regular check is made to ensure escape routes and doors are not obstructed. Fire exit doors should be unlocked and available for use at all times when persons are in the building. Fire doors should be closed at all times and not wedged open.

Employer's Responsibilities

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all employees
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to employees where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

Employee's Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

- Every employee has a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, life saving equipment, signs or fire fighting equipment
- Employees also have a duty to assist and co-operate with Caretech Community Services Limited and any other person to ensure all aspects of health and safety legislation are adhered to.

Employees are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment

- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all employees to:

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

Sub-Contractors/Self Employed Personnel Responsibilities.

Will be made aware of the organisation's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with our Organisation to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

Employee Information

Information regarding health and safety law is provided in a number of ways:

- Employees are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is completed with names of responsible persons
- Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employee's health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the Company then the organisation will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions
- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any relevant changes to health and safety. Management will disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

The Working Time Regulations

The Working Time Regulations set minimum standards for working hours, rests and holidays. Except for young workers, defined as those over school leaving age but below age 18, the Regulations do not apply to workers in certain occupations and the Regulations have limited application to certain workers in the transport sector, and to other groups of workers that are partially exempt.

There are special rules for night workers and for 'other special cases', which include the following: –

- Those whose place of work is distant from their home or whose places of work are distant from one another
- Those who work in security or surveillance activities requiring a permanent presence in order to protect property and persons
- Those whose work activities require continuity of service or production, including hospitals, residential Services, docks, airports, media and continuous processes
- Those whose work is seasonal, including tourism
- Those whose activities are affected by 'force majeure', which includes unusual or unforeseen circumstances or exceptional events beyond the control of their employer or where there is an accident or the imminent risk of an accident.

Information on night workers and on 'other special cases' can be obtained from Citation's Health & Safety Helpline.

Access and Egress

Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the Caretech Setting.

The safety and security of service users in particular, may be affected by breaches of security systems designed for their protection.

Associated Hazards

- Breaches of Security
- Vehicle movement
- Uneven surfaces/obstructed floors
- Snow, ice, leaves, algae, polished floors, wet floors
- Falling objects
- Trailing cables, loose carpets, etc
- Opening in the floor/ground
- Unsuitable/insufficient lighting.

Employer's Responsibilities

Caretech Community Service Limited will ensure that:

- A risk assessment is carried out for safe access, egress and movement within the workplace
- Suitable control measures are implemented to minimise harm and employees, service users and visitors are informed of the applicable procedures
- Suitable security measures are provided to prevent unauthorised access to the premises and to prevent vulnerable service users leaving the premises unnoticed. Security measures will be proportionate and will take account of:
 - the service provider's duty of care
 - the rights of service users to exercise independence
 - the risk to service users, particularly those with poor cognitive function, should they leave the premises unnoticed and to their possible injury
- Arrangements and procedures are in place to ensure pedestrian safety and pedestrian/vehicle segregation where possible
- Articles or substances do not impede safe access and egress in the premises and that objects that may restrict safe movement within the premises are removed immediately
- Floor coverings/walkways are in good condition and free from slipping, fall and tripping hazards
- Reasonable steps are taken to prevent slips, e.g. not over-buffing floors, removal of algae, applying de-icers/grit in winter, supplying and installing slip resistant surfaces, etc
- Cables are positioned away from pedestrian routes or suitable cable covers are provided
- The edges of steps and stairs are clearly marked and stairways, passageways and working areas are well lit with suitable handrails fitted to stairways
- Any access restrictions are adhered to, so that suitable and safe arrangements for work in areas of high risk e.g. kitchen and laundry are guaranteed

- Suitable covers are provided and placed over any openings in floors/in grounds, or suitable safety fencing (rigid material – flexible chains not acceptable) is placed around such openings
- Materials and liquids are stored correctly and spillages or leaks are cleaned up immediately
- Regular cleaning is undertaken and good housekeeping is maintained with all waste correctly dispose of
- Employees wear appropriate footwear
- Lighting is sufficient to enable safe and easy access in the workplace and that it is regularly maintained
- All contractors are closely monitored to ensure that they do not hinder safe access/egress of service users, employees and other personnel when working at the premises.

Employees Responsibilities

Employees will:

- Remain vigilant and immediately report any suspected breaches of security
- Report to the Service Manager / Line Manager, any situation where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems
- Follow advice and information given by the employer in relation to safe access and egress
- Wear appropriate footwear and take care when walking around the premises
- Not leave equipment, tools, cables and rubbish to cause obstructions or tripping hazards in work areas.

Accident Reporting

Description

There are many hazards present in all care establishments. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all employees together with the information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:

- Suitable procedural arrangements are made in order that all accidents and incidents occurring on the premises or associated with business activities are adequately recorded
- Appropriate First Aid procedures are followed in the event of an accident or incident resulting in injury
- All employees are adequately trained to carry out their work safely and are provided with information on safe working practices and accident prevention within the care establishment
- A nominated person notifies the Health and Safety Executive (HSE), using the appropriate online RIDDOR reporting form via www.hse.gov.uk/riddor/report.htm, of any relevant accident, dangerous occurrence and/or instance of work related ill-health that falls under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

The Incident Contact Centre can alternatively be contacted on 0845 300 99 23 if there is a work related accident where:

- A member of staff, or a self-employed person working for or on behalf of the organisation is killed or suffers a specified injury (including as a result of physical violence)
- A member of the public, e.g. a service user or other person not at work is killed.

RIDDOR Reportable instances include the following, though this list is not exhaustive. In respect of service users in particular, depending on the cause of the accident, certain injuries may not be reportable to the HSE but will remain reportable to other relevant

care authorities. Accordingly, Caretech Community Services Limited will contact Citation Ltd's advice line for further guidance, support and clarification.

Death

- Workers and non workers who have died of a work related accident.

Specified Injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:-
 - covers more than 10% of the body, or
 - causes significant damage to the eyes, respiratory system or other vital organs.
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:-
 - leads to hypothermia or heat-induced illness, or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over Seven-Day Injury

This is an injury, which is not major but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Occupational Disease

- Severe cramp of the hand or forearm
- Occupational dermatitis
- Any occupational cancer
- Occupational asthma

- Any disease attributed to occupational exposure to a biological agent.

Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g.:

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment
- Electrical short circuit or overload causing fire or explosion
- Collapse or partial collapse of scaffold over 5 metres high or which has been erected near water where there is the potential of drowning after a fall.

People Not at Work

- A member of the public or person who is not at work has died
- A member of the public or a person not at work has suffered an injury and is taken from the scene of the accident to hospital for treatment to that injury.

In addition Caretech Community Services Limited will ensure that:

- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments (including where appropriate, service user risk assessments) will be reviewed and where necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm
- Service user accidents are reported to the relevant care authority in line with local protocols.

Employees Responsibilities

Any employees who is involved in, or aware of, an accident at work, must follow the accident reporting procedure and inform the Service Manager / Line Manager or senior person on duty, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

Alcohol and Drugs Misuse

Description

There is evidence that the effects of drinking alcohol, or drug use or misuse, can reduce personal performance and potentially increase absence rates. Any form of drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

Associated Hazards

- Impairment of co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgement and sense of danger
- Heightened sense, and use of, aggression towards others
- Overconfidence in potentially dangerous situations.

Employer's Responsibilities

Caretech Community Services Limited will:

- Seek to identify problems at an early stage and thus minimise the risk posed to the health and safety of employees and others
- Ensure that appropriate arrangements are in place to minimise the likelihood of alcohol, drugs and substance abuse occurring
- Recognise that drug and alcohol problems are medical conditions that are potentially treatable
- Treat all information in the strictest of confidence.

Disciplinary Procedures

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with Caretech Community Services Limited's disciplinary or capability procedures
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

Employees Responsibilities

Employees will:

- Inform the Service Manager / Line Manager if they are taking any prescription medications that may affect their ability to safely operate vehicles, equipment or machinery or to carry out any care related activities
- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs
- Seek help voluntarily if they recognise they have an alcohol or drug related problem
- Inform the Service Manager / Line Manager if they are aware that any employees have an alcohol or drug related problem that is affecting their work. This will ensure that employees receive the necessary support and assistance.

Asbestos - For Those In Control Of The Premises (Duty Holder)

Description

Thousands of commercial, industrial, residential, agricultural, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials (ACMs). Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining. Asbestos is a prohibited substance and is classified as a Category 1 carcinogen.

Associated Diseases

- Asbestosis
- Mesothelioma
- Lung cancer
- Pleural thickening and pleural plaques.

These diseases can take between 15 to 60 years to develop and can prove fatal.

Work undertaken on asbestos containing materials is categorised as either: -

Licensable work: this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensable work they plan to undertake.

Non-Licensable work: this normally involves work with asbestos containing materials which is sporadic and of low intensity and will not, if determined by risk assessment, expose employees to asbestos fibres above the legal control limit. Anyone undertaking non-licensed work must be suitably trained and competent.

Notifiable Non-Licensed Work (NNLW): Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification: 1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials, 2. removal, without deterioration of non-degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic, 3. where the asbestos containing materials are in good condition and are being sealed or encapsulated 4. air monitoring and control or collection and analysis of asbestos samples.

Responsibilities Of Those in Control Of Premises (Dutyholder)

Dutyholders in control of non-domestic premises may include landlords, owners, facility management companies, tenant organisations or employers.

*** Note: contractual arrangements/lease agreements may also set out specific responsibilities of each party. Where there are shared responsibilities, then good co-operation between parties should be demonstrated.**

In its management and reduction of the likelihood of anyone being exposed to asbestos or asbestos containing materials Caretech Community Services Limited will: -

- Take reasonable steps to locate and check the condition of materials containing asbestos in non-domestic premises under their control
- Presume materials contain asbestos unless there is strong evidence that they do not
- If confirmed that asbestos is present by an asbestos survey being undertaken, including the taking and analysis of samples, make and keep up-to-date, a record or register of the location, amount, type and condition of the asbestos containing materials and the materials presumed to contain asbestos
- Assess the risk of exposure to employees, contractors and others to asbestos fibres from any materials identified
- Prepare a plan setting out in detail how the risks from these materials will be managed to prevent exposure to asbestos and record the roles and responsibilities for managing asbestos
- Plan for emergencies to cater for incidents of asbestos containing materials being accidentally uncovered or fibres released
- Take necessary steps to put the plan into action and inform those who may be affected
- At least annually, review and monitor the plan and the arrangements to keep them relevant and up-to-date
- Regularly check the condition of these materials and search for deterioration, damage or disturbance
- Make safe or, if necessary, remove or make arrangements to have removed any material that contains asbestos where there is a risk
- Keep any material known or presumed to contain asbestos in a good state of repair
- Identify the location, type and condition of the materials to anyone who is likely to work on or disturb them, or who is or may be at risk
- Promote awareness of the risks of asbestos through training and induction of staff

- Ensure that anyone, including contractors, working on asbestos containing materials or materials suspected of containing asbestos are adequately trained and competent to carry out the work and are licensed where necessary
- Check that the HSE have been notified of any licensed work or relevant non-licensed work planned to be undertaken
- Ensure that sub-contractors have suitable arrangements including supervision to control exposure to asbestos in place prior to commencing work. No work with asbestos must be permitted until a written plan, detailing how the work is to be undertaken, has been prepared
- Ensure suitable arrangements are in place for the disposal of any asbestos waste produced including used personal protective equipment.

Employees Responsibilities

Employees will: -

- Report immediately to the Service Manager / Line Manager any damage to the building or building materials
- Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by Caretech Community Services Limited and have been suitably trained
- Follow all information, instruction and training given to prevent injury or ill health.

Bed Rails

Description

Manufacturers intend their bed rails to be used to prevent bed occupants from falling out of beds and sustaining injury. They are not designed or intended to limit the freedom of people by preventing them from leaving their beds voluntarily, nor are they intended to restrain people whose condition disposes them to erratic or violent movement.

There are many different types, designs and sizes of bed rails on the market, having a variety of fittings and operation methods. There is also a wide range of beds on the market: divans, wooden and metal bedsteads, hospital type beds, adjustable beds, etc. The possible combination of bed rails and beds, together with the uniqueness of each bed occupant, requires careful management.

Associated Hazards

- Incompatibility with bed/mattress
- Incorrectly fitted and incorrectly adjusted bedside rails
- Poorly maintained bed rails
- Bed rails unsuitable for the occupant, e.g. inappropriate use/restraint
- Falls from height.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:

- The purchasing policy specifies that bed rail, and bed and mattress combinations that are designed to be used together will be considered before purchasing/leasing from separate sources (3rd party rails)
- There is a general risk assessment in place for the use of bed rails in the Caretech Setting
- The general risk assessment is underpinned by a specific risk assessment in the care profile of each service user with whom bed rails are in use. These risk assessments will be reviewed at least monthly or when either the bed, mattress, occupant or bed rail is changed within that period
- All employees receive training in the hazards associated with use of bed rails
- There is a written safe system of work for the use of bed rails
- All direct care staff and maintenance operatives have had training in the safe system of work
- Bed rails are in use as a last resort
- Non integral (3rd party) bed rails are paired and identified with an identification/serial number
- A competent person carries out the maintenance checks in accordance with manufacturer's instructions, MHRA, HSE and local guidance
- There is documentary evidence of regular inspection and maintenance of bed rails.

Employees Responsibilities

Employee will:

- Use work equipment safely and in accordance with the information, instruction and training provided by the Caretech Community Services Limited
- Read and comply with the general risk assessment in place for the use of bed rails in the Caretech Setting
- Read and comply with service user specific risk assessments relating to the use of bed rails
- Check bed rails for correct fitting and defects every time they are used
- Immediately report to the person in charge of the Caretech Setting:
 - any faults or failing relating to the bed rails - do not attempt temporary alterations or repairs
 - any accident or incident, irrespective of how minor, relating to the use of bed rails.

Blood Borne Viruses (BBV)

Description

Due to the nature of our work activities Caretech Community Services Limited recognises that there is a potential risk of employees coming into contact with Blood-Borne Viruses (BBV), e.g. Hepatitis and Human Immunodeficiency Virus (HIV). Much depends on the nature of the exposure. Not all exposures result in infection. These arrangements are made to reduce the risk as low as is practicable.

To reduce the risks from these viruses the company will assess the potential and introduce controls to reduce the risk.

Associated Hazards

- Direct contact with infected blood
- Contact with soiled bedding or clinical dressings
- Spills and contact with body fluids
- Needle stick injuries.

Employer's Responsibilities

Taking account of the limited risks of exposure to BBV's, Caretech Community Services Limited will: -

- Complete a risk assessment to identify the potential for contact with BBV's. This includes first aid contact and accidental contact with bodily fluids
- Ensure that spillages are isolated and then cleared by a responsible and authorised person using suitable personal protective clothing to prevent any direct skin contact or splashes, etc
- Provide suitable cleaning materials, wipes, bags, spill kits and disinfectants to render any pathogen harmless
- Provide suitable disposal facilities for potentially infected materials
- Make available, suitable personal hygiene facilities, wash basins, hot water, soap, sanitising solutions and paper hand towels
- Ensure First-Aiders are suitably trained
- Make suitable arrangements for the safe use*, storage and disposal of syringes and needles * in compliance with the Health and Safety (Sharp Instruments in Healthcare) Regulations
- Treat any information in respect of a BBV condition in complete confidence
- Provide and audit policies and protocols relating to Infection Prevention and Control and to disseminate information to relevant areas/personnel
- Provide on-going education to meet the needs of individuals and groups of employees
- Put in place arrangements to detect, manage and control outbreaks of infection
- Examine the circumstances, policies and procedures surrounding any incident suspected or proven to have taken place in the workplace.

Employees Responsibilities

Employees will: -

- Adhere to Caretech Community Services Limited protocols and procedures applicable to infection control
- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning as per their level of training

- Report to the Service Manager/Line Manager, in confidence, if they become aware that they have or are a carrier of a BBV if it is relevant to their employment
- Be aware of the location and proper use of personal protective equipment, and to use only the materials provided for disinfection or removal of a potential source of infection
- Control surface contamination during sanitising operations by containment and decontamination
- Dispose of all contaminated waste in accordance with Caretech Community Services Limited local settings procedures
- Ensure where appropriate, that all contaminated linen is suitably bagged
- Comply with standard precautions including the steps to be taken immediately following a potential exposure.

NOTE: Any worker who suspects that he/she may have been exposed to a blood borne infection through work, must seek professional advice and diagnostic testing.

Body And Fashion Jewellery

Description

The wearing of body jewellery and fashion jewellery at work could lead to injury or ill health. Body jewellery includes navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

Associated Hazards

- Infection/cross infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement in equipment or clothing
- Risk of standards of hygiene in clinical and in food preparation areas.

Note: the list of hazards associated with the wearing of jewellery is not exhaustive.

Employers Responsibilities And Duties

Caretech Community Services Limited will comply with statutory duties in respect of health, safety and welfare and in particular, fulfil obligations to take effective measures to control and monitor the wearing of jewellery, in particular body piercing practices.

Caretech Community Services Limited will ensure that a risk assessment identifies:

- Persons at risk (employees and others)
- Significant risks arising from the wearing of jewellery
- The appropriate controls to be implemented.

Where significant risks are identified, Caretech Community Services Limited will eliminate these by implementing a no-jewellery policy with an exception being made in the case of wedding bands. Where this policy conflicts with the cultural beliefs of the wearer, the risks arising from the wearing of jewellery will be effectively controlled, to reduce them to the lowest practicable level.

In addition, the organisation will manage risks further by:

- Providing advice and guidance on the wearing of both fashion and body jewellery in the workplace
- Developing safe systems of work to include the wearing of both fashion and body jewellery
- Ensuring that employees follow instructions at all times, in accordance with the training or guidance provided
- Regularly monitoring and reviewing the effectiveness of these working arrangements
- Confirming that jewellery, when worn, complies with standards of good hygiene

- Ensuring that employees report any instances of infection arising from piercing(s).

Employees Responsibilities

Employee's responsibilities are to take care of themselves and others in work activities during which jewellery is worn and to have regard to the following: –

- Comply with Caretech Community Services Limited jewellery policy
- Take care of themselves and others engaging in work activities where jewellery is permitted to be worn
- Ensure that jewellery where permitted, is unobtrusive when worn
- Report any instances of infection arising from piercing(s).

Compressed Gas Cylinders

Description

Accidents involving gas cylinders can be very serious and may result in major injuries or death.

The term 'gas cylinder' includes varying types of pressure vessel used to transport and store gas under pressure. They are used for different purposes. e.g., oxygen supply, anaesthetic gas supply, in heating appliances and in fire fighting appliances.

Associated Hazards

- Fire and explosion
- Manual handling
- Unsecure or unstable gas cylinders
- Accidental release or leaks of hazardous substances
- Cold surfaces.

Employer's Responsibilities

Caretech Community Services Limited Will:

- Carry out a risk assessment to identify the significant hazards associated with using and handling compressed gas cylinders and implement suitable control measures to minimise harm
- Check that cylinders are labelled or marked indicating their content and hazards associated with their contents
- Ensure that affected employees are fully trained in the safe operating and handling of cylinders
- Follow manufacturer's instructions on how to store, handle and use compressed gas cylinders correctly and safely
- Store cylinders in their designated location in a secure, suitably restrained, upright position
- Ensure that storage areas are dry, well ventilated, preferably outdoors, and positioned away from any source of heat, naked flame or direct sunlight
- Ensure that limited numbers of gas cylinders are stored at any time
- Ensure that gas cylinders and valves are regularly maintained, tested and examined in accordance with the manufacturer's recommendations and statutory requirements
- Undertake and record regular visual inspections of gas cylinders and their associated holders, clamps, couplers, regulators and hoses
- Provide personal protective equipment (PPE), as identified by risk assessment.

Employees Responsibilities

Employees Will:

- Undertake training in the safe use of compressed gas and follow information and instruction provided
- Wear any personal protective equipment (PPE) issued
- Report any damage to cylinders or attachments
- Do not drop, roll or drag gas cylinders
- Use equipment provided by Caretech Community Services Limited to handle cylinders.

Confined Spaces

Description

Each year in the UK, a number of people are killed or seriously injured during confined space work activity. These incidents occur in a wide range of industries and those who suffer can include the people working in the confined space and those who try to rescue them, if not properly trained.

A confined space can be any space of an enclosed nature where there is a risk of death or serious injury from hazardous substances or dangerous conditions. Confined spaces include, storage tanks, silos, sewers, reaction vessels, vats, excavations and poorly ventilated rooms or spaces.

Associated Hazards

- Fire and Explosion
- Poisonous gases, fumes, dusts or vapour
- Oxygen deficiency
- Excessive temperatures
- Drowning in liquids and asphyxiation from flow of solids
- Trapping and collapse
- Working at height
- Poor lighting/vision.

