

Health and Safety Policy



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Amendment Record

Version	Date	Author	Version Comment
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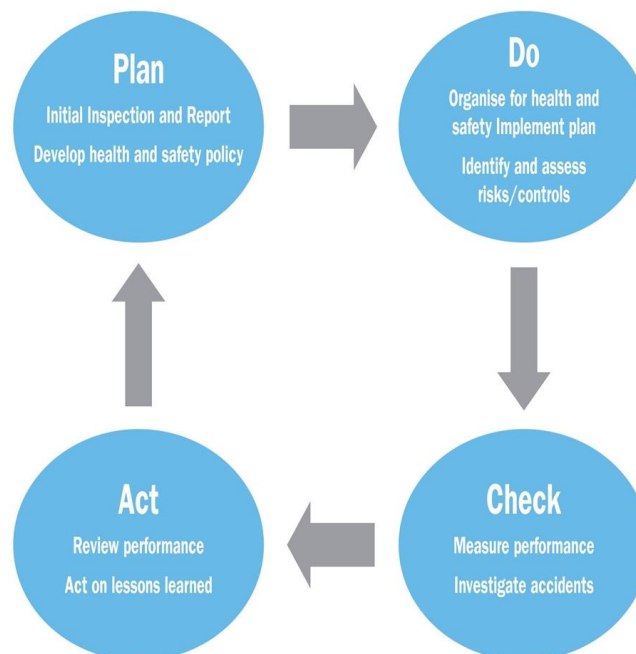
Health And Safety Management System

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.

Promise Care Services Ltd 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 employees
- 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.

Promise Care Services Ltd 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, Promise Care Services Ltd 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 Promise Care Services Ltd's main place of business.

Promise Care Services Ltd 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 Promise Care Services Ltd'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 Promise Care Services Ltd 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. Promise Care Services Ltd 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.

Citation Ltd will provide advice in line with relevant health and safety legislative frameworks, however, Promise Care Services Ltd retain responsibility and accountability for the health, safety and welfare of their employees and others who may be affected by any acts and/or omissions made by the Company, including the implementation of risk control measures.

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 Promise Care Services Ltd 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.

As a business we acknowledge 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, our Occupational Health and Safety (OHS) management system to ensure that health and safety standards are adequately maintained.

The Directors will implement the Company's health and safety policy and recommend any changes to meet new circumstances. The Company 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 Promise Care Services Ltd 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, in so far 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. We are committed to 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: -

Position: -

Review: -

Environmental Statement

Promise Care Services Ltd 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: -

Position: -

Review: -

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 Promise Care Services Ltd'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

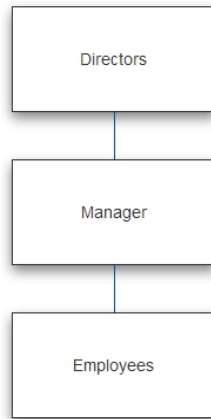
Signature:

Date:

Position:

Review:

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 Directors 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.
- 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.
- 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.
- 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.
- Qualified first aid personnel and facilities are provided.
- Audits and inspections are conducted in accordance with the organisation's health and safety monitoring procedures.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- Written cleaning schedules are drawn up and are completed on a daily basis.
- Daily checks are made to ensure that the room and all play equipment are in a safe and clean condition.

Tier 2

The Manager will ensure that :-

- 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.
- 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.
- 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.
- A system is implemented to ensure contractors have the necessary competence and resources in order to carry out work safely for the organisation.

- 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.
- 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.
- 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.
- 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.
- 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.
- Management are advised of the implications arising from health and safety legislation and codes of practice and their application to the organisation's activities.
- Risk assessments are compiled within the workplace.
- Records and statistics of all accidents and incidents that occur within the organisation are compiled.
- 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.

Fire Responsibilities

The Directors 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
- 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.

General 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 themselves 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 Promise Care Services Ltd 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 Company'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 the Company 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 advisably completed with names of responsible persons. Alternatively a leaflet version of the Health and Safety Law poster is available and should be distributed to all employees.
- 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 Company 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 institutions, 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 company premises.

As a domiciliary care provider, we recognise that employees attending clients in their homes may face additional challenges when accessing and egressing properties.

The safety and security of employees, may also be affected by breaches of security systems and arrangements, designed for their protection.

Associated Hazards

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

Employer's Responsibilities

Promise Care Services Ltd 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 and visitors are informed of the applicable procedures
- Suitable security measures are provided to prevent unauthorised access to the premises
- 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
- 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
- Waste is correctly and regularly disposed 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 employees and other personnel when working at the premises.

In respect of home care provision Promise Care Services Ltd will further ensure that prior to initiating each contract:

- Sufficient information is made available including regarding the area to be visited, the means of access to the property, egress, security, lighting and the condition of the property, to enable a suitable risk assessment to be conducted
- Suitable measures will be put in place to ensure, in so far as is reasonably practicable, the health and safety of employees visiting clients in their homes.
- Relevant employees will be informed of the findings of the risk assessments which will be reviewed on a regular basis.

Employees Responsibilities

Employees will:

- Remain vigilant and immediately report any suspected breaches of, or concerns about, security

- Report 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
- Keep areas tidy and clean
- Wear appropriate footwear
- Not leave equipment, cables and rubbish to cause obstructions or tripping hazards in work areas
- Take care when walking around the premises.

Accident Reporting

Description

There are many hazards present in all establishments including in clients own homes. 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

Promise Care Services Ltd 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
- 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 major injury (including as a result of physical violence)
- A member of the public, e.g. clients or other person not at work is killed.

RIDDOR reportable instances include the following, though this list is not exhaustive. In respect of clients 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, Promise Care Services Ltd 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:
 - cover more than 10% of the body, or
 - cause 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 a specified injury 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

- Occupational dermatitis
- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Hand arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer

- 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.

People Not at Work

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

In addition Promise Care Services Ltd 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, clients 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
- Any accidents involving clients 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 Company 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/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

Promise Care Services Ltd 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 Promise Care Services Ltd'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 employer 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 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 (Dutyholder)

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 it's management and reduction of the likelihood of anyone being exposed to asbestos or asbestos containing materials employees 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
- Assess the risk of exposure to employees, contractors and others to asbestos fibres from any the 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 employer 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 Promise Care Services Ltd and have been suitably trained
- Follow all information, instruction and training given to prevent injury or ill health.

Bathing Water Temperature

Description

High water temperatures create a scalding risk to vulnerable persons. Those at risk from scalding/burning include children, the elderly, those with mental illness, learning disability, reduced mobility and anyone with reduced sensitivity to temperature, or who cannot react appropriately or quickly enough to prevent injury.

Associated Hazards Include

- Burns
- Scalding.

Employer's Responsibilities

Due to the nature of our business, Promise Care Services Ltd will, in conjunction with the clients or their advocate, undertake a risk assessment to identify and control exposure to the hazards presented during washing/bathing activities. In respect of hot water temperatures special consideration will be given to:

- The clients ability to bathe or wash themselves unaided
- The clients preferred bath water temperature
- Individual sensitivity to varying temperatures
- Any mental state that would impair ability to recognise when water is too hot. e.g. dementia.

The results of the risk assessment will be recorded on individual clients care plans and will be regularly reviewed.

In addition, Promise Care Services Ltd will create written procedures that include:

- Arrangements for care staff supervising bathing/showering
- Process of filling/adding water to the bath
- Provision and use of bath/shower thermometers.

Adequate training and supervision will be provided to ensure that staff recognise the potential for clients to sustain burns or scalds, and that they understand and comply with the employers arrangements and procedures.

Maximum water temperatures	
Application	Maximum temperature °C
Shower	41 °C
Washbasin	41 °C *
Bath	44 °C
* For washbasins, washing under running water is assumed.	
** Bath fill temperatures of more than 44°C should only be considered in exceptional circumstances where there are particular difficulties in achieving an adequate bathing temperature. These circumstances should be recorded within the clients care plan and addressed within their individual risk assessment.	

Employees Responsibilities

With the aid of training and awareness employees must:

- Co-operate with management arrangements for safe systems of work for hot water temperatures
- Inform the employer of any changes in the services user's condition
- Report hazards or faulty equipment to the employer
- Follow any guidance, information, instruction and training given by the employer.

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

Promise Care Services Ltd will take all reasonable steps to ensure that bedrails provided by the clients or a third party are suitable for the intended use and for the bed being used, and are maintained in a safe condition.

Promise Care Services Ltd will ensure that:

- As part of the care planning process, a risk assessment has been carried out for all clients with bed rails
- These risk assessments will be reviewed at least monthly or when either the bed, mattress, occupant or bed rail is changed within that period
- Written safe systems of work are in place for the use of bedrails
- Care staff receive training in the safe use of bed rails
- There is a robust system in place whereby care staff can report back concerns about the safety of bed rails or bed occupants
- Failure or collapse of lifting equipment is reported to the owner.

Employees Responsibilities

Employees will:

- Use work equipment safely and in accordance with the information, instruction and training provided by the employer
- Read and comply with clients 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 any faults or failings relating to the bed rails
- Immediately report 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 Promise Care Services Ltd recognises that there is a potential for employees, most notably care workers, to come 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 injury.

Employer's Responsibilities

Taking account of the risks of exposure to BBV's, Promise Care Services Ltd will:

- Provide policies and protocols relating to Infection Prevention and Control and disseminate information to care workers
- Complete a risk assessment to identify the potential for contact with BBV's
- Provide on-going education to meet the needs of individuals and groups of employees
- Provide suitable personal protective clothing, cleaning materials, wipes, bags, to render any pathogen harmless
- Examine the circumstances, policies and procedures surrounding any incident suspected or proven to have taken place in the workplace
- Treat any information in respect of an employee BBV condition in complete confidence.

Employees Responsibilities

Employees will:

- Adhere to all company protocols and procedures applicable to infection control
- Comply with the steps to be taken immediately following a potential exposure

- Report to their 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.

NOTE: Any employee 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.

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

Employer's Responsibilities And Duties

Promise Care Services Ltd 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.

Promise Care Services Ltd 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, Promise Care Services Ltd 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, Promise Care Services Ltd 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:

Employees will:

- Comply with the Promise Care Services Ltd 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).

Cleaning and Disinfection

Description

Everyone involved in the workplace must be committed to ensuring that satisfactory standards of hygiene are achieved. The requisite standards will be clearly and effectively communicated and reinforced by management. Cleaning schedules will be developed as a communication link between management and staff and are necessary to ensure that premises and equipment are cleaned effectively and if necessary, disinfected.

Associated Hazards

- Chemical storage and handling
- Mixing of chemicals in different containers
- Slips, trips and falls
- Dermatitis.

Employer's Responsibilities

Promise Care Services Ltd has responsibility for formalising cleaning within the workplace, cleaning schedules have been compiled which outline: –

- What needs to be cleaned e.g. floors, facilities, work surfaces, equipment etc
- Who is to undertake the cleaning processes
- The frequency of cleaning procedures to be undertaken e.g. daily/weekly
- How the cleaning process is to be undertaken e.g. whether equipment needs to be moved in order to undertake the cleaning procedure
- What chemicals/disinfectants and cleaning implements are to be used e.g. brushes, shovels, hoses etc.

In addition, the company will:

- Train and supervise inexperienced staff until they are competent to undertake the activity safely on their own
- Undertake suitable and sufficient risk assessments for the relevant work activities
- Develop a safe system of work and train staff
- Ensure chemical data sheets are available at all times.