Employer's Responsibilities

- Assess the nature of the task to be undertaken and avoid entry into the confined space, if possible. This may be achieved by modifying the confined space so that entry is not necessary or have the work done remotely
- Carry out risk assessments for the task and implement safe systems of work including 'Permit to Work' controls, issued by an authorised person. The Permit must only be issued after a check that all necessary equipment, training and personnel are in place and that a safe system of work and precautions are in place. The permit must be completed each time a confined space entry is made
- Provide adequate training, information and instruction for the work to be done
- A suitable and sufficient rescue plan should form part of the safe system of work

- Ensure only trained authorised and competent persons enter the confined space. Training should include the use of personal protective equipment PPE, rescue equipment and recognising signs of foreseeable effects on the human body, e.g. oxygen deprivation, heat exhaustion, etc
- Appoint a competent supervisor and workers to undertake and regularly inspect the work
- Confirm that workers are fit and healthy to perform the tasks
- Confirm the structural integrity of the confined space, e.g. excavations
- Ensure the entrance to the confined space allows for the safe access and egress for all relevant workers including emergency staff and equipment
- Ensure associated work equipment external to the confined space does not create an additional hazard, e.g. fumes from generator or vehicle
- Provide a suitable means of communication between all parties involved
- Isolate plant and services prior to entry, where applicable
- Provide adequate ventilation with clean, breathable air
- Where applicable, purge the confined space of toxic or flammable substances prior to entry and test the atmosphere before and during occupation
- Ensure that suitable tools and equipment, including personal protective equipment, are used and have been maintained and where required, inspected, calibrated, serviced and are subject to a pre-use check prior to entry
- Use intrinsically safe electrical equipment and tools, i.e. explosion proof, for confined spaces where there may be a risk of a flammable or explosive atmosphere
- Prepare and implement suitable emergency arrangements and equipment, including rescue and resuscitation equipment, fire fighting and first-aid provisions and procedures. Ensure only trained and competent people are used in emergencies. Rescue equipment should be available at a nearby location prior to entry
- Maintain a "top man" and "line of sight" at all times to alert others in the event of an emergency.

Employees Responsibilities

- Follow training, guidance and instruction given, to prevent injury or ill health
- Use protective and safety equipment provided
- Be aware of personal limitations that may hamper the ability to work safely in a confined space
- Report to supervision any hazardous or dangerous situations.

Note: At no time should anyone enter a confined space to effect a rescue (60% of all deaths that occur in confined spaces are would-be-rescuers entering to effect a rescue of others).

Construction, Design And Management Regulations (CDM) 2015 Client Responsibilities

Description

- The Construction (Design and Management) (CDM) Regulations 2015 cover a very broad range of construction activities such as building, civil engineering, construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures
- Under the CDM Regulations, legal duties apply to the following duty holders; Clients, Designers, Contractors and Workers for all construction projects even for simple, short duration work. Additional duty holders called 'Principal Designer' and 'Principal Contractor' are legally required to be appointed where projects involve or are likely to involve more than one contractor working on the project at any time. CDM applies to both non-domestic and domestic premises
- For those projects that are likely to take more than 30 days and have more than 20 workers working simultaneously or involve more than 500 person days of construction work, then the projects are notifiable in writing to the Health and Safety Executive, HSE
- Each duty holder must beware of the CDM Regulations and the responsibilities of other duty holders under these Regulations. Organisations or individuals are permitted to undertake more than one duty holder role but they will need to demonstrate they have sufficient skills, experience, knowledge, training and organisational skills (if they are an organisation) and the ability to adequately fulfil each of the duties and maintain health and safety
- Anyone working on projects under the control of others must report to them any situation likely to endanger their own health and safety or that of others
- Designers, contractors, the Principal Designer and the Principal Contractor must consider the 'principles of prevention' to as far as reasonably practicable to eliminate foreseeable risks and if this is not possible, reduce risks or control of them
- This arrangement is applicable to organisations who may have construction work undertaken on the premises / structures they are responsible for.

Client's Responsibilities

Clients are defined as companies, organisations or individuals for whom a construction project is carried out.

For all projects, Clients will:

- Appoint designers and contractors with appropriate skills, knowledge, skills, experience and who are adequately resourced. If they are an organisation, they should have suitable organisational capabilities
- Take reasonable steps to ensure duty holders carry out their relevant duties before and during the construction phase
- Ensure so far as reasonably practicable that the construction work is carried out without risks to health and safety
- Ensure the HSE are notified of the project for 'notifiable' projects
- Make suitable arrangements for managing, maintaining and reviewing the project for its duration with regularly liaison with all duty holders. This should include allocating sufficient time to assess risks, creating the project team, ensuring roles and responsibilities are clear, stipulating that regular meetings are held or regular progress reports are issued, and requiring co-operation, communication and co-ordination between parties
- Appoint competent / specialist persons to advise on managing health and safety risks for the project, where needed
- Ensure that adequate welfare facilities are in place before the commencement of a project and are available throughout the construction phase
- Provide information ('Pre-Construction Information') about e.g. the site's hazards, site rules, Client's brief as soon as possible, to duty holders who are designing, bidding and planning for the work. If information is not available, the Client must take reasonable steps to acquire such information
- If there is only one contractor involved with the project, ensure a Construction Phase Plan is drawn up by the contractor.

For projects which involve more than one contractor working on the project at any one time Clients will additionally:

- Appoint as soon as possible in the design process, a **Principal Designer** to control the pre-construction phase and appoint a **Principal Contractor** as soon as practicable before the construction phase begins to control the work. Clients should regularly liaise with these duty holders throughout the duration of the project and take reasonable steps to ensure they comply with their duties
- Provide information ('Pre-Construction Information') as early as possible to the Principal Designer and Principal Contractor

- Ensure that work does not start before the Construction Phase Plan has been prepared by the Principal Contractor
- Ensure the Principal Designer prepares, regularly reviews and revises a Health and Safety File whilst they are employed (this duty passes to the Principal Contractor if the Principal Designer's contract has ended).
- Retain and revise the Health and Safety File as new information becomes available, including after project completion, and provide access to others e.g. new owners and those who undertake further works on the site.

Notes: If the Client does not appoint a Principal Contractor or Principal Designer, the Client will have to assume these duty holders' roles and liabilities.

Where a project has more than one Client, then it is recommended that one of the parties accepts, by contract, to fulfill the role of the Client as defined by CDM.

Where CDM related activities are undertaken, Caretech Community Services Limited will ensure: -

- That it's duty as a Client under the CDM Regulations is complied with
- That where relevant, it is aware of the responsibilities of other CDM duty holders* (i.e. Principal Designers, Designers, Principal Contractors and Contractors) and CDM workers
- That it is competent to perform, where required, other CDM duty holder roles, in order to comply with the requirements set out in the CDM Regulations.

** Note: Where construction work is undertaken on behalf of the Client, the Client should be aware of the CDM regulations and responsibilities of other duty holders. Further information on CDM can be found in the Fact sheet 'CDM 2015' and related CDM Fact sheets.*

Contractors

Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors, including self employed workers, may be employed to undertake a variety of jobs on our behalf including maintenance, repairs, installation, construction, window cleaning, engineering. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract.

Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors activities may put the client's own employees at risk.

Associated Hazards

- Movement of site traffic
- Excavations
- Working at height
- Manual handling injuries
- Hazardous materials/substances
- Contaminated land.

Employer's Responsibilities

Caretech Community Services Limited will ensure that competent contractors are selected and appointed having regard to:

- Hazards on site
- Site rules and safety procedures
- The need for and selection of protective clothing
- Any special equipment required
- Information, instruction and training.

Other issues to be addressed are to:

- Ensure that risks associated with the work are assessed and suitable controls are in place
- Manage, supervise, co-operate with and co-ordinate contractors when on site

- Ensure that contractors provide and use safe plant and equipment and all necessary personal protective equipment, PPE
- Include contractor's operations in all safety audits/inspections, paying special attention to access and egress
- Inform staff whenever, and where, contractors are working in their particular area
- Check that work has been completed satisfactorily and the area has been left in a safe condition ensuring all debris and tools have been removed.

Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any method statements with the person in charge of the site before work commences
- Must inform Caretech Community Services Limited of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations and industrial guidance
- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant
- Must report all accidents to the client immediately so that they can record the incident in the accident book.

Employees Responsibilities

Employees will:

- Immediately report any unsafe practices or concerns to the senior person present.

Control of Substances Hazardous to Health (COSHH)

Description

Using or handling hazardous substances and medicines or drugs at work may put employees health at risk. Employers are legally required in terms of the Control of Substances Hazardous to Health Regulations (COSHH), to control exposure to hazardous substances and to prevent ill health to employees and others who may be exposed.

Hazardous substances include: -

- Substances used directly in work activities (e.g. medicines, cleaning agents, disinfectants, paints, adhesives etc,)
- Naturally occurring substances (e.g. latex, dust)
- Biological agents (e.g. bacteria and other micro-organisms)
- Substances generated during work activities (e.g. fumes, dust, waste).

Effects from exposure to hazardous substances can range from mild irritation to acute or chronic illness or even death.

Associated health issues may include: -

- Skin irritation
- Asthma or other lung disease
- Loss of consciousness
- Infection from bacteria and/or micro-organisms
- Cancer
- Possible irreversible effects, e.g. infertility.

N.B. This list is not exhaustive.

Employer's Responsibilities

Caretech Community Services Limited recognises its responsibility to provide a safe working environment and will: -

- Compile an inventory of hazardous substances used or stored within the Caretech Setting.
- Identify all work activities likely to use or generate hazardous substances.
- Obtain up to date Safety Data Sheets from suppliers or other sources.
- Identify who may be affected e.g. employees, contractors, service users by the use of such substances, medicines or drugs.
- Appoint a competent person to carry out and record COSHH assessments and review the assessments regularly.

Where reasonably practicable, the Caretech Setting will prevent exposure by: -

- Changing the activity so that a hazardous substance is not required or generated
- Replacing the hazardous substance with a less hazardous substance
- Using the substance in a safer form

If prevention is not practicable, the Caretech Setting will control exposure by: -

- Total enclosure/isolation of the activity
- Partial enclosure and installation of extraction
- Using a system of work, including handling, that minimises potential for leaks, spills and escape of the hazardous substance

- Providing suitable storage and transport facilities for hazardous substances and medicines/drugs; following manufacturer's guidance and ensuring containers are correctly labelled
- Determining the need by risk assessment or by statutory requirements for health or medical surveillance of employees
- Ensuring that control measures e.g. ventilation and extraction, remain effective by inspection, testing, thorough examination (where relevant) and maintenance of plant and equipment
- Provide employees with suitable personal protective equipment (PPE) and respirable protective equipment (RPE) as required by risk assessment and ensure that they are trained to use and handle the equipment. Where RPE is used, ensure that face fit testing is undertaken
- Ensuring emergency procedures are in place and that arrangements to dispose of waste are implemented
- Providing a copy of each relevant COSHH assessment to those persons considered at risk
- Preparing and implementing, by a competent person, a suitable and sufficient risk assessment that complies with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR), where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace
- Providing information, instruction, training and supervision in the safe use and handling of hazardous substances
- Regularly monitor compliance to the control measures implemented.

Caretech Community Services Limited will also consider the risks to other persons who may come into contact with hazardous substances, particularly vulnerable groups, e.g. service users, visiting children and women of childbearing age, and will implement the necessary controls to minimise or eliminate harm.

Note: controls need to include not exceeding any assigned legal Workplace Exposure Limits (WEL) or that exposure to asthmagens, carcinogens and mutagens are reduced to as low as is reasonably practicable.

Employees Responsibilities

Employees will: -

- Take part in training programmes
- Observe container hazard symbols and instructions
- Follow safe working practices when using hazardous substances
- Report any concerns to the Service Manager / Line Manager or senior person on duty
- Wear, use correctly and maintain any Personal Protective Equipment (PPE) and respirable protective equipment (RPE) provided
- Return all hazardous substances to their secure location after use
- Observe all control measures correctly.

Dermatitis

Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkali's
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

Employer's Responsibilities

Caretech Community Services Limited will:

- As part of the risk assessments process, in accordance with the Control of Substances Hazardous to Health Regulations (COSHH), identify all substances likely to generate the risk of dermatitis and those persons who are at risk of work-related developing dermatitis
- Where reasonably practicable, eliminate the use of substances that are likely to cause dermatitis
- Where relevant, replace substances likely to cause dermatitis with less harmful substances
- Establish control measures and safe systems of work to prevent and/or minimise skin contact with hazardous substances
- Provide suitable personal protective equipment (PPE), skin care products and adequate washing facilities
- Provide suitable personal protective equipment storage and disposal facilities
- Encourage employees to carry out regular skin checks to identify signs of dermatitis
- Introduce health surveillance for all employees likely to be at risk of developing dermatitis
- Provide employees with information, instruction and training in relation to hazardous substances, use of PPE and skin care products
- Consult with employees and their representatives in relation to skin care, skin care products and personal protective equipment
- Record and investigate any diagnosed cases of dermatitis and follow RIDDOR reporting procedures, where appropriate.

Employees Responsibilities

- Observe hazard symbols and instructions displayed on product containers
- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary

- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

Diabetes - Employees

Description

In the UK, 1.4 million people are diagnosed with diabetes mellitus. It is likely that more people have the condition, but have yet to be formally diagnosed. Diabetes is the leading cause of blindness in the country and can lead to serious complications such as heart disease, kidney failure and stroke.

For each affected employee, the level of treatment will vary greatly from individual to individual and within each individual from day to day. It may therefore be necessary to seek specialist advice.

Symptoms Associated with diabetes

- Weakness, faintness or hunger
- Palpitations and muscle tremors
- Strange actions or behaviour where the casualty may seem confused or drunk, belligerent or may even be violent
- Sweating
- Pallor
- Cold clammy skin
- A strong pulse
- Deteriorating level of response
- Shallow breathing.

The person may have a warning card (medic – alert) or bracelet, sugar lumps, tablets or an insulin syringe (which may look like a pen) among their possessions.

Employer's Responsibilities

Caretech Community Services Limited is aware that people who are diabetic may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let the employer know about the condition.

Disclosure should help the individual in their job and facilitate help and support from management and colleagues, in this regard the company will, upon being advised of the condition: -

- Carry out a risk assessment of each job (including lone working) to determine whether there are any significant health and safety risks, taking into account individual circumstances.
- Introduce the appropriate control measures to remove the risk or manage it.
- Meet the cost of making reasonable adjustments, depending on the nature of the adjustment.
- Permit employees with diabetes to organise their work area and work time themselves, except in exceptional cases where it is operationally impossible.
- Allow more time and greater flexibility for induction training and choose the location for this carefully.
- Allow employees affected by diabetes to maintain a check on blood sugar levels throughout the day and to take regular breaks.
- Give access to a fridge or cold flask for storing insulin, if required.
- Give the employee a private area in which to check blood sugar levels.
- Support a diabetic employee by allowing the employee to access his or her G.P. or diabetic nurse during the working day.
- Establish procedures for dealing with a hypoglycaemic attack in conjunction with the affected employee.

- Allow special leave for counselling, diabetic management sessions, eye examinations or treatment.
- Identify any specific training needs of the individual.
- Make provision for diabetic employees within the arrangements for first aid, fire and emergency evacuation.

Employees Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Furthermore, diabetic employee's responsibilities include :-

- Alerting the employer if their condition is having an adverse effect on their day-to-day ability to work or increase the likelihood of an accident.
- Notifying the employer and the DVLA if:
 - receiving treatment with insulin where the job entails driving any type of vehicle or
 - receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).

If the condition is managed by diet or non-insulin medication (or both) there is no obligation to inform the DVLA provided the employee is free from certain diabetes related complications, listed on the DVLA website, or has not been advised to do so by their GP, specialist or optician.

- Co-operation with the management arrangements for health and safety
- Following any training, guidance and instruction provided by the employer.

Disciplinary Rules

Description

Caretech Community Services Limited believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employer's Responsibilities

employees of Caretech Community Services Limited may be dismissed for gross misconduct if, after investigation the company believes that they have acted in any of the following ways:

- Deliberately breaking any written safety rules
- Removed or misused any piece or item of equipment, label, sign or warning device that is provided by the company for the protection and safety of its employees or service users
- Used a naked flame in a non-designated area.

Failed To Follow Established Procedures For:

- The use of Flammable or hazardous substances
- The use of lifting equipment
- The use of machinery or plant
- The administration of medicines

or have:

- Behaved in any manner that could lead to accidents or injury, including horseplay, practical jokes etc
- Participated in any action that could interfere with an accident investigation.

Caretech Community Services Limited will ensure that contact is made with the Advice Line at Citation plc prior to undertaking any disciplinary action.

Employees Responsibilities

Employees will:

- Co-operate with their employer
- Follow instruction and safe systems of work

- Conduct themselves in such a way that they do not create a potential risk of injury or danger to themselves or to anyone else
- Not misuse or interfere with anything provided for health, safety and welfare
- Report any identified hazards or unsafe practices to the Service Manager / Line Manager
- Wear personal protective equipment (PPE), as identified by risk assessment.

Display Screen Equipment (DSE)

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

Associated Health Issues

- Musculoskeletal injuries
- Work related upper limb disorders (WRULD)
- Repetitive Strain Injury (RSI)
- Visual fatigue and headaches
- Stress.

Employer's Responsibilities

iCaretech Community Services Limited is committed to ensuring that employees are not subjected to adverse health effects as a result of the use of display screen equipment. For the purpose of this policy, a user is defined as someone who is required to use DSE equipment for a significant part of his/her working day.

Caretech Community Services Limited will:

- Identify all DSE users as defined by regulations
- Undertake workstation risk assessments with the involvement of employees
- Reduce the risks associated with DSE use to the lowest reasonably practicable level
- Provide suitable work equipment
- Provide all DSE users with sufficient information, instruction, training and supervision
- Incorporate task changes within the working day in order to prevent intensive periods of on-screen activity. Ensure arrangements for regular breaks
- Arrange and pay for eye and eyesight tests on request by identified DSE 'Users'
- Contribute towards corrective appliances (glasses), where recognised 'Users' require these solely and specifically for working with DSE.

Caretech Community Services Limited will ensure that, where required all new-starters complete a DSE assessment questionnaire.

Where a user raises a matter related to health and safety in the use of display screen equipment, Caretech Community Services Limited will:

- Take all necessary steps to investigate the circumstances
- Review the DSE risk assessment and implement any additional control measures required
- Ensure appropriate corrective measures are taken
- Advise the user of the actions taken.

Employees Responsibilities

Employees will:

- Inform the Service Manager / Line Manager in confidence as soon as possible, if a health problem arises through the use of display screen equipment
- Work in accordance with any advice or guidance given by Caretech Community Services Limited
- Familiarise themselves with the contents of the relevant risk assessments
- Request Caretech Community Services Limited to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

Doors

Description

All doors within the premises must be designed, installed and maintained, so that employees and visitors can utilise them without risk of injury.

Associated Hazards

- Fire/Products of combustion
- Slips, trips and falls
- Object movement
- Struck by moving object
- Entrapment.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:

- All doors are designed so that employees and visitors can utilise them safely
- A general workplace risk assessment will be undertaken which will consider safe access/egress within the premises
- Automatic door closers will be fitted where required
- Wherever possible doors will be hung to open outwards as this improves egress in emergencies and for moving and handling
- Where necessary vision panels will be provided
- Where necessary, fire doors will be fitted with electromagnetic door catches that will ensure the doors close automatically on activation of the fire alarm
- Fire doors will be marked with suitable signs e.g., "Fire door – keep closed" or "Fire door – keep locked shut" as appropriate
- Fire exit doors will be marked with suitable signs e.g. "Fire Exit" and "Push bar to open" as appropriate
- When needed, install anti finger trapping devices that completely cover the gap that is created on the hinge side of a door when it is in the open position
- Use doorstops or jammers at the top of the door
- Where necessary cupboard doors will be fitted with safety catches.

Employees Responsibilities

- Not to chock or wedge fire doors open
- Report any damage to doors, fixings or signs to the employer
- Report any accidents or near misses to the employer.

Drugs And Medicinal Preparations

Description

Drugs and medicinal preparations (medicines) are used in the treatment, cure, prevention, or diagnosis of disease, or used to otherwise enhance physical or mental well-being. Medicines may be prescribed for a limited duration, or on a regular basis for the treatment of chronic conditions. Medicines can be dangerous if misused.

Associated Hazards

- Unauthorised access to medicines
- Misuse of medicines
- Mal-administration of medicines
- Medicinal allergies
- Cytotoxic properties.