Employees Responsibilities

- Co-operate with the employer in relation to maintaining a clean and tidy workplace
- Follow training, guidance and instruction to prevent injury or ill health
- Make use of any personal protective equipment provided
- Report to the employer any hazardous or dangerous situation
- Co-operate with management arrangements for health and safety.

Construction, Design and Management (CDM) **Client Responsibilities (Domiciliary Care)**

Description

- The Construction (Design and Management) Regulations (CDM) cover a very broad range of construction activities such as building, civil engineering, engineering construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures
- Under the CDM Regulations, legal duties apply to clients, designers, and contractors for all construction projects even for simple, short duration work. However, for those projects that are likely to take more than 30 days or involve more than 20 sub-contractors at any one time or exceeds 500-person days of construction work, additional management duties are imposed, and projects are notifiable to the regulators - HSE. CDM Principal Designer and Principal Contractors must be appointed by clients for notifiable projects.

Associated Hazards Include

- Slips, trips and falls
- Fire and explosion
- Vehicular movement
- Falling objects
- Manual Handling
- Excavations
- Hazardous substances.
- Security – segregation of works with care home staff/residents/visitors
- Failure on Co-ordination project with care home management
- Asbestos (Pre-2000 Build)

Client's Responsibilities

Clients are defined as companies, organisations or individuals including those who operate or own shops, nurseries, care homes, veterinary- medical-dental practices and or funeral homes, hotels, leisure facilities, offices, etc. (but excluding domestic clients) for whom a construction project is carried out.

For All Projects, Clients will:

- Ensure that Principal designers and Principal contractors are competent and adequately resourced

- Provide information ('Pre-Construction Information') including site rules and details of site hazards, to those planning or bidding for the work
- Where important information is not available, take reasonable steps to acquire such information including construction drawings, plans, manuals, survey reports and location of utilities
- Ensure that the project is planned and managed suitably for its duration
- Facilitate good communications, co-operation and co-ordination between project members
- Allow sufficient time and resources for the design, planning and construction work to be done properly
- Ensure that adequate welfare facilities are arranged
- Ensure that structures constructed for use as a workplace conform to the requirements of the Workplace (Health and Safety and Welfare) Regulations.

For notifiable projects, i.e. those that are likely to take more than 30 days or involve more than 20 sub-contractors at any one time or exceed 500-person days of construction work, the client will undertake the following additional duties:

- Appoint a competent and adequately resourced CDM Co-ordinator prior to detailed design of the structure
- Appoint a competent Principal Contractor
- Provide information ('Pre-Construction Information') as early as possible to the CDM Co-ordinator relevant to the health and safety of the project
- Ensure that work does not start before the welfare facilities and the Construction Phase Plan are in place
- Agree the format of the Health and Safety File with the CDM Co-ordinator and retain the file for future access after completion of the project.

Where CDM Related Activities Are Undertaken, the Client will ensure:

- That it's duty as a client under the CDM Regulations is complied with in every respect
- That where relevant, it is aware of the responsibilities of other CDM duty holders (i.e. CDM Principal Designer, Designers, Principal Contractors and Contractors) and all associated 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.

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 engaged to undertake a variety of jobs on our behalf including maintenance, repairs, installation, window cleaning. 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 employees at risk.

Associated Hazards

- Movement of site traffic
- Excavation works
- Working at height
- Manual handling
- Hazardous materials/substances.

Employer's Responsibilities

Promise Care Services Ltd will ensure that competent contractors are selected and appointed having regard to:

- Hazards on premises
- The company's 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
- Include contractor's operations in all safety audits/inspections, paying special attention to access and egress

- 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
- 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.

Contractors'/Sub-Contractors' 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 premises before work commences
- Must inform Promise Care Services Ltd 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 person in charge of the premises immediately so that the incident can be investigated and recorded.

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, and 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

Promise Care Services Ltd recognises its responsibility to provide a safe working environment and will: -

- Compile an inventory of hazardous substances used or stored within the premises
- 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, clients 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.
- Provide training in safe use of substance
- Report any harmful exposure to the relevant authority

Where reasonably practicable, the company 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 company will control exposure by: -

- Total enclosure/isolation of the activity or partial enclosure and installation of extraction where applicable
- 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 ensuring 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.

Promise Care Services Ltd will consider the risks to other persons who may come into contact with hazardous substances, particularly vulnerable groups, e.g. clients, 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 following training provided
- 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
- Report any concerns to the employer.

Covid-19 And Pandemic Management

Where unprecedented situations, such as the Covid-19 pandemic occur, the Company will:

- Undertake a risk assessment reflecting all areas of Company activities in line with government guidelines and review as necessary in line with lessons learned and changes in government guidelines and legislation
- Inform employees and others as necessary, of the contents of the risk assessment
- Undertake audits and inspections where appropriate to check on compliance with the risk assessment
- Undertake staff health screening and return to work health checks where required by the relevant employment laws and risk assessment
- Consult with and provide information, instruction and training appropriate to the tasks to be completed to allow employees to undertake their work safely
- Provide appropriate PPE to employees where required
- Provide adequate information as to entry requirements and safe working procedures to those who may enter the premises, such as visitors
- Comply with the requirements of legally mandated government testing schemes and contact tracing
- Ensure that any pandemic procedures are compatible with existing infection control procedures, where established
- Provide suitable equipment to continue to operate such as cleaning equipment and PPE.

Employees Will:

- Comply with the contents and controls detailed within the Company risk assessments
- Comply with workplace procedures designed to mitigate against the effect of pandemics on the workplace, such as Covid-19
- Take care of themselves and others in the workplace where activities give rise to the potential for spread of infection
- Comply with the relevant Government guidelines and legislation in relation to their fitness to attend the workplace
- Follow any appropriate isolation/quarantine procedures which may be introduced in line with government guidance on travel
- Report any concerns or issues relating to non-conformance with pandemic controls to the person responsible
- Comply with testing requirements of the government and / or employer where there is a requirement to do so in line with legislation and / or risk assessment
- Comply with relevant contact tracing systems implemented by government, informing their employer where required to do so

- Notify their employer immediately should they be required to self-isolate in line with government and / or Company requirements.