Employer's Responsibilities

Caretech Community Services Limited will: -

- Carry out a risk assessment that identifies the risk to staff and others who may be exposed to hazardous medicines and drugs and implement appropriate precautions to prevent or reduce the risk to the lowest reasonable practicable level
- Develop and implement a local policy for the administration of medicines that takes account of all relevant legislation and standards. The policy should specify arrangements for ordering, receipt, storage, supply, administration and disposal of medicines. This should include details of medicines brought into the Caretech Setting from hospital or the community
- Provide a suitable and secure clinical area for the storage and assembly of medicines and drugs and records
- Provide suitable hand washing facilities and sufficient work surfaces
- Ensure that only suitably qualified and authorised persons handle and administer medicines
- Ensure that procedures for use of 'Sharps' is in compliance with the Health and Safety (Sharp Instruments in Healthcare) Regulations
- Carry out regular monitoring, surveillance and audit of drugs administration procedures
- Not store food products with medicines
- Provide staff with sufficient information, instruction, training and supervision and to ensure the procedures are understood and adhered to.

Employees Responsibilities

Some products may have a sensitising effect or cause allergic reactions to employees and certain products may have harmful effects to expectant mothers and their unborn child.

Employees will: -

- Only administer medicines if they have received suitable training and have been authorised to do so
- Follow local protocols for the receipt, storage, administration and disposal of drugs
- Not eat or drink in areas where medicines or drugs are used or handled

- Inform the Service Manager / Line Manager of any medical conditions or allergies that may be worsened by exposure to certain medicinal preparations or drugs
- Inform (female employees) the Service Manager / Line Manager as soon as they are, or suspect that they are, pregnant.
- Wear appropriate personal protective equipment (PPE) where required by risk assessment
- Wash hands after handling drugs/products even when protective clothing has been used
- Report any failings or hazards that affect safety.

All staff must follow safety procedures and report any failings or hazards that affect safety.

Driving At Work

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collisions the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated Hazards

- The driver: with no competency, no training, poor fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:

- Risk assessments are carried out for all work related driving activities
- Appropriate control measures are implemented and communicated to employees
- Drivers are competent to drive, hold a valid driving licence, are suitably insured, are familiar with the vehicle, understand the risk assessment findings and control measures and have received appropriate training, as necessary
- Journeys are planned. Scheduling will take into account routes, times, distances and weather conditions
- Drivers are instructed on the need to carry out basic safety checks and instructed on what to do in the event of an emergency
- Vehicles are fit for the task and regularly maintained in a roadworthy condition. Privately owned vehicles will not be used for work purposes unless insured for business use and have a MOT certificate, where required
- Company vehicles carry suitable equipment, based on risk assessment, to aid in an emergency, breakdown or bad weather conditions. Equipment may include First aid kits, mobile phones, de-icing equipment, personal protective equipment (PPE), etc
- Any persons, equipment, chemicals or medicines carried in the vehicle are properly secured following, where relevant, manufacturer's recommendations.

Mobile Telephones

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone whilst driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

Caretech Community Services Limited prohibits Drivers using a mobile phone, including a hands-free device, whilst driving. Mobile phones should only be used when the vehicle has been parked in a safe place and the engine is switched off. Calls received on a hands free device should not be answered. If a call is answered it must be kept to a minimum, informing the caller that you are driving and will return the call when it is safe to do so.

Under no circumstances are employees permitted to use hand-held telephones or other similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

Mobile Phone Use

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:

- Only use the phone when it is safe to do so
- Understand how your phone operates
- Only acknowledge incoming calls on a hands-free system where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so. Only use the mobile phone when it is essential to do so and do not talk longer than is necessary
- Whenever possible, drivers should not make outgoing calls whilst driving
- When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Employees Responsibilities

- Employees must follow any advice, information, instruction and training given by the employer
- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Employees must provide to the Service Manager / Line Manager a copy of their driving licence, on request and declare any driving convictions. Employees using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and The Highway Code, be conscious of road safety and demonstrate safe driving
- Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved
- Employees must inform the Service Manager / Line Manager if they become aware of any medical condition or take medication that might affect their ability to drive
- Promptly report defects, hazards and concerns to the Service Manager
- Personal Safety – staying safe in your vehicle.

Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)

- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are female and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g., AA, RAC.

Electricity

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care. Not only is there a potential for harm, but loss of power supply could impact our ability to conduct business and force temporary closure.

Associated Hazards

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines.

Employer's Responsibilities

With regard to fixed installations Caretech Community Services Limited will: -

- Consider the design, construction and selection of electrical equipment for use in the workplace
- Ensure that electrical installations and equipment are installed, maintained, and inspected in accordance with BS 7671 – The IET Wiring Regulations (as amended)
- Review recommendations made by inspecting engineers
- Exchange safety information with contractors to enable compliance with the company's health and safety arrangements
- Identify all main circuit breakers/isolators to ensure relevant persons understand how to isolate the equipment or building services safely in the event of an emergency
- Promote and implement a safe system of work such as a lock-off procedure for isolation of electrical supplies during maintenance, inspection and testing
- Where it is considered necessary, ensure that the design and construction of structures and systems include protection against lightning
- Monitor the condition of electrical equipment, plant and accessories and take appropriate action to prevent danger if faults are identified
- Provide appropriate work equipment such as 110v plant and power tools for harsh environments

- Ensure that employees who carry out electrical work are trained and competent to do so
- Provide suitable personal protective equipment as necessary, maintain it in good condition and replace damaged or lost items as necessary
- Ensure that tools and equipment meet relevant standards, are CE marked and are suitable and adequate for electrical working
- Maintain secure access to electrical cupboards and fuse boards and keep the areas free of flammable or combustible materials.

Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Caretech Community Services Limited is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

Employees Responsibilities

Employees have a responsibility for: -

- Co-operating with management arrangements for electrical safety in the workplace
- Visually checking equipment before use for any obvious defects such as cable or casing damage or scorch marks
- Reporting any defects, faults or dangerous activities
- Using equipment only in line with the manufacturers operating instructions e.g. jet washer used with additional RCD or RCBO protection

- Complying with safety rules and use work permits/lock out procedures as applicable
- Not bringing personal electrical equipment onto company premises without prior authorisation from management. If allowed, any such equipment must be tested in accordance with company procedures.
- Gaining permission before using extension leads or adaptors.
- Switching off any non-critical equipment when not in use.
- Not attempting repairs to electrical appliances or circuits unless qualified to do so.
- Exercising caution when placing drinks near to appliances or power outlets.

Emergency Plan

Description

In the event that an emergency situation cannot be contained, it may be necessary to fully evacuate the Caretech Setting. Complementary to the Caretech Setting's Fire Safety Arrangements, an Emergency Evacuation Plan will make specific our post incident arrangements for the ongoing care of our service users and employees.

Associated Hazards

- Fire and explosion
- Flood
- Bomb threat
- Catering disruption
- Failure of gas supply
- Disruption of electrical supply.

Employer's Responsibilities

Caretech Community Services Limited will: -

- Carry out a risk assessment to identify situations that may cause injury, loss of life, destruction of property, or cause the interference, loss or disruption to normal business operations to such an extent it poses a threat
- Develop local protocols and provide written procedures for full evacuation of the premises including personal evacuation plans, staged evacuation etc
- Undertake emergency practice drills
- Ensure that emergency routes are clearly defined, kept clear and well-lit, and that there is suitable access for emergency services
- Assign key post holder responsibilities for dealing with the emergency, ensuring that responsible people are trained and competent in their role
- Arrange, where required by risk assessment, a formal agreement with a nearby facility, to provide temporary shelter until such time as suitable alternative arrangements can be made
- Ensure that any equipment used as part of the emergency plan such as communication systems, first aid, fire and rescue equipment are maintained and that persons are trained and competent in their use
- Provide information, instruction and training to employees and contractors on the emergency arrangements including escape routes, muster points (and alternative muster points used in the event of a bomb threat) and shut down procedures etc.
- Develop a strategy for dealing with the media
- Liaise as necessary with client representatives, external emergency services, local authorities, pharmacist, and the relevant care authority regarding the emergency plans
- Provide debriefing sessions and arrange where required, post incident support for employees.

Employees Responsibilities

Employees will: -

- Attend training in the actions to be taken in the event of an emergency/emergency evacuation
- Immediately raise the alarm on discovering an emergency situation
- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Only use emergency equipment if trained and authorised to do so.

Epilepsy

Description

Epilepsy is defined as having repeated seizures, which start in the brain. A brief disturbance to the brain's normal electrical activity causes the nerve cells to fire off random signals. The result is like an electrical storm that causes a temporary overload in the brain.

There are many different kinds of seizure. Some end in seconds while others may last several minutes. People affected might lose awareness of what is happening or where they are during a seizure and they may lose consciousness altogether. Each person's experience of epilepsy is unique.

Recognition Of Minor Epilepsy

- Sudden 'switching off'; the casualty may be staring blankly ahead
- Slight and localised twitching or jerking of the lips, eyelids, head or limbs
- Odd 'automatic' movements such as lip smacking, chewing, or making noises.

Associated Hazards

Some jobs can carry considerable risk to a person who has frequent seizures and their colleagues. These can include working:

- At heights, underground or by open water
- On heavy, unguarded machinery or driving
- With hot ovens or open fires
- With high voltage / open circuit electricity.

Employer's Responsibilities

Caretech Community Services Limited is aware that people who are epileptic may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let the employer know about the disability. Disclosure should help the individual in their job and facilitate help and support from management and colleagues.

Caretech Community Services Limited will:

- Carry out a risk assessment of each job (including lone working) to determine whether there are any significant health and safety risks, taking into account individual circumstances such as epilepsy
- Introduce the appropriate control measures to remove the risk or manage it
- Meet the cost of making reasonable adjustments, depending on the nature of the adjustment

- Permit employees with epilepsy to organise their work area and work time themselves, except in exceptional cases where it is operationally impossible
- Allow more time and greater flexibility for induction training and choose the location for this carefully
- Establish procedures for dealing with a seizure in conjunction with the affected employees
- Allow special leave for counselling, management sessions, or treatment
- Identify any specific training needs of the individual
- Make provision for epileptic employees within the arrangements for first aid, fire and emergency evacuation.

Employees Responsibilities

- Co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Employees suffering from Epilepsy have an additional duty to:

- Alert the employer if his/her epilepsy is having an adverse effect on his/her day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement
- To follow any training, guidance and instruction provided by the employer.

Events Safety

Description

The health and safety arrangements for individual events organised at the premises may need to vary for each event. Therefore, robust planning and management are fundamental to the success of an event.

Note: This arrangement covers events taking place either wholly or partially in the open air or in marquees or other temporary structures. The general safety advice is however also pertinent for small events taking place indoors.

Associated Hazards

- Poor venue design such as marquees, fencing
- Lack of employees/volunteer/contractor competence
- Delivery, installation or removal of equipment and services
- People management
- Traffic management
- Medical emergencies and major incidents
- Waste management.

Note: food safety may need to be considered.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:–

- A plan is produced that describes how the Service Manager / Line Manager will manage safety, who has specific responsibilities and how these will be carried out
- A safety management team is formed and comprises sufficient numbers of employees and competence to be appropriate to the nature and size of the event
- Suitable and sufficient risk assessments are completed
- A list of safety rules is created and distributed to all employees, volunteers and contractors who will be associated with the event
- Contractor or sub-contractor companies are vetted in accordance with the Company's arrangements for control of contractors

- Contractor or sub-contractor companies are competent in managing their own safety on the site
- Volunteers and contractors are aware of the legislation, regulations and guidelines affecting the provision of services such as catering and stewarding
- Arrangements are in place for the supervision, support and monitoring of volunteers, and other workers where necessary
- Suitable and sufficient site services and welfare arrangements are in place
- There is liaison, if deemed necessary, with the relevant local authority and emergency services representatives and that they are provided with sufficient information to enable their understanding of the nature of the event.

Employees Responsibilities

Employees will:-

- Comply with the arrangements put in place for the event
- Report any unsafe situations or acts to the person in charge at the event.

Fire

Description

Fire prevention is an important obligation for all businesses. Caretech Community Services Limited has a responsibility for ensuring the health, safety and welfare of all employees, service users and others who may have access to the workplace. This responsibility extends to adjoining businesses and premises. These general duties include safety in relation to fire hazards arising from the work processes and activities, as well as general fire safety in the workplace.

It is the policy of Caretech Community Services Limited to ensure that all employees, service users, visitors and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire regulations.

Associated Hazards

- Smoke and toxic fumes
- Reduced oxygen
- Flames and heat
- Collapse of buildings.

The Three Main Causes Of Fire Are:

- Arson
- Faulty or misused electrical wiring and equipment, inc. plugs and adaptors
- Smoking or smoking materials.

Caretech Community Services Limited will:

- Provide appropriate measures, such as secure boundaries, security lighting, intruder-resistant external doors, intruder alarms and controlled access, to ensure that only authorised people enter the premises
- Ensure the maintenance and routine inspection of electrical plant and equipment, including any items brought into the Caretech Setting by service users
- Provide a written policy with regard to smoking that complies with current legislation.

In addition Caretech Community Services Limited will ensure that:

- A fire risk assessment is undertaken (and regularly reviewed), that outlines any special control measures
- The risk assessment takes into account people with disabilities when determining fire safety arrangements and evacuation procedures for buildings under its control
- Where dangerous substances (classified as explosive, oxidising, extremely flammable, highly flammable and flammable) can cause harm from fire or explosion and are stored or used in the workplace, a competent person will need to prepare and implement a suitable and sufficient risk assessment and comply with the requirements of the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR)
- Arrangements are in place for temporary housing of service users in the event that the Caretech Setting must be evacuated – see Emergency plan

- All employees receive comprehensive induction before commencing work, to ensure that they are fully aware of all the arrangements in place to facilitate a safe evacuation
- The requirements for ongoing employee training in fire safety are adhered to
- A fire logbook (N.B. May be in a file or recorded on-line) is kept up-to-date and is available, on request, to the enforcement agencies
- A register of employees is kept up-to-date and will be taken to the fire assembly point in the event of an evacuation
- The fire alarm and all associated equipment is tested in line with current guidance and tests are recorded in the fire logbook or on-line system
- All fire-fighting equipment is tested on a regular basis as per the manufacturer's guidelines and records kept
- Any emergency lighting and emergency exit lights are tested according to current guidelines and tests recorded
- All hazardous chemicals, gases and other hazardous materials are recorded and an inventory kept for information/inspection by the enforcing authorities
- A fire evacuation drill is carried out, at least every 3 months including day and night, details of which will be recorded in the fire logbook
- A regular check is made to ensure escape routes and doors are not obstructed. Fire exit doors should be unlocked and available for use at all times when persons are in the building
- Fire doors and fire exit doors should be closed at all times and not wedged open. Where necessary, fire doors will be fitted with electromagnetic door catches that will ensure the doors close automatically on activation of the fire alarm automatic
- Fire doors and fire exit doors should be designed to meet the relevant British Standards and marked with suitable signs
- Fire exit doors should open outwards and incorporate a 'push bar' or 'paddle' mechanism to aid egress in emergencies, where reasonably practicable. These doors should be unlocked and available for use at all times when persons are in the building.

Employees Responsibilities:

Employees will:

- Attend basic training in fire prevention and the action to take in the event of fire
- Co-operate with the Caretech Setting's arrangements for fire prevention in the workplace.

Be aware of:

- The actions to be taken on discovery of fire and on hearing the alarm
- The location of fire alarm call points within the premises and the method of operation
- The location of firefighting equipment within the premises and the method of operation of all escape routes within the premises
- The purpose of fire resisting doors and their locations within the premises
- Evacuation procedures for the premises and the location of the assembly point
- Practice and promote fire prevention
- Report any concerns regarding fire safety to the Service Manager / Line Manager so that any shortfalls can be investigated and remedial action taken
- Immediately raise the alarm on discovery, or suspicion, of a fire
- Not chock or wedge fire doors open.

Caretech Community Services Limited does not expect employees to fight fires, however extinguishing action can be undertaken if it is safe to do so and you have been trained.

On no account should a closed room be opened to fight a fire.

Fire Action

If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The Senior Person Present will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- *"We have a fire at Caretech Community Services Limited"* and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Call the fire service immediately to every fire or on suspicion of a fire.

On Notification Of A Fire

- The Service Manager / Line Manager will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The Service Manager / Line Manager will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

Use the nearest available exit.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.

First Aid In The Workplace

Description

People at work can sustain an injury or become ill. It is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate First Aid cover is essential - it can save lives and prevent minor injuries becoming major ones.

Associated Injury Or Ill Health Issues

- Bodily injuries: blows, cuts, scratches, bites, impact, crushing, stabs, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

Employer's Responsibilities

Caretech Community Services Limited will:

Carry out a First Aid risk assessment for each workplace to identify:

- The level of First Aid cover required, e.g. 'First-Aiders' or 'Appointed Persons. Consideration will be given to cover annual leave, sickness etc
- Emergency procedures
- First Aid equipment and facilities. Provide the minimum numbers of First Aid personnel at all times
- Display the names of trained First Aiders and the location of First Aid kits
- Regularly monitor the contents of First Aid kits and replenishment stock – this will include first aid kits provided in vehicles belonging to the Caretech Setting
- Provide training and refresher training of First Aiders and Appointed Persons
- Dispose of contaminated waste properly
- Keep employees informed of the First Aid arrangements.

First Aid Provision For Non-Employees

Whilst the Health and Safety (First Aid) Regulations place a duty on employers to make provision for their own employees, there is no legal responsibility towards non-employees. However, the Health and Safety Executive strongly recommends they be included in an organisation's First Aid provision. Therefore, when calculating the number of First Aiders for a workplace, the number of persons that may use or be present in the building at any one time should be taken into account.

First-Aiders Are Responsible For:

- Ensuring that their First Aid at Work or Emergency First Aid at Work Certificate is kept up to date
- Undertaking an appropriate training course and, if required, attending refresher courses annually
- Assessing the immediate situation where First Aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering First Aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed Persons Are Responsible For:

- Only administering the level of First Aid for which they are trained
- Calling for the appropriate medical assistance.

Employees Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, employees will:

- Co-operate with management arrangements for First Aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the Service Manager / Liine Manager or senior person on duty.

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been properly installed or maintained. When gas does not burn properly, toxic carbon monoxide is produced.

Associated Symptoms

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:-

- All reasonable steps are taken to secure the health and safety of employees and others required to use or operate gas appliances. In this respect the term gas refers to mains gas, liquefied natural gas and liquefied petroleum gases, i.e. propane and butane
- Risk assessments are undertaken in respect of gas safety
- Gas installations and appliances are CE marked and installed by competent persons in accordance with the Gas Safety (Installation and Use) Regulations
- Gas installations are maintained in a safe condition by carrying out annual safety checks and regular maintenance
- Portable and transportable gas appliances are inspected and tested frequently as required by regulation. The frequency will also depend on the environment in which the appliance is used and the conditions of usage
- Safe systems of work for maintenance, inspection and testing are implemented
- Monitoring of gas inspection, design and installation work, and the gas safety management system is carried out by competent persons
- Contractors and persons who carry out work on gas installations and appliances are competent to do so
- Suitable equipment, e.g. special tools, gas detection devices, Personal Protective Equipment (PPE) is provided as identified by Risk Assessment. Such equipment is maintained in good condition
- Safety information is exchanged with contractors to ensure they are fully aware of (and agree to comply with) Caretech Setting's health and safety arrangements
- Detailed records required by the regulations in relation to the above are maintained.

Employees Responsibilities

Employees will:–

- Co-operate with the Caretech Setting's arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the Service Manager / Line Manager or senior person on duty.

Glass and Glazing

Description

The Health and Safety at Work etc Act does not specifically mention glazing, but the introduction of the Workplace (Health, Safety and Welfare) Regulations included requirements for glazing, for which the duty to comply will fall to the Company.

Associated Hazards

- Cuts and lacerations from exposed edges or broken glass panels
- Eye injuries from small flying glass particles
- Food contamination
- Light fitting breakages.

Employer's Responsibilities

- A risk assessment will be undertaken in respect of all window or other translucent surface in a wall, partition, gate or door to establish whether there is a risk of anyone being hurt if people or objects come into contact with it, or it breaks
- Carry out visual maintenance checks for integrity of glass structures.
- Ensuring that where there is potential for an individual to fall through the window at height, measures are implemented to prevent people or objects coming into contact with the glazing
- Ensuring that glass for windows and patio doors be constructed of safety glass to a recognised standard or alternatively be fitted with suitable safety film that prevents the glass from shattering with attention given to low level, door, adjacent to doors and partition glazing.
- Windows will also be clearly marked in a prominent position with manifestations to prevent people colliding with them when they are closed
- Any windows that are accessible to pedestrians above ground level, and could result in personal injury due to a fall from height, will be fitted with suitable tamperproof restrictors to prevent the window being opened to such an extent that someone could climb through and/or fall. In order that adequate natural ventilation is allowed into the room the opening gap will be restricted to approximately 100mm. Such restrictors must be regularly checked and the checks documented;
- Where necessary, traffic routes will be reorganised (either for people or vehicles) to avoid the risk of glazing being broken by impact.

Employees Responsibilities

- Cordon off access and report all damaged or broken glazing
- All accidents and incidents must be reported as per the Company accident reporting procedure.

Hand Protection - Latex Gloves

Description

Latex products are durable, flexible and give a high degree of protection against microorganisms, whilst giving the wearer sensitivity and control. However, over the last 20 years, the health risks associated with exposure to natural rubber latex (NRL) have become more widely recognised, and there has been an increase in the number of reported cases of asthma and skin complaints, which may be attributed to NRL.

In addition to being present in gloves, NRL is present in some plasters and wound dressings, catheters and urinary sheaths, carpet backing, some shower curtains, window insulation and clothing elastics – this list is not exhaustive.

Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including:

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin in areas exposed to latex. The symptoms can be due to contact with the product, on some occasions the symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – localised or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects will occur almost immediately and in rare cases cause a severe reaction known as an anaphylactic shock
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring between 10-24 hours after exposure, can worsen over the next 72 hours. Chemical additives used in the manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product that is capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause the symptoms to recur
- Respiratory sensitisation - Proteins in powdered latex gloves can leach into the powder, which can become airborne and subsequently be inhaled when the gloves are removed.

Employer's Responsibilities

As a responsible employer, Caretech Community Services Limited will ensure that:

- Latex gloves will be restricted to those occasions where a risk assessment concludes that they are the only option
- Appropriate alternative glove materials such as nitrile, neoprene, chloroprene or vinyl will be provided
- The use of latex gloves will be subject to a written risk assessment in accordance with the COSHH Regulations
- The use of *powdered* latex gloves is not permitted
- Where latex gloves are assessed as being essential, they will be low protein and powder free, and personal exposure time will be minimised
- Regular health surveillance of staff using latex gloves is conducted. This should be carried out within a department by a responsible person, using an Initial Health Assessment Questionnaire / Annual Health Assessment Questionnaire
- Health surveillance records will be kept for at least 40 years
- Employees who have been sensitised to latex will be protected, e.g. by refraining from handling latex products or working in areas where airborne particles could be present
- Persons displaying positive symptoms of latex allergy are referred to their GP or occupational health provider and that the use of latex ceases immediately, pending investigation
- The necessary information, instruction and training to enable employees to manage and comply with this policy is provided.

Employees Responsibilities

- Comply with this policy and follow the associated protocols/procedures/safe systems of work for their areas of work and responsibility
- Report any allergic reactions to the employer.

Additional Information

- Wearing any form of protective glove may have adverse effects upon the hands
- Using antiseptic or germicidal agents, or continuously washing and drying the hands with detergents or soaps after wearing gloves may dry out the skin by depletion of the natural oils
- Powders or other lubricants that make the gloves easier to put on may irritate the skin. Sweating or rubbing under the gloves may also contribute to skin irritation

- When the skin becomes injured it is important to remember that it cannot act as a barrier and protect the body from infection and common contact allergens
- Gloves should only be worn for activities when personal protective equipment is the only feasible form of protection. When using gloves, appropriate hand care is essential to minimise reactions.

Hazard Reporting

Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated Hazards

- Tripping on trailing wires or loose floor coverings
- Faulty electrical fittings
- Unguarded edges
- Obstructed emergency exit routes.

N.B. This list of hazards is not exhaustive.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employees tripped over a trailing cable but no injury occurred.

Employer's Responsibilities

Caretech Community Services Limited accepts that some of its work activities could, unless properly controlled, create hazards to employees and other people. To reduce the likelihood of injury or loss we will take all reasonable steps to reduce the risks to an acceptable level.

Consequently, Caretech Community Services Limited will inform employees of likely hazards by means of risk assessments, information, instruction, signage, training and documentation.

To aid the recording of hazardous situations Caretech Community Services Limited has implemented a hazard reporting procedure for employees, this will encourage safety awareness in the workplace. By encouraging the workforce to use these systems, accidents should be reduced and lead to a safer working environment. In turn, this should improve the attitude of the workforce towards safety.

Employees Responsibilities

- Employees will use the employer's hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace
- When a hazard has been identified it must be reported immediately to your supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as is reasonably practicable, to prevent injury or unsafe conditions.

Health Surveillance

Description

Health surveillance is conducted by observing, communicating and systematically watching for early signs of work-related ill health. Health surveillance is essential if there is an identifiable disease or adverse health effect related to an employees' exposure to a health risk, which a risk assessment has identified as having a reasonable likelihood of occurring.

It requires implementing procedures to achieve this, including simple methods (e.g. looking for skin damage on hands), technical checks (i.e. audiology tests) or more involved medical examinations.

Some hazardous substances require health surveillance as a condition of use.

Health surveillance records should be kept for forty years and include:

- Surname and forename
- Permanent address
- Sex
- Date of birth
- National Insurance Number
- Date of commencement of present employment
- A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance.

Associated Hazards

- Noise
- Whole body or hand-arm vibration
- Solvents, fumes, dusts, biological agents and other hazardous substances
- Dermatitis
- Asthma
- Asbestos, lead or work with compressed air
- Ionising Radiation
- Diving.

Employer's Responsibilities

Caretech Community Services Limited will:

- Carry out a risk assessment to identify the health hazards within the workplace and communicate the findings to employees
- Take any necessary measures to remedy any risks found as a result of the assessment
- Ensure that new staff are included in health surveillance programmes
- Ensure that staff transferring to different work activities are included in the health surveillance programme if required
- Provide staff with relevant information and training
- Communicate the results of health surveillance to relevant employees
- Ensure that employees and their representatives are consulted on the need and procedures for health surveillance
- Ensure that personal files are kept up-to-date
- Ensure that staff attend the health surveillance programme
- Ensure that sickness absence is monitored and employees are referred to management if the reason for absence is thought to be work-related
- Provide personal protective equipment where required
- Monitor and review the effectiveness of the arrangements.

Employees Responsibilities

- Employees must co-operate with Caretech Community Services Limited on matters of health and safety. This extends to health surveillance where it has been identified as a necessary control measure or where there is a specific statutory requirement
- If any employees have a concern about health and safety or experiences symptoms of ill health, they must inform management immediately.

Housekeeping

Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

Employer's Responsibilities

Caretech Community Services Limited will:

- Carry out a risk assessment in relation to housekeeping within the company and introduce control measures as appropriate
- Take any necessary measures to remedy any risks found as a result of the assessment
- Implement steps for the maintenance, cleaning and repair of the premises
- Train employees to be aware of their responsibilities for ensuring that hazards are not created from their work or equipment
- Inform every employee of the risks which exist
- Re-assess housekeeping as necessary if work processes change.

Employees Responsibilities

Employees must:

- Co-operate with management arrangements for good housekeeping in the workplace
- Follow any guidance and instruction given to prevent injury or ill health
- Report to the employer any hazardous or dangerous situations.

Information, Instruction, Supervision and Training

Description

Preventing accidents and ill health caused by work is a key priority for Caretech Community Services Limited. Health and safety information, instruction, supervision and training helps the Caretech Community Services Limited to ensure its employees are not injured or made ill by the work undertaken, promotes a positive safety culture where safe and healthy working becomes second nature to everyone and enables Caretech Community Services to meet its legal duty to protect the health and safety of its employees.

Employer's Responsibilities

Caretech Community Services Limited will: -

- Consult with relevant persons to identify the information, instruction, supervision and training required, taking into account employee's level of skills, knowledge and experience, the risks identified in the workplace and any relevant, specific individual needs
- Undertake a training needs assessment for all employees and provide the necessary training identified
- Ensure that the demands of the job do not exceed an employee's ability to carry out the work, without risks to themselves and others
- Provide and prioritise information, instruction, training and supervision based on risk assessment and ensure that any high risk needs are met first
- Determine the most suitable method for delivery of the information, instruction and training, including the use of internal and external providers
- Assess the suitability of the information, instruction, supervision and training and its effect on the employee and/or the business to enable changes, modifications or additions to be made if required.

Specifically, Caretech Community Services Limited will provide information, instruction, supervision and training for employees:

- On recruitment/induction
- When moving persons to another task or on promotion
- When the workplace environment, process, equipment or system of work changes
- If a review of risk assessments, safe systems of work and training needs determines a refresher program is required.

Suitable records will be maintained of all information, instruction and training provided.

Employees Responsibilities

Employee will: -

- Attend all training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training.

Kitchen Safety

Description

Kitchen safety is important to the health and well-being of employees and service users. Caretech Community Services Limited recognises that many accidents occur in kitchens as a result of the combination of work processes, equipment and the working environment, and so will ensure that safety procedures are considered and followed, in order to reduce injuries.

Personal hygiene is an important element of food safety and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness, personal habits and the wearing of suitable protective clothing. If personal hygiene rules are not applied, food may be exposed to the risk of contamination.

Associated Hazards

- Machinery, equipment and cooking processes
- Manual handling
- Cleaning chemicals
- Hot liquids and surfaces
- Wet floors
- Naked flame
- Unauthorised access
- Poor personal hygiene (food safety).

Employer's Responsibilities

Caretech Community Services Limited will ensure that:

- Suitable and sufficient risk assessments for the associated work activities are undertaken
- Safe systems of work are developed, implemented and staff trained accordingly
- Work equipment meets regulatory requirements for safety and is positioned securely
- A competent person maintains work equipment on a regular basis
- There is enough room in the kitchen for persons to move around safely
- All walls, ceilings and doors are of a suitable construction and finish to be easily maintained
- To prevent the entry of insects and dust into the room, cleanable fly screens are fitted to external windows and doors
- Where necessary, mechanical local exhaust ventilation is provided to remove excessive heat from the kitchen
- Slip resistant floors are provided that are made of durable non-absorbent material and do not have any crevices, so that effective cleaning is possible
- Suitable personal protective equipment (PPE) is provided, as specified in the risk assessments, free of charge
- Staff are trained in the safe use of equipment
- Arrangements are monitored and reviewed regularly
- Access to the kitchen is controlled
- Kitchen equipment is regularly maintained following manufacturer's recommendations.

In addition Caretech Community Services Limited aims to ensure that food handlers

have the practical skills and knowledge required to carry out their duties without risk to food safety.

To enable the Caretech Setting to prove due diligence Caretech Community Services Limited will:

- Provide instruction and/or training for all food handlers. This training will be provided at induction and will be enhanced and refreshed as necessary, and in accordance with their food handling duties
- Only allow adequately trained staff to prepare food
- Develop and implement a jewellery policy that focuses on food safety. (Due consideration will be given to the cultural beliefs of food handlers the primary focus will be on protecting food from contamination)
- Ensure all staff working in food preparation areas wear suitable, clean clothing that should be changed and laundered regularly
- Where applicable (Dependant on Service) provide a dedicated wash hand basin together with adequate supplies of hot and cold water, soap, nailbrush and adequate hand drying facilities, in or adjacent to the food preparation area.

Employees Responsibilities

Employees will:

- Comply with this policy and follow the associated protocols, procedures and safe systems of work for their areas of work and responsibility
- Not interfere with any safety device used on equipment
- Report any faulty equipment to management
- Ensure any food or drink that is accidentally spilt is cleaned up immediately and the appropriate warning signs displayed in prominent positions
- Familiarise themselves with COSHH assessments and safe handling of chemicals before use
- Wear any personal protective equipment (PPE) provided.

In addition, all employees (food handlers) must comply with the following:

- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing their nose
- Long hair will be tied back and preferably covered
- Food handlers must not spit, sneeze or cough over food
- Cuts and sores must be covered with a waterproof (preferably highly visible) dressing
- Jewellery will be kept to a minimum when preparing and handling food – a plain wedding ring and sleeper earrings are acceptable.

Reporting Illness/Exclusion

- Employees must report to their supervisor if they, or anyone with whom they have been in close contact, are suffering from diarrhoea, stomach upset or vomiting
- Food handlers should also report scaling, weeping or discharging lesions on an exposed part of their skin
- Food handlers suffering from any of the complaints listed above will be excluded from food handling duties until they have fully recovered.

Ladders and step ladders

Description

Over a third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect selection and use of equipment.

By conducting a risk assessment, it may be determined that ladder use is acceptable for work of short duration (less than 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps and necessary control measures and training are adhered to.

Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or over stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

Employer's Responsibilities

Work at height should be avoided where possible, where this is not possible then all reasonable actions will be taken by Caretech Community Services Limited to ensure the safety of employees who work with ladders.

Caretech Community Services Limited will, in consultation with employees and their representatives: –

- Carry out a risk assessment of work activities involving the use of ladders
- Take all necessary measures to reduce any risks found as a result of the assessment
- Ensure that when new ladders are purchased that they conform to EN131 Professional standard and are suitable for the task required
- Ladders conforming to older standards (purchased prior to January 2018) must be risk assessed. Ensure that adequate checks have been completed and where ladders are no longer suitable for use, they must be replaced with ladders conforming to the newer EN131 Professional standard

- Domestic ladders must not be used for work purposes.
- Ensure that all ladders supplied are of good construction, sound material and are suitable for the tasks to be performed
- Ensure that all ladders used are clearly identified, regularly inspected and maintained
- Maintain a records system, which identifies each ladder and logs each inspection, repair and maintenance procedure undertaken
- Provide appropriate information and training to employees who use ladders, including additional information and training where the ladder is used in a high-risk environment or in a way, which increases the risks involved
- Ensure ladders are stored in a way that does not lead to warping, defects or reduction in strength
- Implement a reporting system, so that any concerns, problems, risks or defects encountered while using the ladders can be reported to a responsible person and the appropriate action taken
- Ensure that ladders are secured when not in use to prevent unauthorised use.

Safe use of ladders

- Ladders should be appropriate for the job and not exceed 9 metres in length
- Ladders should comply with British/European Standards, ladders purchased should conform to EN131 Professional.
- Domestic equipment should not be used
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion
- Footpads must be in good condition
- Ladders should have slip-resistant rubber or plastic feet
- Ladders must be free of missing/loose rungs
- Ladders should be regularly inspected, and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base

- During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest
- Ladders should be positioned one metre out at the base for every four metres in height
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping
- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs
- There should only be one person on the ladder at any one time
- Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- employees should be fully trained in ladder use
- Never use ladders near power lines or in strong winds.

Safe Use of Stepladders

- Stepladders should be of robust construction and in good condition, any replacements purchased should conform to EN131 Professional.
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time
- The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Employees Responsibilities

Employees will: –

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material
- Report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Advise the employer of any health issues, which may affect the ability to work at height.

Laundry Work

Description

There are many hazards associated with the operation of a laundry and it is our policy to ensure, so far as is reasonably practicable, that risks to the health and safety of employees and others who may access this area are adequately controlled.

Associated Hazards

- Use of machinery (bodily injury)
- Manual handling of heavy bags or containers (musculo-skeletal injury)
- Soiled laundry (exposure to pathogens)
- Environmental issues (heat, ventilation)
- Wet or cluttered floors (slips, trips, falls)
- Hot water (burns and scalds)
- Chemical cleaners (occupational dermatitis)
- Fire.

Employer's Responsibilities

To maintain a safe working environment we will ensure that:-

- Suitable and sufficient risk assessments are undertaken for work activities
- Work equipment meets regulatory requirements for maintenance and safety, including interlocks where required
- Guidelines setting out cleaning and operational procedures for plant, equipment and laundry are available
- Safe systems of work/work procedures are developed and implemented
- Where applicable and service dependant, colour coded laundry bags are provided to enable linen to be segregated at source, thus minimising handling of soiled items of bedding or service users' personal clothing
- Manual handling risk assessments are undertaken and handling equipment is provided where practicable
- Chemical data sheets are available and COSHH assessments carried out
- Suitable uniform and personal protective equipment (PPE) is provided, as specified in the risk assessments
- Suitable hand washing facilities are provided within the laundry
- Where applicable and required (Risk management), entry to the laundry is controlled, to prevent unauthorised access by service users or visitors
- Employees receive adequate information, instruction and training to enable them to carry out their laundry duties safely and without risk to their health
- Arrangements are monitored and reviewed regularly.

Employees Responsibilities

Employees will:-

- Comply with protocols, procedures and safe systems of work for their areas of work and responsibility
- Use equipment as instructed and following manufacturer's guidelines
- Not interfere with any safety device used on machinery
- Carry out periodic checks on operation of interlocking devices
- Report any faulty equipment to employer
- Familiarise themselves with COSHH assessments and safe handling of chemicals before use
- Wear personal protective equipment (PPE) as provided
- Follow safe working procedures for handling of soiled laundry
- Refrain from eating or drinking in the work area, and to follow hand-washing protocols.

Legionella

Description

Legionellosis is a collective term for those diseases caused by legionella bacteria including the most serious, Legionnaire's disease as well as the less serious Pontiac fever and Lochgoilhead fever.

Legionellosis can affect anyone who inhales small droplets of water (aerosols) from water systems, e.g. showers that are contaminated with legionella bacteria.

The Health and Safety Executives (HSE)'s Approved Code of Practice defines the following responsibilities:-

Duty Holder

A Duty Holder may be:-

- The employer, where the risk from their undertaking is to their employees or others
- A self-employed person, where there is a risk from their work activities to themselves or others
- The person in control of the premises (or systems in connection with work), where there is a risk from the systems in the building e.g. where a building is let to tenants but the landlord keeps responsibility for its maintenance.

The Responsible Person

This is the person(s) appointed by the Duty Holder, to help them carry out the risk assessment and the day-to-day operational procedures to control the risks from Legionella bacteria. They will have sufficient authority, competence and knowledge of the water systems and installation.

Associated Hazards

The risk of someone contracting legionellosis depends on:-

- **The presence of Legionella bacteria:** the conditions that encourage Legionella bacteria to multiply include poorly maintained systems, ineffective control measures, presence of rust, sludge, scale, etc. and water temperatures between 20 – 45 deg C
- **The means of creating and disseminating breathable aerosols,** e.g. from spas, showers, taps, fire sprinkler systems, water jets, hose pipes, atomisers, fountains and hot water systems, etc
- **The person:** The disease/fever can affect anyone however some people are at higher risk than others e.g. those people over 50, smokers, heavy drinkers, diabetics, those with respiratory problems and immune system impairments.

The Duty Holder's Responsibilities

Caretech Community Services Limited will ensure that:-

- A suitable and sufficient risk assessment is carried out to identify and assess the risk of exposure to Legionella bacteria from work activities and water systems under their remit
- A Written Scheme is produced and implemented, where a reasonably foreseeable risk of exposure exists, for preventing or controlling the risks
- A Responsible Person is appointed to help the Duty Holder manage the day-to-day operational control procedures in accordance with the Written Scheme
- Steps are taken to check that equipment supplied for water systems are designed to minimise the growth of legionella bacteria and are installed in compliance with relevant water related regulations
- Persons working with water systems are appropriately supervised and have been provided suitable information, instruction and training including the significant findings of risk assessments
- The risk of Legionella is eliminated, where reasonable practicable, through improved engineering design of water systems, e.g. by removing dead legs or removing unused showers where water can stagnate
- Regular cleaning, treating, maintaining and operating of water systems at predetermined intervals
- Regular monitoring, inspecting, testing, e.g. water temperatures and Legionella bacteria levels, if needed and reviewing of the water system's control measures, risk assessments and the Written Scheme to check their effectiveness
- The risks from scalding are minimised.

Records are kept of the:-

- Appointed responsible people for conducting the risk assessment, managing and implementing the Written Scheme
- Significant findings of the risk assessment
- Written Scheme and its implementation
- State of operation of the water system (working or not)
- Results of any monitoring, inspections, tests or checks carried out including dates
- Where relevant, the requirements of the Reporting Injuries and Dangerous Occurrences Regulations, RIDDOR is complied with.

Service Manager / Line Manager will ensure that: -

- With the assistance of a competent person, carry out a risk assessment, develop a Written Scheme and seek/implement advice on prevention and control procedures.

Employees Responsibilities

Employees must:-

- Co-operate with Caretech Community Services Limited's arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by Caretech Community Services Limited to prevent ill health
- Report to the Service Manager / Line Manager any disease diagnosed as Legionnaires ' disease
- Report to the Service Manager / Line Manager, any hazardous or dangerous situations.

Lifting Equipment And Lifting Operations

Description

"Lifting equipment" as defined in the Lifting Operations and Lifting Equipment Regulations (LOLER) regulations, means "work equipment for lifting or lowering loads and includes its attachments used for anchoring, fixing or supporting it".

Lifting equipment in Caretech settings includes hoists, passenger and stair lifts, vehicle tail lifts and hydraulic tables. The equipment can be either hand-operated or mechanically/electrically powered. Lifting accessories such as slings and chains are also included.

By choosing appropriate equipment and using it effectively, the risk of an incident or sustaining an injury is greatly reduced.