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 alkalis
- 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

Promise Care Services Ltd 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.***

Disciplinary Rules

Description

Promise Care Services Ltd 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 Promise Care Services Ltd 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 (or its agents) for the protection and safety of its employees
- Used a naked flame in a non-designated area.

Failed To Follow Established Procedures For The Use Of:

- Flammable or hazardous substances
- Toxic materials
- Items of lifting equipment
- Plant or machinery
- Behaved in any manner that could lead to accidents or injury, including horseplay, practical jokes etc
- Undertook any action that could interfere with an accident investigation.

Will ensure that contact is made with the Advice Line at Citation Ltd prior to undertaking any disciplinary action.

Employees Responsibilities

- Co-operate with their employer and conduct themselves in a way that does not create risk of harm to themselves and others
- To not misuse or interfere with anything provided for health, safety and welfare
- To report any identified hazards to their employer

- To comply with clearly indicated and specific safety rules
- To wear safety clothing or equipment provided

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

Promise Care Services Ltd 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 their working day.

Promise Care Services Ltd 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.

Promise Care Services Ltd 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, Promise Care Services Ltd 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 employer 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 the employer
- Familiarise themselves with the contents of the relevant risk assessments
- Request Promise Care Services Ltd 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

Promise Care Services Ltd 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.

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 collision 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: competency, training, 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
- Breakdowns and other emergencies

Employer's Responsibilities

Promise Care Services Ltd 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
- Induction training covering driving at work is given to new employees and further training provided for those employees at highest risk, e.g. inexperienced drivers or those with poor accident record
- Drivers are trained to carry out basic safety checks and what to do in the case of breakdown, accident or emergency
- 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
- Drivers using their own vehicles for reasons of work are advised of the need to carry suitable emergency equipment for the journey being undertaken

- Journeys are planned. Scheduling will take into account routes, times, distances and weather conditions
- 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
- 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 while 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.

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

Mobile Phone Use

If mobile phones are used whilst driving it is important that the phone is held in a cradle.

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

- 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 follow any advice, information, instruction and training given by the employer
- 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.

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 vulnerable and alone
- Switch on hazard warning lights
- 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.

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.

Employees will have access to the clients prescribed drugs only where dispensing of these drugs forms part of the individual's agreed care plan.

Associated Hazards

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

Employer's Responsibilities

Promise Care Services Ltd will:

- Develop and implement a local policy for administration of medicines
- Provide suitable and sufficient training to enable employees to support clients whose medical needs involve assistance with taking medications
- Where dispensing of medication could involve a hazard to the administering member of staff, a specific risk assessment will be completed
- Implement a robust system for reporting concerns about the clients arrangements for storage of medicines, his/her ability to self medicate, medicines discrepancies.

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 protocols for the administration and disposal of drugs
- 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 concerns about the clients arrangements for storage of medicines, his/her ability to self medicate, any medicines discrepancies
- Inform the employer of any medical condition or allergy that may be worsened by exposure to certain medicinal preparations or drugs
- Inform (female employees) the employer as soon as they are, or suspect that they are, pregnant.

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

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 Promise Care Services Ltd 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 and UKCA 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.

Promise Care Services Ltd 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

As part of our overall Health & Safety Management Plan we will create not only a safe working environment but provide a suitable and sufficient means of controlling emergency situations, e.g. rescuing or retrieving persons who may become unavoidably trapped, collapse of a structure or uncontrolled release of a substance etc.

This will not however diminish any responsibility on our part, to do all that is reasonably practicable to prevent such an event occurring in the first place.

Associated Hazards

- Fire and explosion
- Flooding
- Asphyxiation
- Working at height or in confined spaces
- Hazardous substances
- Collapse of structures and excavations
- Bomb threat
- Spillage.

Employer's Responsibilities

- Undertake risk assessments for significant workplace activities and develop emergency plans and procedures before work commences
- Assign responsibilities for controlling and dealing with emergencies ensuring that responsible people are trained and competent in their role
- Where applicable, liaise with Principal Contractors, Client representatives, Safety Representatives, external emergency services, and local authorities, regarding the emergency plans
- Provide clear systems for contacting the emergency services
- Provide information, instruction and training to employees and contractors on the emergency arrangements including escape routes, muster points and shut down procedures etc
- Make arrangements to recover and treat injured people
- Undertake emergency practice drills

- Ensure that any equipment used as part of the emergency plan such as first aid, fire fighting, fire detection, alarms, gas release detection, communication systems, lighting, signage and rescue equipment are maintained and that persons are trained and competent in using such equipment
- Ensure that emergency routes are clearly defined, kept clear, well-lit and that there is suitable access for emergency services
- Investigate all emergency situations
- Develop a strategy for dealing with the media.

Employees Responsibilities

- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Attend training in the actions to be taken in the event of an emergency
- Raise the alarm on discovering an emergency situation
- Only use emergency equipment if you have been trained and authorised to use such equipment
- Report immediately any faults, damage to emergency equipment or concerns with emergency plans.

Fire

Description

Fire prevention is an important obligation for all businesses. Promise Care Services Ltd has a responsibility for ensuring the health, safety and welfare of all employees 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 responsibility of Promise Care Services Ltd to ensure that all employees, 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.

Promise Care Services Ltd 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
- Provide a written policy with regard to smoking that complies with current legislation.

In addition Promise Care Services Ltd 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
- 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 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
- 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 once a year 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
- 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
- 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).

Employees Responsibilities

Employees will: -

- Attend basic training in fire prevention and the action to take in the event of fire
- Co-operate with the company'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 fire fighting 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 employer 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.