Note: The use of hoists is covered more fully in the arrangement for People moving and handling.

Associated Hazards

- Lifting equipment being overloaded, causing collapse
- Equipment striking other objects or people
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives.

Employer's Responsibilities

As part of our work activity involves the use of lifting equipment, Caretech Community Services Limited will ensure that:-

- Appropriate equipment is chosen and is safe and fit for purpose
- All lifting equipment is thoroughly examined before being used for the first time and at regular intervals thereafter and a current certificate kept. Formal checks and servicing are to be recorded
- All lifting equipment is inspected, maintained and examined by competent persons in line with the manufacturer's recommendations, written examination scheme and applicable legislation
- Equipment used for lifting people, e.g. hoists, passenger and stair lifts are thoroughly examined every six months
- Lifting equipment is clearly marked with its safe working load
- Relevant employees are trained in the safe use and operation of lifting equipment
- Competent people carry out lifting operations in a well-planned manner.

Caretech Community Services Limited will ensure that risk assessments are carried out to identify any significant hazards that arise from the use of lifting equipment. These

assessments will be communicated to all relevant employees. When compiling assessments the following points are to be considered:-

- The type of load being lifted
- The risk of the load or equipment falling and striking a person or object
- The risk of lifting equipment overturning whilst in use
- The load-bearing capability of the ground on which it is situated.

To ensure the safety of everyone, any incident involving lifting equipment will be investigated immediately and appropriate action taken.

Caretech Community Services Limited will also ensure that any Dangerous Occurrences, as defined under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), are reported to the Health and Safety Executive.

Employee Responsibilities

All employees are responsible for the safe use of lifting equipment and should only carry out work for which they have been trained. The following controls must be adhered to:-

- Lifting equipment should only be used for the task for which it is designed
- Before use, ensure lifting equipment and associated accessories are marked with their safe working load
- Only use equipment and associated accessories if they hold a current test certificate
- Use all lifting equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the lifting operation being undertaken
- Isolate and immediately report any damaged, misused, non-inspected or faulty work equipment.

Lighting

Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated Hazards

- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

Employer's Responsibilities

To safeguard employees and visitors from the potential hazards presented by inadequate lighting, Caretech Community Services Limited will: –

- Carry out an assessment of lighting in the workplace to determine whether it is suitable. This will take into account employees with visual limitations together with the needs of older people
- Take any necessary measures to remedy any risks found as a result of the assessment
- Train employees on how to adjust for proper lighting in their jobs to prevent visual fatigue
- Ensure that work is carried out by natural light wherever possible
- Take precautions against glare
- Ensure that lights are positioned to avoid risks to health and safety (fire etc)
- Ensure that supplementary lighting is provided, as necessary
- Ensure that safe access is provided in order to clean or replace the lights or windows
- Develop safe systems of work for such cleaning or replacement.

The following recommended standards may be adopted by Caretech Community Services Limited:–

- Outdoor lighting, especially where personal security is an issue - 20 lux, constantly maintained

- Loading bays and outdoor work areas - 50 lux
- Work requiring limited perception of detail - 100 lux
- Local lighting at individual workstations - 200-500 lux with no sources of glare (i.e. direct sunlight, unshaded light-bulbs etc)
- Staircases and escalators - 300 lux, lit to provide good contrast between the treads and risers of the steps
- Cellars and storerooms - 300 lux
- Crossing points on traffic routes - 300 lux, constantly maintained.

Emergency Lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to: –

- Clearly indicate the escape route
- Allow safe movement along the route and through exits
- Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting, and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during night-time hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

Employees Responsibilities

Employees must: -

- Report any defective lighting to the employer
- Report any discomfort experienced as a consequence of lighting in the workplace
- Co-operate with management arrangements for workplace lighting.

Lone Working

Description

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include a person working on their own in a workshop, plant room, undertaking gardening activities or making home visits.

Associated Hazards

- Accidents
- Fire
- Violence whilst at work
- Manual handling activities
- Transport breakdown/accident en-route
- Severe weather conditions
- Unwarranted tracing of home address via vehicle registration
- Injury received whilst entering unsafe premises
- Lack of adequate visibility, due to poor lighting.

Employer's Responsibilities

Caretech Community Services Limited realise that there may be concerns surrounding lone working. To allay these fears we will: -

- Identify employees who may, from time to time, be lone workers
- Check that lone workers have no medical conditions that would make them unsuitable for working alone
- Make a suitable and sufficient assessment of the risk to the health and safety of lone workers and others who may be affected
- Identify the preventative and protective measures needed, so far as is reasonably practicable
- Provide adequate security for lone workers, e.g. locks, CCTV
- Ensure that mechanisms are in place to account for and trace the whereabouts of employees who work alone and that these systems are regularly checked
- Ensure that training in interpersonal skills, managing aggression and personal safety, that emphasises prevention and the continual assessment of risk, is in place and available to employees

- Establish emergency procedures in consultation with employees
- Consider installing or providing devices to raise an alarm in the event of an emergency, e.g. mobile phones, panic alarms, 'man- down' systems
- Provide access to first aid facilities as identified by the work activity risk assessment
- Ensure that appropriate support is given to staff following an adverse incident
- Ensure lone workers are covered by the employer's liability insurance cover

Employees Responsibilities

Employees who are recognised as lone workers will: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the Service Manager / Line Manager
- Provide information on their whereabouts during working hours, to the senior person on duty
- Report all incidents relating to lone working using Caretech Community Services Limited reporting procedure.

Maintenance

Description

Plant and equipment requires regular maintenance (including cleaning and adjusting) to ensure that it remains in safe working order.

Associated Hazards

- Unexpected start up of equipment during maintenance activity
- Entrapment in moving parts causing bodily injury
- Exposure to substances hazardous to health during maintenance work.

Employer's Responsibilities

Caretech Community Services Limited Will:-

- Undertake suitable and sufficient risk assessments of maintenance activities
- Implement appropriate measures to protect employees undertaking maintenance operations
- Ensure that contractors provide suitable risk assessments and safe systems of work before undertaking any maintenance work within the Caretech Setting
- Ensure that any maintenance work undertaken by employees or contractors is adequately supervised, and that other people in the Caretech Setting are made aware of maintenance activities being performed
- Implement a permit to work system, if required, to control higher risk tasks, e.g. work at height, confined spaces
- Ensure that all persons who maintain, supervise or manage maintenance work are competent to do so
- Ensure that all equipment used for maintenance work is kept in efficient order and good repair
- Provide personal protective equipment (PPE) to employees as identified by risk assessment.

Employees Responsibilities

Employees Will: -

- Only carry out maintenance activities on equipment or machinery if trained and authorised to do so
- Not undertake any maintenance activity that they believe is beyond their capability
- Follow instruction, guidance and safe systems of work in respect of equipment or machinery maintenance
- Make full and proper use of all personal protective equipment (PPE) that has been issued.

Manual Handling

Description

Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying. Load means, e.g. equipment, materials or substances.

Manual handling is one of the most common causes of injury at work and causes over a third of all workplace injuries which include work related Musculoskeletal Disorders (MSDs) such as upper and lower limb pain/disorders, joint and repetitive strain injuries.

Manual handling injuries can occur anywhere in the workplace.

Associated Hazards Include:

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

Employer's Responsibilities

Caretech Community Services Limited will ensure that: -

- Manual handling operations that present a risk of injury are identified
- Handling operations that present a risk of injury are avoided, so far as is reasonably practicable, by eliminating the need for the load to be moved or by the introduction of automation or mechanisation
- Those operations that cannot be avoided are assessed using an ergonomic approach that considers the Task, Individual capacity, Load and Environment (TILE) elements to determine the level of risk. The assessment will be recorded and reviewed if circumstances change
- Measures required to eliminate the risk, or reduce it to the lowest level that is reasonably practicable, are identified from the information in the risk assessment and are used to implement a safe system of work
- Suitable, fit for purpose, equipment including personal protective equipment (PPE) is provided, where necessary, to minimise harm from manual handling tasks
- Any new work that might involve manual handling operations is assessed and safe systems of work are implemented before the work commences
- Manual handling risk assessments are reviewed at least annually and in addition, are reviewed immediately if any of the components of the work situation have changed
- Suitable information, training and supervision is provided for all employees engaged in manual handling tasks and that such training is recorded, monitored, evaluated and reviewed
- Incidents that result from manual handling tasks are fully investigated and risk assessments, systems of work and training needs are reviewed in light of such incidents
- Sufficient information about loads and environment is given to other employers who have control of workers on the premises, and to self-employed contractors that will enable them to meet their responsibilities under the regulations

- Premises outside the regular workplace at which employees may have to perform manual handling operations are taken into consideration when undertaking a manual handling assessment.

Employees Responsibilities

Employees will: -

- Attend manual handling training sessions as required and apply the knowledge gained from training to their daily work
- Follow the safe systems of work designed and introduced by the Caretech Community Services Limited and do not deviate from this without good reason
- Not undertake any manual handling operation that is beyond their capability
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use mechanical aids that have been provided for use and for which you have been trained. Any faults with mechanical aids should be immediately reported to the Service Manager / Line Manager
- Assist and co-operate with the process of the assessment of risk
- Report all accidents, injuries and near misses involving handling activities – however trivial
- Inform the Service Manager / Line Manager if normal manual handling duties cannot be undertaken because of injury, illness or any other condition
- Report any unsafe practices at work.

Multi-Purpose Vehicles (MPV) & MPV Outings

Description

Multi-Purpose Vehicles (MPV) outings are an important addition to the services we provide in the Caretech Setting. The safe use of MPV must take into account not only the roadworthiness of the vehicle and the competence of the driver, but must include arrangements to ensure the care and safety of service users during the outing.

Associated Hazards

The principal hazards associated with the use of a MPV are:-

- Vehicle suitability, including seats and restraints/wheelchair restraints
- Loading and unloading of passengers
- Misuse or failure of tail lift
- Insufficient supervision of passengers
- Road Traffic Accident or vehicle breakdown.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:-

- The vehicle is regularly serviced and maintained in accordance with the manufacturer's instructions
- The vehicle is adequately insured
- Drivers are fit and competent to drive, and hold a valid driving licence for the class of vehicle
- Employees who act as escorts on outings receive sufficient information, instruction and training in relation to minibus outings
- Written safe systems of work are in place for the use of the tail lift, if relevant
- Only those who have received adequate certificated training may operate tail lift equipment
- Tail lifts are serviced at six-monthly intervals and undergo an annual weight check
- The minibus is equipped with seat belts that conform to the relevant legislation
- Each MPV contains an emergency provisions pack including a first aid kit; blankets; personal care equipment: an up-to-date list of emergency contact numbers; a means of making emergency contact
- A nominated person(s) will take overall responsibility for the maintenance and upkeep of the vehicle. This should include checking the vehicle on a regular basis, maintaining a clean and tidy vehicle, monitoring adherence to service intervals for the vehicle and the tail lift, monitoring condition of wheelchair restraint and passenger restraint equipment
- All records relating to the servicing of the vehicle, including annual weight check certificates, remain on file and are available for inspection

- All journeys involving service users are risk assessed to identify the number and competency of escorts required on the journey, and the need for specialist equipment and resources. The Service Manager / Line Manager or Deputy will sign off the risk assessment
- All passengers are assessed by a competent person as to the safest method of entry to/exit from the vehicle – using the side step or using the tail lift (walking and wheelchair passengers).

Employee's Responsibilities

- Drivers must have a valid drivers licence for the class of vehicle they are driving
- Drivers must inform the employer if they become aware of any medical condition or take medication that might affect their ability to drive
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose and is in a safe mechanical condition
- Drivers must comply with traffic legislation, be conscious of road safety and demonstrate safe driving
- Escorts must be aware of and comply with the findings of the outing risk assessment
- Escorts must comply with information, instruction and training given by the competent person in relation to MPV safety procedures
- Drivers and escorts must not be under the influence of alcohol or drugs
- Escorts must not smoke, or permit anyone else to smoke, in the minibus.

Additional Information

Seating: All passengers in the vehicle must be seated fully and squarely on a seat with armrests down, or in a wheelchair, and seatbelts applied.

Wheelchair restraints: The majority of MPV now use the Unwins 4 point restraint system for securing wheelchairs within the vehicle. This comprises a pair of non-adjustable tongue and buckle restraints for the front and a pair of adjustable Karabiner hooks or tongue and buckle restraints for the rear.

Passenger restraints: All seats within the vehicle, including seats in the front and wheelchairs, must have their own passenger restraint/seatbelt. All seatbelt fixings must provide for a lap and diagonal effect. It is not acceptable for a service user to travel in a wheelchair in the MPV, with a lap belt only. In an accident scenario, lap belts can lead to internal or spinal damage.

Monitoring, Inspection And Review

Description

There is a legal requirement to monitor and review health and safety arrangements.

This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes:-

- Checking compliance in following the Health and Safety Policy, control measures stated in risk assessments and safe systems of work
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Checking competence of workers
- Checking the wellbeing and health of workers.

Employer's Responsibilities are to:-

- Prepare and implement a plan for regular monitoring and inspection of health and safety arrangements
- Arrange with Citation Ltd for annual inspections of the workplace and processes to be undertaken
- Monitor employees health requirements and fitness to work, where applicable, e.g. eye tests, effects of noise and vibration, general fitness etc., as required by risk assessment
- Ensure competent persons regularly inspect, examine and test equipment, where applicable, following manufacturer's recommendations and at intervals, where set by statutory requirements
- Regularly inspect the workplace and activities to ensure a safe working environment
- Regularly check progress in complying with health and safety plans
- Regularly check employee and contractor competence during work activities to ensure they are working safely and are following the requirements of the employee handbooks, instructions, etc
- Review risk assessments at least annually, or where there has been a significant change in tasks, premises layout, equipment or personnel
- Record results of inspections and monitoring that is undertaken, e.g. using Citation stationery templates

- Gather and analyse data about injuries, cases of ill health (including monitoring of sickness absence records) and incidents with the potential to cause injury, ill health or loss. This data provides information about health and safety failures and gives the opportunity to learn from mistakes and to prevent recurrence
- Take any necessary remedial actions to safeguard the health and safety of employees, contractors, public or visitors where hazards, faults, omissions, non-compliances, lack of training, unsafe activities or conditions are found through complaints, inspection, monitoring and review
- Prioritise when, how and who implements any actions required
- Periodically review the whole of the health and safety management system including the elements of planning, organisation, control and monitoring to ensure that the whole system remains effective and legally compliant.

Employees Responsibilities

Employees must:–

- Check equipment, including any personal protective equipment supplied, is safe before use
- Co-operate with management arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Report any hazards or defects to the employer immediately.

New And Expectant Mothers

Description

Caretech Community Services Limited is committed to protecting the health and safety of all new and expectant mothers. The phrase "new and expectant mother" means an employee who is pregnant, or who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated Hazards

- Physical agents (e.g. handling service users, violence, standing for long periods of time)
- Biological agents (e.g. blood borne viruses)
- Chemical agents (e.g. medicines and drugs)
- Working conditions (e.g. workload or stress).

Employer's Responsibilities

To safeguard the health and safety of new and expectant mothers, Caretech Community Services Limited will:-

- Consider, in general workplace assessments, any risks to the health and safety of female employees of childbearing age and, in particular, risks to new and expectant mothers
- Encourage employees to inform the Service Manager / Line Manager, as early as possible, if they become pregnant, are breastfeeding or have given birth in the previous six months
- Once notified, carry out a 'new and expectant mother' risk assessment in conjunction with the employee, reviewing the general risk assessments as part of that process, to identify any significant risks that need to be controlled or eliminated to ensure a safe working environment for the employee and her unborn baby
- Regularly review the 'new and expectant mother' risk assessment, taking into account any additional or heightened risks that may occur at different stages throughout the pregnancy and after her return to work. Incorporate into the assessment any advice provided by the employees GP or midwife
- Provide information, including the results of risk assessments, instruction, training and supervision to, and monitoring of, all new and expectant mothers
- Arrange for frequent rest breaks to be taken by the new or expectant mother
- Provide appropriate facilities for expectant and breastfeeding mothers to rest e.g. rest room equipped with a comfortable chair
- Allow the new or expectant mother to temporarily change her working conditions or hours of work, if necessary, to minimise the risks
- In, despite all practicable measures being taken, if Caretech Community Services Limited considers that there is an unacceptable risk to a new or expectant mother, or her unborn baby, Caretech Community Services Limited will take all reasonably practicable steps to find suitable and appropriate alternative work for her. If none is available, the employee will be medically suspended from employment in accordance with the terms of the Employment Rights Act.

Employees Responsibilities

Employees will:-

- Report to the Service Manager / Line Manager as soon as pregnancy is confirmed
- Follow advice and information given by Caretech Community Service Limited in relation to safe working practices
- Report any hazardous situation to the Service Manager / Line Manager so that arrangements for the appropriate remedial action can be taken
- Co-operate with arrangements for health and safety and use all protective and safety equipment provided by the Caretech Setting.

Noise

Description

Hearing damage caused by exposure to noise at work can be permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise.

Associated Hazards

- Use of, or proximity to, noise generating plant or work equipment (e.g. gardening, maintenance machinery, work equipment used during construction works).

Employers are required by the Control of Noise at Work Regulations to comply with the following noise exposure values: -

Lower Exposure Action Values: -

- Daily or weekly exposure of 80dB(A)
- Peak sound pressure of 135dB(C).

Upper Exposure Action Values: -

- Daily or weekly exposure of 85dB(A)
- Peak sound pressure of 137dB(C).

There Are Also **Exposure Limit Values (ELV)** Which Must Not Be Exceeded: -

- Daily or weekly personal noise exposure of 87dB(A)
- Peak sound pressure of 140dB(C).

The ELV should account for any hearing protection provided and worn.

Employer's Responsibilities

Caretech Community Services Limited will: -

- Identify work equipment and workplace areas where there may be a risk of noise exposure and if necessary, engage the services of a competent person to carry out a noise risk assessment
- Identify those employees and other workers, who are likely to be at risk from noise exposure
- Not expose employees above the exposure limit values (ELV)
- If the lower exposure action values are being exceeded make appropriate hearing protection available to employees
- If the upper exposure action value is being or likely to be reached or exceeded: -

- develop and implement a formal action plan to reduce the risk to as low as reasonably practicable
 - minimise the noise at source, e.g. modify equipment
 - reduce noise exposure times, e.g. by task planning, job rotation
 - isolate noisy areas, e.g. with use of sound proofing
 - designate hearing protection zones, using specific signage, restrict access and ensure that appropriate hearing protection is being worn in these areas
- Purchase work equipment with the lowest noise levels, where reasonably practicable
 - Regularly inspect and maintain work equipment including personal protective equipment (PPE)
 - Provide employees with information, instruction, training and supervision on noise, including its effects on health, control measures, safe systems of work, maintenance of equipment, health surveillance and hearing protection
 - Record the findings of noise assessments, including those for which no action was required
 - Regularly monitor and review the assessment. Undertake further noise measurements, if necessary, particularly where new equipment or processes, or layout of the workplace change
 - Provide hearing checks for all employees who are regularly exposed to noise levels above the upper exposure action value, or to those who, e.g. have prior partial hearing loss. Maintain records of any hearing checks undertaken.

Employees Responsibilities

Employees will: -

- Comply with signs and notices identifying hearing protection zones
- Wear hearing protection where identified by risk assessment. Use, keep clean and store hearing protection as instructed and as trained to do. Report any faults of the hearing protection to the Service Manager / Line Manager
- Report any noisy areas or equipment to the Service Manager / Line Manager
- Attend hearing checks (audiometric testing), where required.

Oxygen

Description

Oxygen is necessary for life and the air we breathe contains about 21% oxygen, however if misused, oxygen can also be dangerous.

Oxygen behaves differently to air, compressed air, nitrogen and other inert gases. It is very reactive. Pure oxygen at high pressure such as from a cylinder can react violently with common materials such as oil and grease. Other materials may catch fire spontaneously. Nearly all materials including textiles, rubber and even metals will burn vigorously in oxygen. Therefore even a small increase in the oxygen level in the air to 24% can create a dangerous situation.

Medical Application

Oxygen has a therapeutic use and may be prescribed for individual service users.

Mis-administration of oxygen to vulnerable persons could result in, or exacerbate, respiratory failure.

- Oxygen enrichment from leaking equipment
- Use of materials not compatible with oxygen
- Use of oxygen in equipment not designed for oxygen service
- Incorrect or careless operation of oxygen equipment
- Mis-administration of therapeutic oxygen.