Promise Care Services Ltd 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 Responsible Individual 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:

- Give the company name and location (as per Fire Action Notice / Fire Plan) to the operator from which the call is being made
- Unless there is a threat to personal safety, 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 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 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.**

Fire Action in clients Homes

If you discover a fire in a clients house

Leave the house immediately **and only if this can be done without taking personal risks**, take the clients to a place of safety.

Telephone the fire brigade immediately by:

When the fire brigade reply, give the response distinctly:

- Dialing 999 or 112 on a mobile
- Giving the operator the telephone number and asking for the fire brigade.

When the fire brigade reply, give the response distinctly:

- We have a fire at 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 brigade has confirmed the details.

Liaise with the fire officer in attendance.

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 and 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

Promise Care Services Ltd will:

Carry out a First Aid risk assessment 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
- First Aid equipment and facilities
- Emergency procedures
- 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 employer
- 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 with requalification after 3 years from initial completion
- 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 employer.

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

Promise Care Services Ltd 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) Promise Care Services Ltd 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 employer'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 employer.

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.

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, and the severity of any potential injury.

Associated Hazards

- Trailing wires or cables
- Loose floor coverings
- Faulty equipment or electrical fittings
- Unguarded edges
- Slippery floor surfaces
- Obstructed emergency exit routes.

Note - This list of hazards is not exhaustive.

Employer's Responsibilities

- Promise Care Services Ltd accepts that some of its work activities could, unless properly controlled, create hazards to employees, clients and other people. In addition, home care workers may be exposed to hazards present in clients' homes and these may vary at each visit.
- To reduce the likelihood of injury or loss we will take all reasonable steps to reduce the risks to an acceptable level.
- Consequently, Promise Care Services Ltd will inform employees of likely hazards by means of risk assessments, information, instruction, signage, training and documentation.
- To aid the recording of hazardous situations Promise Care Services Ltd 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.

Hazard reporting includes 'near miss' reporting. Near misses are hazardous incidents with the potential to cause an injury or damage, e.g. employee tripped over a trailing cable, but no actual injury occurred.

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 reasonably practicable, to prevent injury or unsafe conditions.

Health Conditions

Description

Promise Care Services Ltd is aware that people who have underlying health conditions may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let them as the employer know about the condition. Such conditions could include but not be limited to Diabetes, Epilepsy and Asthma (including Occupational).

Disclosure should help the individual in their job and facilitate help and support from management and colleagues.

Employer's Responsibilities

Promise Care Services Ltd will:

- Carry out a risk assessment of each job (including lone working) to determine whether there are any significant health and safety risks, considering individual circumstances
- Ensure all employees complete a health screening questionnaire on starting with the Company
- 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 an underlying health condition to liaise with Promise Care Services Ltd and organise their work area and work time accordingly and in line with guidance/supervision, 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 the underlying health conditions in conjunction with any affected employees
- Allow agreed leave for counselling, supervision, management sessions, eye examinations or treatment
- Identify any specific training needs of the individual
- Make provision for employees with underlying health conditions within the arrangements for first aid, fire and emergency evacuation. This may include appointing another individual to ensure affected employees are supervised through evacuation.

Employees Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Notify the employer of any prescriptive medication, general sale medication or pharmacy medicines that would affect the ability to work safely e.g. drowsiness
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Note: The following list is not exhaustive and other health conditions diagnosed in conjunction with the individuals appointed GP and health specialist should be dealt with in a similar fashion.

Additional responsibilities for employees with underlying health conditions:

Cancer:

Employees suffering from Cancer have an additional duty to:

- Notify the employer if their Cancer could have an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work.
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others.
- Notify the employer and DVLA if their doctor says they might not be fit to drive, or their medication causes side effects which could affect their ability to drive.

Diabetes:

Employees suffering from Diabetes have an additional duty to:

Notify 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).
- Inform the employer if they need access to a fridge or cold flask for storing insulin
- Inform the employer if they need a private area in which to check blood sugar levels

- Inform the employer if they need to maintain a check on blood sugar levels throughout the day and to take regular breaks
- Inform the employer if they need access to the services of their G.P. or diabetic nurse during the working day.

Epilepsy:

Employees suffering from Epilepsy have an additional duty to:

- Alert the employer if their epilepsy is having an adverse effect on their 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 their job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement.

Haemophilia:

Employees suffering from Haemophilia have an additional duty to:

- Inform the employer if their bleeding disorder is going to affect their ability to do their job or if they need specialised equipment or work wear.
- To be as prepared as possible for a bleed at work
- Inform the employer if they need a private place at work where they can administer their own treatment if the need arises.

Hypertension:

Employees suffering from Hypertension have an additional duty to:

- Notify the employer if they experience any symptoms that could affect their ability to operate plant or machinery.

Inform DVLA if driving a group 2 vehicle (bus, coach, or lorry)

- They must stop driving if a doctor says they have malignant hypertension. They can only drive again when both the following apply:
- a doctor confirms that their condition is well controlled
- their blood pressure is consistently below 180/110mmHg for cars or 180/100mmHg for group 2 vehicles.

Lupus:

Employees suffering from Lupus have an additional duty to:

- Notify the employer and the DVLA if they experience any symptoms that could affect their ability to drive or put their safety and the safety of those around them at risk, such as cognitive issues affecting their ability to concentrate
- If they are asked if they are disabled for the purposes of the Equality Act or the Disability Discrimination Act, they must answer yes, regardless of whether they consider themselves to be disabled.

Mental health disorders:

Employees suffering from mental health disorders have an additional duty to:

- Notify the employer if their mental health disorder is having an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others
- Some mental health disorders also affect the ability to drive safely and will need to be reported to the employer and the DVLA. If they are unsure they can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>.

Multiple Sclerosis:

Employees suffering from Multiple Sclerosis have an additional duty to:

- Alert the employer if their multiple sclerosis is having an adverse effect on their 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 their job includes driving, to notify the employer and the DVLA. Notification to the DVLA is a strict legal requirement
- If they are asked if they are disabled for the purposes of the Equality Act or the Disability Discrimination Act, they must answer yes, regardless of whether they consider themselves to be disabled. These laws specifically define MS as a disability from the point of diagnosis.

Musculo-skeletal disorders:

Employees suffering from musculo-skeletal disorders have an additional duty to;

- Notify the employer if their musculo-skeletal disorder is having an adverse effect on their day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on their health and safety or that of others
- Some musculo-skeletal disorders also affect the ability to drive safely and will need to be reported to the employer and the DVLA. If they are unsure they can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>

Health Surveillance

Description

Health surveillance is conducted by observing and communicating and systematically watching for early signs of work-related ill health in workers exposed to certain health risk. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees' exposure to a health risk, where this has been identified by a risk assessment.

Health surveillance is necessary where: -

- There is an identifiable disease or health condition may occur
- There are valid techniques available to detect the early signs of the disease or health effect
- and these techniques do not pose a risk to employees

It requires the implementation of certain procedures to achieve this, including simple methods carried out by employer who has been trained (e.g. looking for skin damage on hands), or issuing health screening questionnaires, or technical checks (e.g. audiology tests) undertaken by an occupational health professional or more involved medical examinations (e.g. lung function tests).

Some hazardous substances will require health surveillance as a condition of use e.g. lead, asbestos, ionising radiation.

Health surveillance records should be kept confidential by Human Resources or an occupational health professional 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. Recorded details of each health surveillance check should include:
 - the date they were carried out and by whom
 - the outcome of the test/check

- the decision made by the occupational health professional in terms of fitness for task and any restrictions required. This should be factual and only relate to the employees functional ability and fitness for specific work, with any advised restrictions.

Associated Hazards

- Biological agents
- Other hazardous substances
- Asbestos
- Night work.

Health Effects

Examples include:-

- Dermatitis
- Asbestosis

Employer's Responsibilities

Promise Care Services Ltd will: -

- Carry out a risk assessment to ensure appropriate risk assessments take into account health surveillance requirements to identify the health hazards within the workplace and communicate the findings to appropriate employees
- Ensure that resources are available for health surveillance needs
- Appoint competent people to assist with health surveillance
- Take any necessary measures to remedy any risks found as a result of the assessment
- Ensure that all employees, including new employees are included in health surveillance programmes
- Ensure that employees transferring to different work activities are included in the health surveillance programme if required
- Provide employees with relevant information, instruction 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 employees 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
- All occupational health issues should be reported to senior manager for escalation.

Employees Responsibilities

All employees will: -

- Advise the Manager of any significant health issues
- Report any significant changes in their health to the Manager in intervals between health surveillance sessions
- Cooperate with health surveillance programmes where a risk assessment has established the requirement
- Cooperate with other risk reduction measures for the protection of their health
- Attend health surveillance appointments or organise in advance for a change of appointment time if original is inconvenient
- Attend appropriate training in relation to workplace hazards and health surveillance.

Homeworking

Description

A homeworker can be considered as those who use their home as their office or place of work for much or all of their time. Most home working is office type work, which is a low-risk activity, but other situations may include higher risk activities.

Employers do not have direct control over the homeworking environment and therefore reliance is placed upon the provision of information, instruction and training to employees to maintain health and safety compliance.

Associated Hazards

- Use of electrical equipment
- Faulty or non-maintained equipment
- Lone working
- Exposure to chemicals/hazardous substances
- Manual handling and upper limb disorders
- Effects of display screen equipment use
- Stress and isolation
- Slip, trip and fall hazards
- Fire hazards
- Travelling

Employer's Responsibilities

Promise Care Services Ltd realise that there may be concerns surrounding homeworking, to allay these fears we will:

- Produce a suitable and sufficient assessment of the risks to the health and safety of these employees and others who may be affected and communicate such risk assessments to employees
- Identify the preventative and protective measures needed, so far as is reasonably practicable
- Provide suitable DSE training to employees so to enable those employees to carry out their own Display screen equipment assessments
- Review completed DSE assessments and supply and maintain suitable equipment, where necessary, to allow employees to work safely

- Encourage staff to maintain good housekeeping so to prevent slips, trips and falls and fires
- Encourage staff to test battery powered fire detection systems regularly
- Provide employees with suitable equipment, where required, to enable effective communication, such as: computer, phone and video conferencing equipment
- Ensure regular consultations are arranged to prevent these employees feeling isolated from the rest of the business
- Check that lone workers have no medical conditions, which make them unsuitable for homeworking
- Supervision of lone workers will be provided which will be based upon the findings of the risk assessment
- Establish risk assessments and emergency procedures in consultation with employees
- Provide access to first aid facilities as identified by the work activity risk assessment
- Establish an emergency point of contact and communicate this contact to our employees
- Ensure that appropriate support is given to staff following an incident
- Ensure homeworkers are covered by the Employer's Liability Insurance cover.

Employees Responsibilities

Employees who are recognised as homeworkers, must:

- Co-operate with the employer by following rules and procedures designed to protect their safety as a homeworker
- Manage their time efficiently so as to carry out their daily tasks
- Report any damage to work equipment using Promise Care Services Ltd reporting procedure
- Report all incidents relating to homeworking using Promise Care Services Ltd reporting procedure.

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

Promise Care Services Ltd 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 Promise Care Services Ltd. Health and safety information, instruction, supervision and training helps the company 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 the company to meet its legal duty to protect the health and safety of its employees.

Employer's Responsibilities

Promise Care Services Ltd will: -

- Consult with relevant persons to identify the information, instruction, supervision and training required, taking into account the level of skills, knowledge and experience needed, 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
- 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, Promise Care Services Ltd 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

Employees 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.