Employer's Responsibilities

- To provide equipment designed for oxygen service that is made from materials and components that have been tested and proved to be compatible, and safe for the purpose
- To conduct a risk assessment in respect of use of oxygen in the workplace
- To develop written protocols for the use of oxygen to include: -
 - Correct storage, handling, use and operation of cylinders and equipment
 - Inspection and maintenance procedures to ensure that equipment is leak-tight and in good working order
 - Provision of adequate ventilation in areas where oxygen is stored and used
 - Arrangements for managing smoking and naked flames
 - Not to store excess oxygen cylinders but have sufficient to deal with emergencies
 - To provide suitable and sufficient information, training and instruction for employees.

In addition Caretech Community Services Limited will ensure that: -

- Oxygen is only administered to service users on prescription by a GP
- Administration of oxygen is managed under the Caretech Setting's medicines administration policy
- A written care plan and risk assessment is conducted for each service user who is prescribed oxygen.

Employees Responsibilities

Employees will: -

- Comply with written protocols for administration of oxygen
- Never permit smoking or naked flame where oxygen is being used
- Only deliver oxygen if trained and authorised to do so

- Comply with the directions of the medical prescription
- Report any adverse incidents and any faults with the equipment.

Passenger Lifts

Description

Passenger lifts are defined as any plant certified for lifting people and loads from one level to another. The equipment is mechanically/electrically powered. This arrangement applies where employers have responsibility for passenger lifts within their premises.

Associated Risks

- Passenger lifting equipment being overloaded, causing collapse
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives
- Trapping of passengers between floors.

Employer's Responsibilities

As part of our workplace involves the use of Passenger Lifts we will ensure that: –

- Lifts which are fit for purpose are installed by competent people
- Lifts are installed in accordance with manufacturer and installer guidelines
- All passenger lifts and equipment are thoroughly examined before being used for the first time and at regular intervals thereafter by a competent person. Formal checks and servicing are recorded. The competent person will assess the risks, considering factors such as where the lift will be used, frequency of use, age and condition and the weight of loads to be lifted

*** All passenger lifts and equipment must be thoroughly examined in line with the manufacturer's recommendations and the Written Scheme of Examination (normally every 6 months). Testing may be included as required by the Written Scheme.**

- A programme of planned preventative maintenance is adopted and carried out by competent persons
- Defective or damaged equipment is remedied promptly
- Records of planned, routine and remedial maintenance and any actions taken are kept and maintained
- Passenger Lift equipment is clearly marked with its safe working load
- Relevant employees are trained in the safe use and operation of Passenger lifts
- Prevent access to unauthorised persons during maintenance of the lifts

- Prevent access in the event of an emergency unless specifically designed and constructed for emergency use by authorised persons
- A safe system of work is implemented for maintenance work e.g. using a permit to work system.

Caretech Community Services Limited will ensure that risk assessments are carried out to identify any significant hazards that arise from the use of Passenger lifting equipment e.g. when compiling assessments, the following points are to be considered: -

- The type of load being lifted
- The risk of the load stalling the Passenger Lift
- The risk of lifting equipment brake failure.

To ensure the safety of everyone, any incident involving passenger lift equipment will be investigated immediately and appropriate action taken and reported as a dangerous occurrence or near miss.

- Before use, ensure all Passenger lift equipment and associated accessories are marked with their safe working load
- Only use equipment and associated accessories if they hold a current test or remedial action certificate.

Employees Responsibilities

All employees are required to act safely and responsibly when using a passenger lift and report any faults or damage immediately.

- Equipment should only be used for the task it was designed for, and improvisation should not be practised
- Use all passenger lift equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the operation being undertaken
- Report any damaged, misused, non-inspected or faulty work equipment
- Record any faults or damage immediately.

People Moving And Handling Including The Use Of Slings And Hoists

Description

Unlike inanimate loads, people when handled, can help (or hinder) the manual handling operation. They may feel pain and anxiety, and may become agitated or aggressive, affecting the way they are handled. Physically or mentally frail persons, who seem to be capable and willing to help at the start of a movement, may suddenly find themselves unable to continue. How carers react in these circumstances can affect whether they or the persons in their care are injured.

Service users should be encouraged to do as much as possible for themselves to reduce risks to employees and to encourage rehabilitation and independence.

Note: This Policy is complementary to, and should be read in conjunction with, the Caretech Setting's Policies for 'Manual handling' 'Work equipment' and 'Lifting equipment'.

Associated Hazards

- Inappropriate choice of handling equipment for the service user
- Failure or collapse of hoists/slings
- Misuse of hoists/slings
- Service user challenging behaviour.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:-

- Suitable and sufficient equipment such as hoists, sliding sheets and grab rails are provided for use
- The manufacturer's instructions for use, care and maintenance of slings is followed at all times
- Hoists and slings display the safe working load
- All slings are indelibly marked for ease of identification and details held on a register
- A thorough examination of people lifting and transfer devices is carried out at intervals not exceeding six months, and records kept
- Written safe systems of work are in place for the use of hoists
- As part of the care planning process, a moving and handling risk assessment is carried out for each service user to identify those activities of daily living where assistance is required
- The level of assistance, including the number of assistants and type and size of lifting aids required, is specified for each of the activities of daily living
- The risk assessment is reviewed at least monthly, and when there are any changes to the service user's physical or mental health, capability, or the working environment
- The care profile is readily available to all direct care employees, and any other professional, who may be involved in moving and handling the service user

- Where circumstances dictate, 'on the spot' risk assessments will be carried out using a team approach. At least one member of the team must have wide experience of the process or manoeuvre which is being assessed
- Training in people handling (including risk assessment and the use of mechanical aids) is included in induction training for direct care employees. The training is refreshed annually and records kept
- Agency employees, if employed, are trained in the safe use of the type of hoists used in the Caretech Setting.

* Failure or collapse of lifting equipment is reported to the Medicines and Healthcare products Regulatory Agency (MHRA) and as a Dangerous Occurrence in compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).

Employees Responsibilities

- Employees involved with people handling activity will:-
- Attend people handling training at least annually
- Keep up to date with service users' moving and handling care plans
- Report any changes in the service user's health or ability that may necessitate a review of the moving and handling plan
- Follow safe systems of work designed and introduced by Caretech Community Services Limited
- Visually inspect slings for signs of wear and tear prior to each use
- Only use mechanical aids that have been provided by the Caretech Setting, and for which they have received training
- Isolate and report any damaged, misused, non-inspected or faulty lifting equipment
- Report all accidents, injuries and near misses involving people handling activities – however minor.

Personal Hygiene – Food Areas

Description

Personal hygiene is an important part of food hygiene and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness and the use of suitable protective clothing. If personal hygiene rules are not applied, food may be exposed to the risk of contamination.

Employer's Responsibilities

All food handlers are supervised and instructed and/or trained in food hygiene matters to an appropriate level. The aim is to ensure that people have the practical skills and knowledge needed for their particular job.

To enable Caretech Community Services Limited to prove due diligence we will: –

- Only allow adequately trained staff to prepare food
- Ensure all staff working in food preparation areas wear suitable, clean clothing that should be changed and laundered regularly
- Provide sinks or other washing facilities that are suitable and sufficient for any necessary washing of food and equipment used in the business
- Provide a separate wash hand basin together with adequate supplies of hot and cold water, soap, nailbrush and adequate hand drying facilities, in or adjacent to the food preparation area
- Make available suitable facilities for storage and disposal of refuse
- Fit screens to windows, doors and other openings used for ventilation purposes to prevent entry by insects where they overlook or are close to refuse storage areas, or where there is a particular risk of ingress by pests
- Install suitable and sufficient lighting and ventilation.

Reporting Illness/Exclusion

Staff are encouraged to report if they or anyone in their household are suffering from diarrhoea, stomach upset or vomiting. Food handlers suffering from any of the complaints listed above will be excluded from food handling duties until they have fully recovered.

Employees (Food Handlers) Responsibilities

All employees must comply with the following: –

- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing your nose
- Hair should be tied back and preferably covered
- Food handlers should not spit, sneeze or cough over food
- Food handlers should not smoke in a food preparation area
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food – a plain wedding ring is acceptable.

Personal Protective Equipment

Description

Personal protective equipment (PPE) is supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

PPE includes protective gloves, aprons, overalls, hearing protection, eye protection and face masks.

Associated Hazards

- Worn or damaged PPE
- Misuse of PPE
- Incorrect selection of PPE.

Employer's Responsibilities

Caretech Community Services Limited will:-

- Issue PPE where necessary as identified by risk assessment and at no cost to the employee
- Provide information, instruction, training and supervision in the safe use of PPE
- Ensure that where two or more items of PPE are used simultaneously, these are compatible and are as effectively used together as they are separately
- Arrange for suitable storage for PPE and implement a procedure for the repair and replacement of the PPE where necessary.

Employees Responsibilities

Employees will:-

- Make full and proper use of all PPE that has been issued
- Inspect all PPE before use to ensure it is suitable, clean and undamaged
- Store all PPE securely at all times and report any defective immediately to the Service Manager / Line Manager
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct PPE is being worn and fits correctly.

Pest Control

Description

Pests can be divided into three groups: - rodents, insects and birds. They can enter the building via open doors and windows as well as gaps in building structures, looking for warmth, food and shelter. Unfortunately they can spread disease, viruses, bacteria and parasites so any infestation requires urgent action. Pests also cause damage to premises and equipment by their habits, for example burrowing and gnawing.

Associated Hazards

- Bacterial contamination (bacteria on the pest or in droppings)
- Physical contamination (droppings, eggs, hair and dead bodies)
- Cross contamination (bacteria left on surfaces and utensils)
- Chemical contamination (poor and uncontrolled use of insecticides)
- Damage to premises.

Employer's Responsibilities

Caretech Community Services Limited will ensure that:-

- Pests cannot gain entry to premises by ensuring where reasonably practicable that all airbrick openings are covered with mesh screens, all doors will fit closely to the apertures and will be kept shut when not being used, all holes around the premises i.e. around pipes, areas of access to roof voids and wall cavities will be filled
- Where flying pests are a problem fly screens are fitted over windows and where appropriate, electronic fly killers are installed and maintained
- Premises are kept clean and in a good state of repair, including pipes and drains
- The exterior of the premises is kept clear of overgrowing vegetation
- Good storage procedures are followed and regular stock rotation, where relevant, employed to identify any pest activity that may be present
- All spillages and food debris are cleared away immediately
- Where required, an approved company providing pest control measures is engaged
- Any pesticides used are approved for use under the appropriate legislation and appropriate assessments carried out for their use
- Provision of adequate waste receptacles that are regularly washed and disinfected.

Employees Responsibilities

Employees will:-

- Ensure windows and doors are kept closed when not in use
- Follow cleaning schedules to ensure that premises are kept clean and tidy
- Clear up all spillages and food debris immediately

- Follow procedures for storage and regular stock rotation to help identify any pest activity that may be present
- Do not allow waste receptacles to overflow, especially those in external areas
- Inform the Service Manager / Line Manager of any evidence of infestation
- Do not interfere with any measures taken by the Caretech Setting to control pest infestation.

Portable Electrical Appliances

Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated Hazards

- Damaged appliance (casing, cable or plug) that may result in electric shock or fire
- Trailing cables that may result in trips and falls or cause cable damage
- Appliances brought into the Caretech Setting that may be unsafely wired.

Employer's Responsibilities

- Undertake a risk assessment for using the applicable portable electrical appliance for the task required and implement suitable safe systems of work to control the risks
- Ensure that trained and competent persons undertake the work
- For equipment connected to power sources either use "double insulated" or earthed cables and ensure cables are protected against damage
- Ensure that equipment is regularly maintained by following the manufacturer's instructions
- Ensure users visually check equipment before and during use
- Ensure that trained appointed persons undertake formal visual inspections of the equipment including inspection of the plug and its assembly
- Carry out combined inspection and testing by electrically competent persons at frequencies required by the risk assessment. A register of such inspections will be kept
- Remove from use or arrange for the repair of any appliance that fails any inspection, test or other checks
- Where required by risk assessment, provide additional precautions such as suitably robust residual current devices (RCD's), etc
- Ensure that the power supply is within the operating range of the appliance
- Ensure that, where provided, guards and protective covers are in place and kept in good condition
- In addition Caretech Community Services Limited will, as part of its admission procedure: -
- Make arrangements to ensure that prior to being put into use, electrical appliances brought into the Caretech setting by service users are checked by a competent person. Details of these appliances will be held on a register and they will be subject to regular inspection and testing as determined by the competent person.

Employees Responsibilities

Employees Will:-

- Use portable electrical equipment as trained and instructed
- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Immediately stop work if faults are found and report any defects to the supervisor
- Not carry out any repairs or adjustments to equipment unless trained to do so
- Take care of the equipment that has been provided
- Disconnect the equipment from the supply before making any adjustments
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection
- Ensure that appliances brought into the Caretech Setting by service users are submitted for inspection prior to being put into use. In supportive living environments, electrical appliances will have visual inspections only. If identified as 'at risk', the appliance will be removed and referred to a competent person for testing.

Prevention And Control Of Infection

Description

Due to the nature of work undertaken, there may be a risk to employees and members of the public of exposure to physical and biological hazards.

Infection control is an important part of an effective risk management programme to improve the quality of care to our service users as well as the occupational health of employees. It is our policy to seek to minimise the risks to employees, service users and any others who may be affected by exposure to infection in the workplace.

Associated Hazards

- Exposure to viruses and human pathogens in blood / body fluids
- Sharps /needle stick incidents
- Cross infection
- Contact with clinical waste.

Note: the above list of hazards is not exhaustive.

The Health and Safety Executive refer to the following list of communicable diseases :-

- AIDS
- Bronchitis
- Chicken Pox
- Clostridium C Difficile
- E-coli
- HIV
- influenza
- MRSA
- Mumps
- Norovirus
- Pneumonia
- Rubella
- Salmonella
- Shingles
- Tonsillitis
- Tuberculosis
- Urinary tract
- Whooping cough

Employer's Responsibilities

- To carry out a risk assessment that identifies infection risks in the workplace, who might be affected and control measures necessary to manage the risk
- To appoint a responsible person with functional responsibility for infection control
- To implement a local prevention and control of infection policy. This should take into account: -
 - Education and training of employees in infection control issues
 - Protocols on hand washing
 - Client isolation
 - Aseptic procedures
 - Disinfection and decontamination including domestic cleaning

- Ill-health reporting and recording
- Prevention of exposure to blood-borne viruses, including prevention of sharps injuries* and immunisation policies for at-risk employees.

*** in compliance with the Health and Safety (Sharp Instruments in Healthcare) Regulations**

- Use of personal protective equipment including well-fitting powder free vinyl gloves
- Generation, collection and disposal of clinical waste
- Monitoring, surveillance and audit
- To provide personal protective equipment (PPE) for issue to employees as required by risk assessment
- To provide competent training or guidance in infection control and safe systems of work
- To investigate all infection control incidents and ensure that any subsequent action is planned
- To seek advice from medically qualified practitioners with regard to any relevant health issues
- To monitor and review the effectiveness of the arrangements.

Employees Responsibilities

Employees will: -

- Take care of themselves and others in respect of work activities that give rise to the potential for infection
- Follow training, guidance and instruction given, to prevent injury or ill health
- Use appropriate resources to minimise infection
- Be aware of and follow policies and procedures
- Report any health issue, which may affect their ability to work
- Report any accident, incident or near miss via completion of an accident report
- Cover all cuts and abrasions with suitable waterproof dressing and wear gloves, where necessary
- Use any equipment provided, including PPE as trained to do so
- Challenge inappropriate hygiene practice
- Report to the Service Manager / Line Manager on any hazardous or dangerous situations
- Co-operate with Caretech Setting arrangements for health and safety.

Risk Assessment

Description

In many workplaces there are risks, which may affect the health and safety of employees. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Risk Assessments Should Be Considered For:-

- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infection
- Work-related stress
- Workstations
- Other workplace hazards.

Employer's Responsibilities

Caretech Community Services Limited will:-

- Ensure that persons undertaking risk assessments are competent to do so
- Identify all significant hazards with the potential to cause harm to employees and others who may be affected
- Identify employees who may be especially at risk, e.g. young persons and new and expectant mothers
- Evaluate the risk
- In consultation with relevant employees, identify and implement control measures, to eliminate or minimise the assessed risks
- Provide employees with the necessary information, instruction, training and supervision to enable them to work safely
- Regularly monitor compliance with the risk assessments
- Review risk assessments annually, following an accident, or where there has been a significant change in work activities or processes
- Keep records of the significant findings of the risk assessments
- Provide appropriate health surveillance, where there is an identifiable disease or potential adverse health condition related to the work activity
- Provide visitors, and contractors working on the premises, with relevant information on risks, control measures and emergency procedures.