Ladders and Stepladders

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), providing three points of contact can be maintained whilst working from the ladder or steps, necessary control measures and training are adhered to. The duration of work should not determine whether ladders are the most suitable means of working at height. Selection of ladders should be considered, as part of a risk assessment, if the intended work is low risk and safer means of working at height (e.g. a fully guarded working area or mobile elevating work platform) are not reasonably practicable.

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, damaged or poorly maintained 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 Promise Care Services Ltd, through consideration of the working at height hierarchy, to ensure ladders are the most appropriate means of working at height. Promise Care Services Ltd will ensure, so far as reasonably practicable, the safety of employees who work with ladders.

Promise Care Services Ltd 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

- Design the task so that 3 points of contact can be maintained whilst climbing the ladder and at the work position. Brief periods where a handhold is not maintained can be justified (e.g. when starting a screw), otherwise alternative measures will be required to prevent or reduce the distance of a fall, such as a work restraint harness
- Ladders should only be used on firm, level ground and clean and solid surfaces which are free from loose material, enabling the feet to grip properly. Shiny surfaces can potentially be slippery even when not contaminated
- Ensure that when new ladders are purchased that they conform to EN131 Professional standard and are suitable for the task required
- Ensure the maximum load capacity is not exceeded (i.e. through consideration of the combined weight of the user, equipment and any materials being carried)
- Risk assess ladders conforming to older standards (purchased prior to January 2018). 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
- Ensure domestic ladders are 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
- Formal, detailed inspections should be carried out and recorded by a competent person. The frequency of said inspections will be determined by risk assessment (e.g. considering the frequency of use, environment in which they are used and the potential for damage)
- 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
- Ensure stability devices and other accessories are included in pre-use checks and maintained in accordance with manufacturer's instructions

- Ensure the working area is secure to prevent collisions with vehicles, pedestrians or moving objects such as doors and windows. If necessary, barriers, cones or, as a last resort, a person standing guard at the base may be required.

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. Work should not commence if a point of work risk assessment deems a ladder unsuitable for the task, until further instruction from a supervisor or line manager is sought
- 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 defects, of good construction and of sound material
- Carry out visual inspection prior to use, following an event which may have caused damage to the ladder and when moving to a different environment (e.g. from a dirty area to a clean area)
- Avoid holding items whilst climbing (e.g. use a tool bag or belt)
- Do not use defective ladders and report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Avoid over reaching through proper positioning of the ladder. Employees naval/belt buckle should remain within the styles
- Always grip the ladder and face the rungs while climbing or descending. Never slide down the styles
- Advise the employer of any health issues, which may affect the ability to work at height.

Latex Products

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 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, Promise Care Services Ltd will ensure that:-

- Latex gloves are 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
- Where latex gloves are assessed as being essential, they will be low protein and powder free, and personal exposure time will be minimised. **The use of powdered latex gloves is not permitted**
- 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

Employees will: -

- 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.

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
- Note: This policy arrangement and the provisions of the law does not apply to Promise Care Services Ltd whilst working in a Domiciliary Care client's premises.

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, 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

Promise Care Services Ltd 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.

The 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 management arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by the employer to prevent ill health
- Report to the Manager any disease diagnosed as Legionnaires' disease
- Report to the 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 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 arrangements 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

Where lifting equipment used in service users own homes is provided by the service user or a third party Promise Care Services Ltd will take all reasonable steps to ensure that the owner or provider of the equipment has provided equipment that is suitable for its intended use, safe for use and maintained in a safe condition.

For work activity involving the use of lifting equipment provided by the company, we will ensure that: -

- Equipment is suitable, safe and fit for purpose
- 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
- 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 accessories such as slings and chains are also 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.

Promise Care Services Ltd will further 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.

Dangerous Occurrences, as defined under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) will be reported to the Health and Safety Executive.

Employees 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
- Only use equipment and associated accessories provided by the company, 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
- Before use, ensure lifting equipment and associated accessories are marked with their safe working load
- 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, Promise Care Services Ltd 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 Promise Care Services Ltd-

- 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 working on their own without direct contact or supervision. Examples include a person working on their own in an office 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
- Poor visibility or lighting.

Employer's Responsibilities

Promise Care Services Ltd 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, 'person-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 employer
- Provide information on their whereabouts during working hours, to the senior person on duty
- Report all incidents relating to lone working using Promise Care Services Ltd's 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

Promise Care Services Ltd 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 premises
- Ensure that any maintenance work undertaken by employees or contractors is adequately supervised, and that other people in the premises 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

Promise Care Services Ltd 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 the light of such incidents
- Employees recruited to posts involving manual handling are suitable for the work they are required to undertake, that job descriptions sent to applicants for employment include details of manual handling tasks where these are part of the requirements of the post, and that staff in post continue to be suitable for the work
- 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
- Manual handling activities carried out in clients' homes will be identified and risk assessed within the care package agreed for each clients.

Employees Responsibilities

Employees will: -

- Attend manual handling training sessions as required and apply the knowledge gained from training to your daily work
- Follow the safe systems of work designed and introduced by the employer 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 employer
- 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 employer if normal manual handling duties cannot be undertaken because of injury, illness or any other condition
- Report any unsafe practices at work.

Mobile Telephones

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while 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.

If required, hands-free kits will be provided to members of employees who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during 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 and utilise the one-touch speed-dial facility
- 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.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

General Use Of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Monitoring, Inspection And Review

Description

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

The frequency of monitoring and review will be decided by the level of risk, competence of people, legal requirements, results of accidents and the recommendations of manufacturers or suppliers of equipment.

Monitoring includes: -

- Establishing compliance with Promise Care Services Ltd's Health and Safety Policy, and safe systems of work/procedures
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Establishing competence of workers
- Establishing the wellbeing and health of workers.