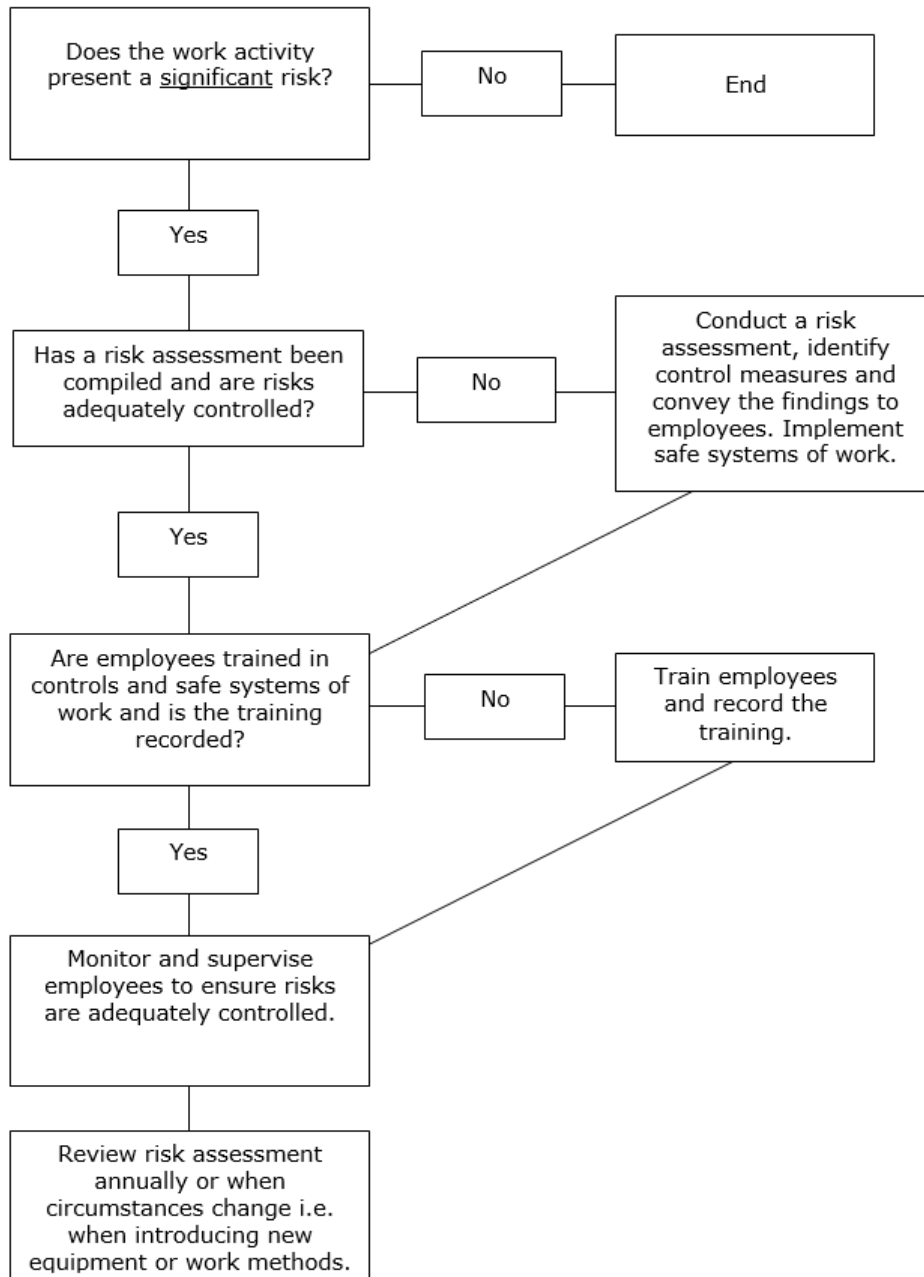
Employees Responsibilities

Employees will:-

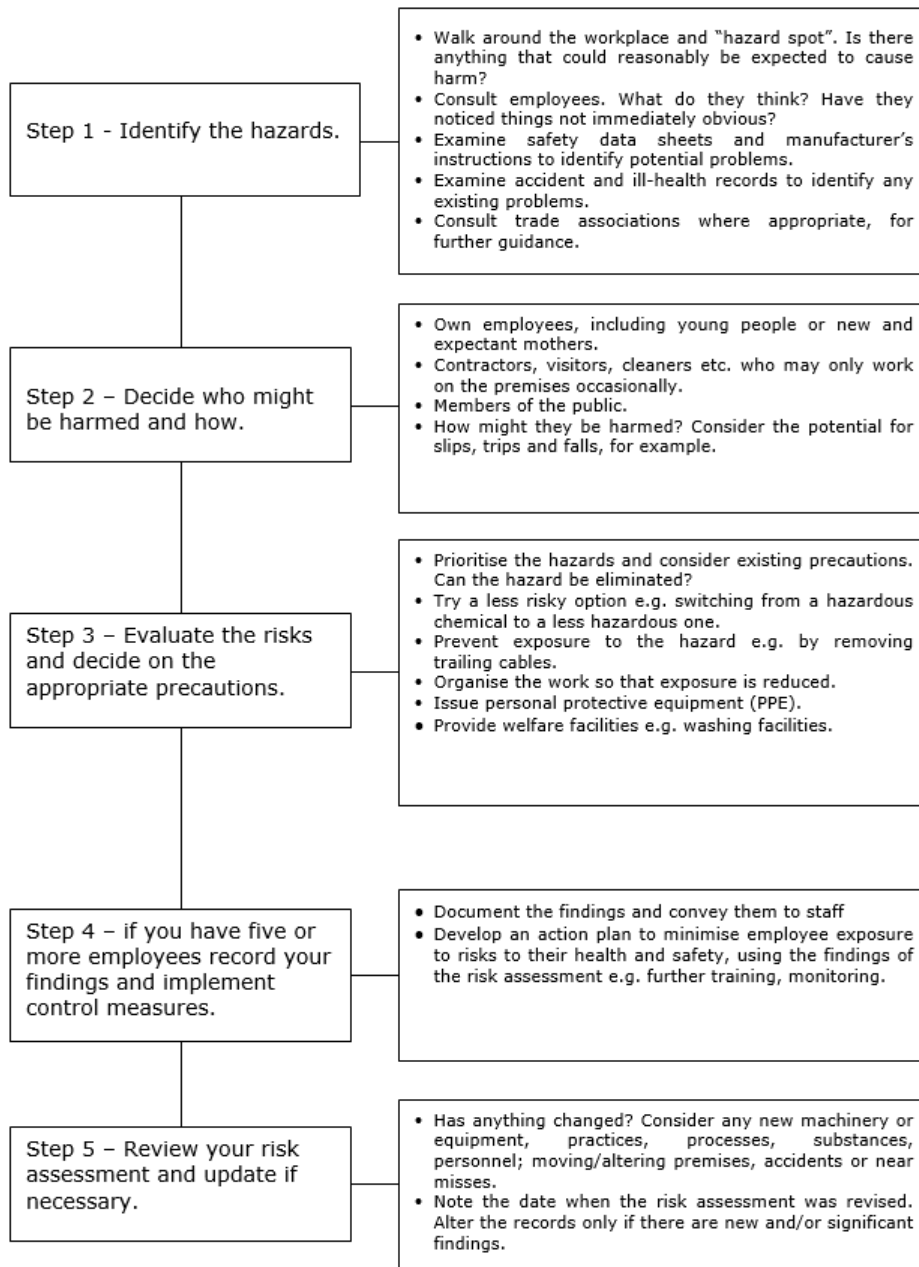
- Co-operate with the Caretech Community Services Limited's arrangements in respect of workplace risk assessments

- Follow any training, information, guidance and instruction given by the Caretech Setting
- Comply with any control measures laid down within risk assessments.

Risk Assessment Flow Chart



Risk Assessment Process



Safety Signs

Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation, e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Caretech Community Services Limited will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



Employer's Responsibilities

The organisation acknowledge that signs must comply with the regulations, however where necessary we may design specific signs to maintain a safe environment.

It is our policy to ensure that any signs that are provided for safety reasons are: -

- Maintained in a good condition
- Positioned in the correct location
- Explained to all members of employees to ensure that they are aware of the meaning of the signs and the correct actions to be taken.

Employees Responsibilities

- Familiarise yourself and comply with any signs and notices that are displayed
- Bring any defects to your Service Manager / Line Manager's attention
- Follow safe procedures
- Wear relevant personal protective equipment as indicated.

Smoking In The Workplace

Description

This policy is not concerned with the right of individuals to smoke, but with where they smoke whilst on company premises and the effects this may have upon the health, safety and wellbeing of others.

Caretech Community Services Limited recognises the health issues connected with smoking, not only for smokers, but also for non-smokers affected by inhaling tobacco smoke in the course of their work.

We will comply with statutory duties in respect of smoking in the workplace, fulfil obligations to assess the risks associated with smoking in the workplace and take such steps as are reasonably practicable to provide a working environment that is safe and without risks to health.

In order for Caretech Community Services Limited to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical.

Associated Hazards

- Exposure to the effects of tobacco smoke (ETS) - which may give rise to respiratory problems or could exacerbate an existing condition e.g. asthma
- Fire resulting in injury to those in and around the premises and damage to building.

Employer's Responsibilities

Caretech Community Services Limited will compile a risk assessment to:-

- Identify persons at risk from smoking in the workplace
- Identify the significant risks arising from smoking in the workplace
- Implement appropriate control measures.

In addition, Caretech Community Services Limited will ensure that, as part of the care planning process, a comprehensive risk assessment is in place for each service user who smokes.

Caretech Community Services Limited will manage the risks associated with smoking in the workplace by: -

Banning employees and visitors from smoking anywhere within the Caretech Setting.

Ensuring that employees, visitors and contractors are made aware of the policy.

Providing a designated smoking area outdoors that is physically accessible, protected from the elements and located at a reasonable distance from the building so as to prevent smoke re-entering the Caretech Setting.

Caretech if and where possible may within certain settings and if legislation permits, provide a separate smoking room designated for use only by service users who smoke, the room to have suitable extract and a safe means of disposal for cigarettes. Additional consideration will be given to: -

- Providing a smoking room that is glassed in or has a glass door panel to enable remote supervision of residents whilst they smoke, and to

prevent non-smoking employees being exposed to ETS for extended periods of time

- Where practicable, giving employees the choice as to whether or not they wish to sit with a service user who requires direct supervision when smoking, or to accompany the service user into/out of the smoking area
- Limiting employees exposure to ETS by monitoring and restricting the amount of time they spend in smoking areas (e.g. employees rotation; minimal exposure time)
- Offering individual risk assessments and health assessments to employees exposed to passive smoke or worried about their levels of exposure
- Monitoring the effectiveness of the arrangements
- Reviewing these arrangements periodically, and as necessary.

Caretech Community services operates in a majority of cases a strictly no smoking policy. In some schemes and with permission, Smoking will be restricted to service users' flats or bedrooms, as long as staff are not present. The doors to these flats or bedrooms will need to be closed while the service user smokes, so that smoke does not drift into communal areas. Where possible and safe external windows to be open to assist with the removal of smoke.

Please Appendix A for detail.

Employees Responsibilities

Employees will:-

- Adhere to the Caretech Community Services Limited's arrangements for smoking, follow instructions and comply with 'No Smoking' signage
- Not smoke anywhere within the Caretech setting or in designated company vehicles
- Take reasonable care for the health and safety of themselves and others
- Immediately report any breaches of Caretech Community Services Limited's smoking policy.

Caretech Community Services Limited full Smoking Policy can be found in Appendix A.

Social Distancing

Description

Social Distancing is a Public Health measure introduced to reduce the spread of the highly infectious Covid-19 virus which is the causative agent in the current global pandemic.

Social Distancing measures are in place throughout the whole of society, but it is the responsibility of Caretech Community Services Limited to ensure that Social Distancing measures can be implemented and maintained wherever possible throughout the workplace and across all work activities.

Adherence to Social Distancing measures is one of the primary means of controlling the risk of transmission of this infection alongside effective hand and respiratory hygiene measures.

It involves keeping a distance of at least 2 metres away from other persons at all times where possible. In circumstances where it is not possible to maintain this 2 metre distance there must be further controls in place to reduce the risk.

Associated Hazards

Whilst the full extent of the consequences of acquiring the Covid-19 infection are not yet known the range of outcomes include- mild flu-like symptoms such as cough, fever, aches and malaise, through to serious respiratory distress syndrome, organ failure and death.

Employers Responsibilities

Caretech Community Services Limited will:-

- Not open or operate if on the current list of prohibited businesses as declared by the Government.
- Not permit persons into the premises who should be self-isolating because either they have symptoms (7 days) or reside with someone with symptoms (14 days).
- Support those who require to be shielding from Covid-19 infection because they have been deemed high risk due to age or underlying health conditions.
- Operate remotely where at all possible to avoid the need for employees to travel into the workplace.
- Carry out a risk assessment of all work activities and workspaces to ensure Social Distancing can be implemented and maintained effectively. Control measures may include:-
 - Remote Working where at all possible

- Staggered work patterns to reduce the number of personnel on site at any one time
- Restricted access to common areas
- Control of visitors and contractors to site.
- Adaption of tasks to allow for one-person completion
- Prevention of shared of vehicle, workstations and equipment.
- Will implement further control measures where social distancing cannot be successfully implemented or maintained effectively. This may include:-
 - Documented work planning for how task will be carried out to reduce the risk.
 - Minimising the time spent within the 2m distance.
 - Minimising the number of people, the where the 2m distance is breached.
- Provide adequate Personal Protective Equipment (PPE) and Respiratory Protective Equipment (RPE) as identified in the risk assessment with training on its safe and effective use, storage and disposal.
- Review risk assessments and work plans in response to any changes in Government advice to ensure all working practices adhere to the most recent guidelines.
- Ensure all employees receive information, instruction, training and supervision to ensure awareness and adherence to the Social Distancing Control Measures.
- Ensure that Social Distancing is supported by other effective control measures such as hand hygiene and respiratory hygiene and will make the relevant provisions for these to be effective. This may include:-
 - Provision of adequate hand washing facilities and sanitiser
 - Arrangements and provisions for regular cleaning and disinfection of workplaces and equipment.
- Report to the enforcing authority as required by the Reportable Injuries Diseases and Dangerous Occurrence Regulations (RIDDOR), any instances where a member of staff receives written confirmation of a Work-Related Covid-19 infection from a medical practitioner.
- Investigate all Covid-19 related incidents and implement any action identified as necessary to prevent a recurrence. Monitor the effectiveness of the actions.
- Ensure employees can attend Covid-19 tests where they are required.

Employees Responsibilities

- To take care of themselves and others in the workplace where activities give rise to the potential for Covid-19 infection.

- Adhere to the 2m Social Distancing at all times by following instructions, signage, markings and training.
- Observe good hygiene practices at all times with frequent hand washing or sanitising for at least 20 seconds- including before and after eating, touching the face, touching common touched surfaces such as buttons, dials, handrail and handles, coughing and sneezing.
- Carry out good respiratory hygiene practices including catching coughs and sneezes in tissues which are disposed of correctly followed by good hand hygiene afterwards.
- Follow the further controls in the risk assessment and work plan methods to ensure that where Social Distancing cannot be maintained the risk is reduced by other means.
- Use, store and dispose of the appropriate PPE and RPE in accordance with training and manufacturers guidelines.
- Report if they feel unwell at work with any of the Covid-19 symptoms and go directly home to carry out self-isolation for at least 7 days
- Not attend work if they should be self-isolating due to displaying symptoms (7 days) or residing with someone who is displaying symptoms (14 days).
- Report any concerns or issues relating to non-conformance with Social Distancing in the workplace.
- Attend Covid-19 tests where there is a requirement to do so.

Stress

Description

It is Caretech Community Services Limited's policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Caretech Community Services Limited 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.

The main problem with stress is the self-realisation that we are actively suffering from it. Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload. Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged
- Promotion prospects
- Racial or sexist remarks
- Personal relationships with other employees
- Travelling
- Job satisfaction
- Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise any concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

Vibrating Tools

Description

Vibration White Finger (VWF) is the most common symptom of Hand-Arm Vibration Syndrome (HAVS). It is possible to suffer from HAVS when using powered equipment, e.g. strimmers or mowers, depending on their design, condition and exposure period. The first sign of VWF is often when fingertips become white, or feel numb.

For HAVS there are prescribed legal Exposure Action Values (EAV) and Exposure Limit Values (ELV) where: -

- EAV is the amount of daily exposure (8 hours) to vibration at, which if reached or exceeded, employers are required to take action to reduce the risk
- ELV is the maximum amount of vibration which an employee may be exposed to in any single day (8 hours).

The legal values and levels for HAVS are: -

Exposure Action Value (EAV) is **2.5 m/s² A (8)**

Exposure Limit Value (ELV) is **5.0 m/s² A (8)**

Associated Health Issues

- Damage to blood cells
- Reduced circulation
- Nerve damage to the hands and fingers
- Loss of manual dexterity, grip, strength, etc.

Employer's Responsibilities

Caretech Community Services Limited will: -

- Carry out a risk assessment to identify the hazards associated with using vibrating tools
- Determine whether employees are likely to be exposed to values above the specified EAV, and if so: -
- introduce control measures to eliminate or reduce the risk to a level as low as is reasonably practicable

- provide health surveillance to those who continue to be exposed above the EAV
- Determine if employees are likely to be exposed above the specified ELV and if so, take immediate action to reduce their exposure below the ELV
- Provide information (including health risks), instruction, training and supervision to employees
- Keep records of any health surveillance provided
- Regularly review the risk assessment.

Typical risk reduction measures will include: -

- Alternative work methods to eliminate or reduce exposure
- Assessing the suitability of the tool before purchase, to ensure it is fit for purpose and the calculated vibration emitted is the lowest possible
- All tools are regularly maintained
- Improving the design of working areas and workstations to reduce loading on arms, wrists, etc
- Introducing rotas and breaks to limit exposure time
- Providing personal protective equipment (PPE), including clothing to keep employees warm and dry to encourage good blood circulation. Gloves can be used to keep hands warm but should not be relied upon to provide protection from vibration risk
- Reporting of equipment faults and removal of defective equipment from use until repaired or replaced.

Employees Responsibilities

Employees will: -

- Report tingling, numbness, pain and change of colour (white) in the fingers to the Service Manager / Line Manager
- Report any loss of manual dexterity or loss of strength to the Service Manager / Line Manager
- Use equipment provided and as trained
- Avoid gripping tools too tightly
- Wear personal protective equipment (PPE) provided
- Check all equipment before use
- Report all defective equipment to the Service Manager / Line Manager.

Violence And Aggression

Description

Caretech Community Services Limited recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support employees and monitor incidents to help address any potential problems.

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Employees whose job requires them to deal with the public can be at risk from violence.

Associated Hazards:-

- Physical attacks
- Verbal abuse.

This may result in:-

- Bodily injury
- Anxiety or stress
- Low morale
- Depression.

Employer's Responsibilities

Caretech Community Services Limited will:-

- Carry out a risk assessment in respect of the potential for violence in the workplace. This will be undertaken in consultation with employees and their representatives, where appropriate
- Instruction and training regarding violence at work will be given to employees on induction and during other workplace training sessions
- Record all physical and verbal threats to employees
- Classify all incidents in accordance with HSE's guidelines, using headings such as place, time, type of incident, potential severity, who was involved and possible causes. The company will investigate all complaints, which relate to violence at work
- A risk evaluation will be taken which takes into account the level of training and information provided, the environment and design of the job. The significant findings of the assessment will be recorded

- If there is a violent incident involving employees, we will provide them with full support, including debriefing, time off work and legal help, where necessary
- Should an employee request a transfer to other duties, such a request should be considered sympathetically, taking into account all the circumstances
- Report the matter to the Police at the employees request
- Establish monitoring arrangements and if a violent or aggressive incident occurs, risk assessments will be reviewed immediately to take into account the circumstances surrounding the incident to prevent or minimise the risk of a further occurrence.

Employees Responsibilities

Employees will:–

- Attend appropriate training sessions if they are deemed to be at risk at work from violence or aggression
- Report any incidents of violent or threatening behaviour to the employer
- After any violent incident, employees are advised to complete an incident report form regarding the event. This form outlines who has been involved along with details of the situation that lead to the incident occurring
- Co-operate with management arrangements for dealing with violence and aggression at work.

Visit By An Enforcement Officer

The Health and Safety at Work Act. 1974 and associated legislation conveys powers on inspectors/fire officers who are appointed by the relevant enforcing authority to enforce statutory compliance.

Non-compliance may lead to prosecution but this is always seen as a last resort, except for:-

- Failure to comply with an Improvement or Prohibition Notice
- Failure to manage fire safety or notify the Fire Service of any significant risks on the premises
- A breach of law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers, service users or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal with adequately
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employer's Responsibilities

Caretech Community Services Limited recognises the importance of liaison and co-operation with enforcement officers. For this reason, it is imperative that all relevant documentation is maintained and kept up-to-date. Such documentation includes: -

- This health and safety policy
- All relevant risk assessments
- Fire risk assessments and log book
- Induction and training records
- Maintenance, test and inspection records
- Health records
- Emergency plans, etc.

Employees Responsibilities Include:-

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the Officer
- Following instruction and guidance given by the Service Manager / Line Manager
- Any visit or/and report from an enforcement officer should be reported and/or sent to the Compliance and Regulation team. (This is the responsibility of the Registered manager).

Waste Disposal

Description

Caretech Community Services Limited has a legal 'duty of care' to ensure that it produces, stores, handles, transports and disposes of its business waste without harm to human health or the environment.

Examples of waste produced include:-

- Industrial waste, e.g., packaging, defective products, electrical waste, scrap metal, healthcare chemicals, batteries
- Pharmaceuticals, blood, sharps (blades, syringes), infectious waste
- Domestic wastes including sanitary hygiene wastes
- Food wastes
- Office waste, e.g. waste paper, empty printer cartridges, fluorescent tubes.

Associated Hazards Include:-

- Exposure to blood borne viruses (BBVs)
- Exposure to human pathogens
- Exposure to cytotoxic substances
- Needle-stick injuries
- Access or exposure to spent drugs/pharmaceutical products.

Additional Hazards

- Build up of combustibles presenting a fire hazard
- Health hazard due to possible vermin infestation
- Poor housekeeping presents a tripping hazard.

Employer's Responsibilities

- Develop and implement a robust waste management policy that specifies how all waste should be managed
- Store, dispose of and transport waste appropriately and securely
- Provide suitable waste collection receptacles dependent upon the waste to be disposed of and where required, label or sign the receptacles to easily identify the waste type to ensure no cross contamination
- Ensure that waste is collected, transported and handled by people or businesses that are authorised to do so
- Ensure the necessary permits, licenses, registrations or exemptions are obtained where required from the environmental regulator for the production, collection, treatment, dismantling, reprocessing, recycling or disposal of any waste materials in compliance to relevant waste legislation
- Where practicable, store waste and waste collection receptacles in areas away from buildings and ignition sources
- Maintain good housekeeping/hygiene practices

- Secure waste and waste containers in order to prevent unauthorised access and damage
- Instruct all employees in the correct handling, segregation, storage and disposal of waste and maintain records of instruction and training on file
- Provide written procedures for dealing with accidents and incidents involving waste including spillages
- Investigate all accidents that occur in relation to storage and disposal of waste and take measures to prevent a recurrence
- If a sharps injury occurs, instigate a procedure for suitable medical advice and counselling
- Conduct regular monitoring and auditing of the effectiveness of the waste management policy
- Provide suitable equipment and personal protective equipment (PPE) for handling waste.

Employees Responsibilities

Employees will:-

- Adhere to all Caretech Community Services Limited protocols and procedures applicable to the safe handling, segregation, storage, and disposal of healthcare waste
- Be responsible for their own hygiene
- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning as per their level of training
- Report any needle stick injury or other accidental contact with human pathogens or BBVs
- Not climb onto skips or other waste receptacles
- Inform the responsible person if waste receptacles are full and need emptying
- Not remove, or take for personal use, items from waste receptacles.

Water Temperature and Hot Surfaces

Description

The hot water distribution temperatures that are required for the control and prevention of legionella will lead to discharge temperatures in excess of 50°C. Hence, blending or mixing devices are required at the water outlets to protect vulnerable persons from scalding.

Outlets that are **only** accessible to employees, or where the hot water is used for processes, for example dishwashers, need not comply with the maximum temperatures in this guidance.

Associated Hazards

- Unblended, or failure of blending valves, at hot water outlets: -
Minor and major injuries, and even fatalities, may result if vulnerable persons come into contact with hot water. Burns and scalds are the most likely types of injury, in particular to persons with reduced mobility or a reduced sensitivity to temperature, as they may be unable to react quickly enough to prevent injury.
- Hot surface temperatures: -
High temperatures of circulating water in heating and hot water systems may also give rise to serious injuries and fatalities if vulnerable persons come into contact with e.g. space heaters including conventional radiators, thermal storage heaters, towel rails and other heating devices, as well as low level surface mounted pipe work.
- Work equipment: -
Such as hand held irons, bain-marie trolleys.

Employees Responsibilities:

Employees will: –

- Co-operate with the Caretech Community Service safe systems of work regarding hot surfaces and hot water temperatures in the premises
- Report immediately, any hazards or faulty equipment to the senior person on duty
- Use bathing thermometers provided to test bath/shower water
- Follow guidance, information, instruction and training given by the Caretech Setting.

TABLE 1

Area	Recommended as a minimum	Options
Staff areas where visitor or client access is prevented by 'fail safe' locks.	None	Mechanical mixers. Thermostatic mixers. Thermostatic mixers with fail-safe devices.
Residents' and visitors' areas (hand basins).	Single lever or control mechanical mixers starting from cold with a tamperproof stop to limit full hot water flow.	Thermostatic mixers. Thermostatic mixers with failsafe devices.
Whole body immersion and lower maximum "safe" water temperature.	Thermostatic mixers with failsafe devices.	None.

TABLE 2

Maximum water temperatures	
Application	Maximum temperature oC
Bidet	44 oC
Shower	44 oC
Washbasin	44 oC *
Bath	44 oC
* For washbasins, washing under running water is assumed.	

Welfare

Description

Welfare facilities are provided primarily for employees, but the provision extends to others who may use the premises infrequently, e.g. visitors and contractors. The Caretech Setting welfare facilities include provision of e.g. toilets, washbasins, doors, and passageways that are accessible for disabled persons.

Employer's Responsibilities

Caretech Community Services Limited assess the specific requirements for, and provide adequate welfare facilities for, employees and other persons using the premises and will take account of the general working environment to include:-

- Indoor temperature and the impact of working in hot and cold environments. This should also consider, where necessary, adequately controlled ambient temperatures and ventilation for service users
- The provision of adequate space in which to carry out work activities
- The appropriate numbers of sanitary conveniences and washing facilities
- Suitable changing facilities and storage arrangements for clothing
- Suitable facilities to rest, drink and eat away from potential sources of contamination, e.g. clinical areas
- Provision of potable water
- Compliance to legal requirements regarding smoking in workplace premises or vehicles (where applicable) including use of appropriate display of no-smoking signs.

Caretech Community Services Limited will assess the safety requirements of the workplace based on risks and implement adequate control measures to minimise harm with regard to:-

- The floors, stairs, passageways and where relevant, traffic routes; providing suitable standing for vehicles and persons
- The safe use and maintenance of lifts, where relevant
- Housekeeping, including safe and frequent removal of waste and regular cleaning of the workplace
- The position, integrity and visibility of transparent windows, doors, gates, etc
- Exposure to passive smoking
- Windows or other translucent surfaces in walls, partitions, gates or doors with regard to contact with people and breakage. In the interests of safety, windows and patio doors should be constructed of safety glass to a recognised standard or alternatively be fitted with a suitable safety film to prevent the glass from shattering. Caretech Community Services Limited will also clearly mark the doors and windows affected in a prominent position, to prevent people colliding with them when closed
- All doors are designed so that employees, service users and visitors can utilise them safely

- The provision, where assessed as necessary through risk assessment, of finger trapping devices that completely cover the gap that is created on the hinge side of a door when it is in the open position
- Any windows accessible to people above ground level, where a fall could result in personal injury, and which can be opened, will be fitted with suitable restrictors to prevent them being opened and thereby prevent any such fall. To permit adequate natural ventilation in the room the opening gap will be restricted to approximately 100mm
- Window restrictors will be regularly inspected and maintained and suitable records kept
- Safe methods for cleaning or replacing lights or windows
- Security / Lighting
- To enable good access and egress particularly in an emergency
- Work is carried out by natural light wherever possible
- Lights are positioned to avoid risks, e.g. fire.

Caretech Community Services Limited will carry out regular inspections of the workplace to ensure a safe working environment.

Employees Responsibilities:

Welfare facilities provided and maintained by Caretech Community Services Limited are for the benefit and safety of all employees and visitors. Employees have a responsibility to use them in a proper manner and not damage or misuse any equipment provided.

Personal responsibility should be taken for clearing personal waste and cleaning of utensils when eating or drinking on the premises.

Employees will:-

- Co-operate with the Caretech Setting arrangements for good housekeeping in the workplace
- Report to the Service Manager / Line Manager or senior person on duty, any hazardous or dangerous situations including damage to floors, doors, windows, fixings, signs, defective lighting, and discomfort experienced as a consequence of lighting in the workplace
- Comply with the Caretech Community Services Limited smoking policy.

Wheelchair Use

Description

Wheelchairs, both transit type that can only be pushed by an attendant, and self-propelled (controlled by the user), are used in Caretech settings. There may be a variety of makes and models including electric wheelchairs.

Caretech Community Services Limited has a 'minimal lifting' policy with regard to the moving and handling of people. In general therefore no employee may attempt to manually move or lift a person from or to a wheelchair. Pushing, pulling or lifting a wheelchair constitutes manual handling and attendants or 'pushers' must therefore have attended appropriate manual handling training.

Associated Hazards

- Moving and handling of occupied wheelchair
- Instability and collapse of wheelchair
- Fall from chair during, e.g. muscular spasms, coughing, challenging behaviour
- Securing of wheelchair during minibus outings – see minibus policy.

Employer's Responsibilities

Caretech Community Services Limited recognises that it may not be reasonably practicable to develop a detailed safe system of work for each and every wheelchair but it will ensure that the risks to users, 'pushers' and everyone else who may be affected by the use of wheelchairs in the workplace are kept to the minimum, by way of a risk management programme to include:-

- Carrying out a general risk assessment for the use of wheelchairs. Due consideration will be given to the environments in which the wheelchairs will be used
- Ensuring that the general risk assessment is underpinned by a specific risk assessment in the care profile of each service user requiring wheelchair assistance. These risk assessments will be reviewed regularly
- Providing suitable and sufficient training for employees in the hazards associated with use of wheelchairs
- Providing safe operating procedures (SOPs) that take account of the differing activities, e.g.
 - assisting a wheelchair user
 - pushing an occupied wheelchair
 - transferring someone from a wheelchair
 - coping with kerbs and slopes.
- Ensuring that all direct support staff have received instruction and training in the safe operating procedures
- Ensuring that component parts of wheelchairs e.g. footplates and arm rests are paired and identified with an identification/serial number
 - Ensuring that wheelchairs are subject to routine safety checks, e.g. tyres fully inflated; brakes fully operational; component parts compatible and securely fitted etc. in accordance with the manufacturer's instructions. Other than making minor adjustments, no employee shall carry out wheelchair repairs
- Ensuring that a competent person is engaged to carry out the regular maintenance and inspection of wheelchairs and that suitable records are

held. Responsibility for the regular maintenance and testing of wheelchairs owned by service users (personal chairs) is down to the individual or a responsible person, such as a relative, acting on their behalf

- Caretech Community Services Limited will request service users (or others acting on their behalf) to supply copies of maintenance records of personal chairs.

Note: Caretech Community Services Limited expressly forbids the practice of assisting users up or down flights of stairs or steps. Such a practice could put both user and 'pusher' at risk of serious injury or even death.

Employees Responsibilities

No employees may act as an attendant or 'pusher', or in any other way assist a wheelchair user in using their wheelchair or attempt to carry out maintenance or repairs, unless they have received appropriate training, instruction and information which has been properly recorded.

Employees will:-

- Use wheelchairs safely and in accordance with the information, instruction and training provided by Caretech Community Services Limited.
- Read and comply with the general risk assessment in place for the use of wheelchairs
- Read and comply with service user specific risk assessments relating to the use of wheelchairs
- Check wheelchairs for correct fitting/defects prior to use
- Immediately report to the person in charge of the Caretech setting:
 - Any faults or failing relating to the wheelchairs - do not attempt temporary alterations or repairs
 - Any accident or incident, irrespective of how minor, relating to the use of wheelchairs

Work At Height

Description

A place is at height if a person could be injured falling from it, even if it is at or below ground level. Falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury. The regulations place duties on employers, the self-employed and any person who controls the work of others, these people become "Duty Holders".

Associated Hazards

- Unsafe or unstable access equipment or structures
- Fragile surfaces e.g. roofs
- Adverse weather during outdoor work at height
- Traffic - vehicle and pedestrian coming into contact with the work at height equipment.

Employer's (Duty Holder) Responsibilities

To prevent exposure to the hazards associated with work at height, Caretech Community Services Limited will: -

- Comply with the Work At Height Regulations 2005 and will ensure work is properly planned, supervised and carried out by competent persons
- Avoid work at height where reasonably practicable
- Conduct a risk assessment to identify the hazards and the controls necessary to complete the job in a safe manner
- Do all that is reasonably practicable to prevent anyone falling
- Ensure that all work at height is properly planned and organised
- Ensure that all work at height takes account of weather conditions and movement of vehicles and people that could endanger health and safety
- Ensure that those involved in work at height are trained and competent
- Ensure that the place where work at height is undertaken is safe
- Ensure equipment for work at height is properly inspected
- Ensure the risks from fragile surfaces are properly controlled
- Ensure the risks from falling objects are properly controlled.

Employees Responsibilities

Employees will:-

- Only work at height if they have been trained and authorised to do so
- Comply with training for working at height
- Only use the height access equipment identified in the risk assessment
- Make use of any personal protective equipment provided
- Comply with the safe system of work in respect of the work being undertaken
- Report any accidents, incidents and near misses to the Service Manager / Line Manager.

Work Equipment

Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as profiling beds, carpet cleaners, cooking ranges, tumble dryers, photocopiers and garden machinery are included.

Associated Hazards

- Dangerous/rotating parts of machinery
- Collapse of equipment
- Fire, overheating or explosion
- Gas, liquid, vapour or hazardous substance
- Failure of safety of controls on powered equipment
- Hot or cold surfaces
- Poor maintenance.

Employer's Responsibilities

Caretech Community Services Limited appreciate that some items of work equipment can pose a significant risk if not used in line with the manufacturer's instructions, not maintained properly or stored in a correct manner. To control exposure to the hazards presented by use of, cleaning of, or maintenance of work equipment we will: -

- Ensure that work equipment is selected which is suitable, by design, construction or adaptation, for its intended purpose in its particular place of use and is suitable for the process and conditions of use
- Undertake risk assessments for the equipment that is being used, cleaned or being maintained and issue copies of the assessments to all employees along with the people who may be adversely affected by the equipment
- Ensure that safe systems of work are implemented
- Ensure that employees are provided with sufficient information, instruction, training and supervision when using, cleaning or maintaining the equipment. All training will be documented on the employee's personnel file
- Ensure that all necessary safety controls are in place such as guards*, stop buttons, and isolation switches etc. and are secured in position, properly adjusted and working correctly

** Even if equipment is supplied with guarding, assess its suitability and with advice from guarding specialists, fit additional guarding if required, to prevent access to all dangerous parts of the equipment/machinery.*

- Ensure that work equipment is subject to regular inspection and maintenance carried out by persons competent for the work. The complexity and frequency of inspection and maintenance will vary with the type of equipment and its conditions of use. Planned preventative maintenance may be necessary. Wherever possible maintenance will be in accordance with manufacturers' instructions
- Maintain suitable records of all maintenance and inspections
- Identify and label equipment as "Unsafe to use" or similar and take out of service
- Undertake an assessment of hazardous substances that are used or created by work equipment as required by the Control of Substances Hazardous to Health (COSHH) Regulations.

Employees Responsibilities

Employees will: -

- Use work equipment safely and in accordance with the information, instruction and training provided by the Caretech Community Services Limited
- Only use, clean or maintain the equipment they are trained on
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the Caretech Setting's arrangements for the provision and use of work equipment
- Seek the permission of the Service Manger / Line Manager before bringing any personal items of equipment to work, whether it is intended that they be used by themselves or others as part of work activities
- Make full and proper use of any personal protective equipment provided by the Caretech Setting
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the Service Manager / Line Manager or senior person
- Inform the Service Manager / Line Manager if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

Workplace Transport

Description

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix.

The management of workplace traffic falls into three distinct categories: -

- Managing external traffic movement
- Managing internal traffic movement
- Managing pedestrian traffic.

Accidents can occur when vehicles collide with other structures but the main concern is avoiding contact between pedestrians and vehicles as this accounts for hundreds of fatalities each year and many more serious injuries. All persons who operate vehicles in the workplace must be medically fit and trained in the safe operation of the vehicles they will be using. The vehicles must be maintained in a safe condition with regular checks being carried out by the operator and a competent service engineer.

Employer's Responsibilities

Caretech Community Services Limited will ensure that suitable controls are in place to safeguard employees, visitors and contractors from the hazards associated with the following: -

- Internal and external vehicle movements
- Reversing vehicles
- Site layout
- Loading and unloading procedures
- Falls from vehicles
- Parking
- Pedestrian movement.

To do this Caretech Community Services Limited will compile suitable risk assessments for all areas under their control along with good housekeeping, monitoring and inspections of the workplace this should make for a safer working environment.

Employees Responsibilities Include

- Being vigilant and conscious of the presence of pedestrians and other vehicles
- Following instructions from management

- Adhering to signs and procedures relating to direction, speed, parking, reversing, loading and unloading etc
- Reporting to management any defects or fault with the practises in place
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely.

Young Persons

Description

There are specific legal requirements and restrictions on those who employ young people or offer them work experience. A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)). Whilst children will not be offered employment in Caretech Community Services Limited they may attend for work experience if arranged by the local education authority.

After leaving school a Young Person must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness
- Unfamiliarity with their surroundings
- Being physically or psychologically less suited to certain tasks
- Their lack of skills and training.

Employer's Responsibilities

Employers will complete a risk assessment specifically relating to the employment of young people before employing them. The risk assessment will give particular consideration to the: -

- Immaturity and inexperience of the young person and any consequential lack of awareness of risks
- Work activities to be undertaken
- Types and method of use of work equipment
- Extent of exposure to any chemical, biological or physical agents
- Nature and layout of the work area
- Health & safety information, instruction, training and supervision to be given to the young person.

Where a Child or Young Person is on work experience, communicate the findings of the risk assessment, together with protective and preventative measures to be taken, to a person having parental responsibility or rights for the child (e.g. parent or guardian, etc.) and to the school/college/training provider where applicable.

If young people were considered in previous risk assessments then there will be no requirement to repeat the process, except as part of the normal review/revision of risk assessments.

In addition, Caretech Community Services Limited will ensure that young people are not exposed to risks at work that arise because of their lack of maturity or experience and

any consequential lack of awareness of potentially dangerous situations. A young person will not be expected to do any of the following: -

- Work beyond their physical or psychological capabilities
- Perform work that involves risks to health from noise, vibration or extreme heat or cold
- Perform work which involves harmful exposure to any agents which can chronically affect health, including those with toxic or carcinogenic effects or those causing genetic damage.

Caretech Community Services Limited will also: -

- Ensure adequate training and supervision is provided to enable the young person to undertake their job safely
- Provide and train in its use, whatever personal protective equipment (PPE) is needed to safeguard the employee e.g. ear and eye protection, footwear etc.
- Introduce health checks if there is a danger of ill health arising from the work.

Employees Responsibilities

Employees will: -

- Co-operate with the Caretech setting arrangements for young people in the workplace
- Report any hazards to the Service Manager / Line Manager
- Follow any guidance, information, instruction and training given by the Service Manager / Line Manager.

Young people must: -

- Not undertake any tasks unless they have been trained
- Follow instruction and comply with safe working practices
- Ask the Service Manager / Line Manager or senior member of staff if unsure about anything
- Make full and proper use of all PPE that has been issued to them
- Report any hazards or defects to the Service Manager / Line Manager or a senior member of staff.

CLIENT POLICY DOCUMENTATION

As requested, Citation have included Caretech Community Services Limited's documentation as an appendix to the health and safety manual however these arrangements are not vetted by Citation or come under the Citation guarantee.

APPENDIX A

Smoking Policy

Contents

- 1- Purpose
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- 4.4- Staff and Contractors Visiting Service Users at Home
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- 4.6- Staff Smoking
- 5- Revision History

1 Purpose

To comply with

- Health Act 2006
- Health and Safety at Work etc Act 1974
- Management of Health and Safety at Work Regulations 1999.

2 Policy Statement

The Health Act 2006 came into force 1 July 2007, banning smoking in virtually all enclosed workplaces, public places and most company vehicles. This legislation makes it an offence to:

- smoke in smoke free premises
- permit people to smoke in smoke free areas
- fail to prevent smoking or display warning notices in smoke free premises.

Caretech has an ongoing commitment to work environments which are smoke free, and to protecting the health and wellbeing of employees, service users and all people giving or receiving our services. Caretech will comply with the smoke free legislation and will extend its protection to people working or visiting private residential premises not covered by the provisions of the law. We recognise our duty of care under Section 2(2) of the Health and Safety at Work Act 1974, to provide and maintain a safe working

environment. Smoking cigarettes and 'Vaping' electronic cigarettes are covered by this policy.

3 Scope

This policy applies to:

- employees, including contract and agency staff
- supported housing and general needs service users
- service users
- contractors
- visitors
- volunteers

4 Procedure

We will continue to operate our existing no smoking approach in all Caretech workplaces. Smoking continues to be prohibited in all enclosed and substantially enclosed premises in the workplace, including corridors, stairwells, lavatories and open windows, as well as doorways and entrances to premises. This is in line with the legislation. Employees are responsible for making sure that visitors to Caretech premises comply with the ban.

4.1 No Smoking Signage

We will comply with legislation by displaying at least one no-smoking sign at every workplace entrance. Signage does not apply to domestic premises that are visited by staff.

4.2 Vehicles

4.2.1 Company Vehicles

All company cars are required to be smoke free at all times and to prominently display a no smoking sign. This applies even when the driver is not carrying passengers. This is because vehicles which may be used at work by more than one person must remain smoke free under the new legislation. When the vehicle is shared with another smoker, the vehicle must still remain smoke free. This is to protect both smokers and non-smokers from second hand smoke.

4.2.2 Privately Owned Vehicles

A privately owned vehicle used by the owner in connection with their work will not need to be smoke free, as long as it is only occasionally used for carrying other people in connection with work activities. However, the vehicle must be smoke free whenever clients or colleagues are carried. If vehicles are regularly used to carry passengers on work trips, or if business uses exceeds private mileage, vehicles will have to be smoke free. This will need to be decided on a case by case basis.

4.3 Shared Supported Housing Schemes

Tenancy Agreements may specify terms and conditions for smoking and CareTech staff may need to remind tenants of their responsibilities. Individual bedrooms in shared supported accommodation are private dwellings whose occupants hold tenancies and are not covered by the law. Smoking will be restricted to service users' flats or bedrooms in

supported housing schemes, as long as staff are not present. The doors to these flats or bedrooms will need to be closed while the service user smokes, so that smoke does not drift into communal areas. Communal areas such as corridors, internal stairs, lifts, offices, shared kitchens and bathrooms, shared laundries and communal lounges must all be smoke free. Should smoke from private rooms be evident in communal areas, CareTech may need to negotiate support terms and inform/ support others to inform landlords where this has a detrimental impact upon others within the property. External communal areas in schemes where residents and/or staff may smoke are not covered by the legislation. Although Caretech encourages the extension of no smoking to cover such areas, schemes will need to agree local arrangements with their staff and residents. Managers of supported housing schemes and visiting support staff will be responsible for negotiating compliance with service users on a one-to-one basis.

4.4 Staff and Contractors Visiting Service Users at Home

Staff and contractors visiting service users in their homes are not directly covered by the provisions of the Health Act. However, Caretech expects that service users will provide visiting staff and contractors with smoke free spaces, so that they are not exposed to the health risks of second hand smoke. Service users are requested not to smoke in the same room as a staff member or contractor. If service users do smoke at home, we expect that they limit their smoking to rooms where staff or contractors are not visiting and open windows in rooms where people are working to help clear any second hand smoke. Caretech expects that managers will support staff in situations where they are exposed to second hand smoke and will help negotiate healthy solutions. Caretech requires that staff and contractors will not smoke while in the homes of service users.

4.5 Residential Services

Residential services are designated as non-smoking. Visitors failing to respect this will be asked to leave. Care homes are non smoking unless they have a designated smoking room. Whilst this is someone's home it is also a work environment and the company has a duty to protect its employees and other people within the environment. There should be a designated smoking area outside of premises available for individuals who reside in residential services.

4.6 Staff Smoking

Staff should not smoke with people who use our services or offer or share smoking products. As a company, we promote the health and well-being of individuals who use our services, therefore, staff should look to set an example and not smoke in front of service users. Staff should take any breaks used for smoking away from buildings and not be highly visible to people using our services or visitors to the service. Staff who smoke on breaks must ensure that clothing/ person does not smell before returning to work as this is unpleasant for other people.

5 Revision History

Date of next review: 4th November 2020

Review date: 5th November 2019

Date of release: March 2015