Employer's Responsibilities are to: -

- Prepare and implement a plan for regular monitoring of health and safety arrangements
- Arrange with Citation for annual inspections of the workplace and processes to be undertaken
- Monitor employee's general health and fitness to work and carry out health surveillance where required
- Ensure that competent persons regularly inspect, examine and test equipment
- Regularly inspect the workplace to ensure a safe working environment
- Regularly monitor compliance with health and safety plans
- Regularly monitor employee and contractor competence while working to ensure they are working safely
- Review risk assessments at least annually, or where there has been a significant change in tasks, premises layout, equipment or personnel
- Record the results of inspections and monitoring undertaken
- 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 safe guard 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 will: -

- Co-operate with the employer's arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Check equipment, including any personal protective equipment (PPE) supplied, is safe before use
- Report any incidences of poor work practice to the employer.

New And Expectant Mothers

Description

Promise Care Services Ltd 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 clients, 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, lone working or stress).

Employer's Responsibilities

To safeguard the health and safety of new and expectant mothers, Promise Care Services Ltd 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 their 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 employee's 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
- If, despite all practicable measures being taken, Promise Care Services Ltd considers that there is an unacceptable risk to a new or expectant mother, or her unborn baby, Promise Care Services Ltd 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 their employer as soon as pregnancy is confirmed
- Follow advice and information given by their employer in relation to safe working practices
- Report any hazardous situation to their employer 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 their employer.

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.

All clients 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 company's policies for 'Manual handling' 'Work equipment' and 'Lifting equipment'.

Associated Hazards

- Inappropriate choice of handling equipment for the clients
- Failure or collapse of hoists/slings
- Misuse of hoists/slings
- Challenging behaviour from clients

Employer's Responsibilities

Promise Care Services Ltd will take all reasonable steps to ensure that hoists and slings provided by the clients or a third party are suitable for the intended use, safe for use and maintained in a safe condition.

We will further ensure that: -

- Training in people handling (including risk assessment and the use of mechanical aids) is included in induction training for care employees. The training is refreshed annually 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 has been carried out for all clients
- These risk assessments will be reviewed at least monthly or if either the clients needs, or the equipment is changed within that period
- 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

- There is a robust system in place whereby care employees can report back concerns about the safety of hoists and or slings
- Failure or collapse of lifting equipment is reported to the owner.

Employees Responsibilities

Employees involved with people handling activity will: -

- Attend people handling training at least annually
- Keep up to date with clients' moving and handling plans
- Report any changes in the clients health or ability that may necessitate a review of the moving and handling plan
- Follow safe systems of work designed and introduced by the employer
- Visually inspect slings for signs of wear and tear prior to each use
- Only use mechanical aids 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 Promise Care Services Ltd 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:

The Company acknowledges that PPE forms the last level of protection within the hierarchy of controls, and will ensure all other practicable controls are in place. It is, however, recognised that PPE is often required to bolster other controls. As such the Company will:

- Assess the risks and provide the appropriate PPE to workers.
- Supply PPE to the relevant standards and conformity markings (such as UKCA)
- Maintain, clean and replace PPE as required.
- Provide storage for PPE when it is not being used.
- Give training and instruction to workers on its use and how to look after it.
- Monitor use and condition of PPE.

Some examples of PPE used by workers include, but are not limited to: Protective footwear, gloves, high visibility clothing (vests / jackets), hard hats (with and without chin straps, dust masks and safety glasses.

Workers will be consulted at the selection stage to ensure equipment is suitable for their needs and to encourage usage. All workers will confirm receipt of their PPE.

All PPE is provided free of charge and is expected to be kept in a good condition by the workers using it.

Worker Duties:

- Make full and proper use of all PPE that has been issued to them
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged
- Report any defective PPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct equipment is being worn
- Store PPE securely at all times and in line with instructions.

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 that may be unsafely wired, being brought onto the premises.

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 Promise Care Services Ltd will, as part of a clients care package: -

- Clearly identify those duties to be undertaken by the care worker and, where general duties require use of the clients electrical appliances, ensure that care workers have sufficient awareness training in electrical safety to ensure that they can recognise, and will not use faulty equipment.

Employees Responsibilities

Employees Will: -

- Use portable electrical equipment as trained and instructed and take care of the equipment that has been provided
- 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
- Ensure that equipment is plugged into the correct supply by an approved method and will not attempt to use a makeshift temporary connection
- 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
- Disconnect the equipment from the supply before making any adjustments
- Ensure that appliances brought into the company's premises are submitted for inspection prior to being put into use.

In addition care workers will: -

- Only carry out duties indicated in the clients care package
- Not provide any personal items of electrical equipment for use in a clients home.
- If faulty electrical equipment is noted during the course of a visit, report this to the clients or their advocate.

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 clients as well as the occupational health of employees. It is our policy to seek to minimise the risks to employees, clients 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
- Contact with contaminated articles and surfaces.

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
- Coronaviruses (MERS-Cov / SARS-Cov / nCov)
- 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 in line with up to date clinical and international guidance
 - Implement and review protocols on hand washing, personal hygiene and personal waste disposal
 - Employees / clients 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**

- Provision and use of personal protective equipment (PPE) including well-fitting powder free vinyl gloves, masks etc. alongside risk assessment
- Generation, collection and disposal of clinical waste and control of general waste
- Undertake monitoring, surveillance and audits
- 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 against dynamic situations.

Employees Responsibilities

Employees will: -

- Take care of themselves and others in respect of work activities that give rise to the potential for infection / spread of viruses
- Follow training, guidance and instruction given, to prevent injury or ill health
- Use appropriate resources to minimise infection
- Conduct good standards are personal hygiene and use preventative measure such as hand sanitisers etc. where provided
- 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 Manager on any hazardous or dangerous situations
- Co-operate with the Company's 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
- Work equipment
- Workstations
- Other workplace hazards.

Employer's Responsibilities

Promise Care Services Ltd 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

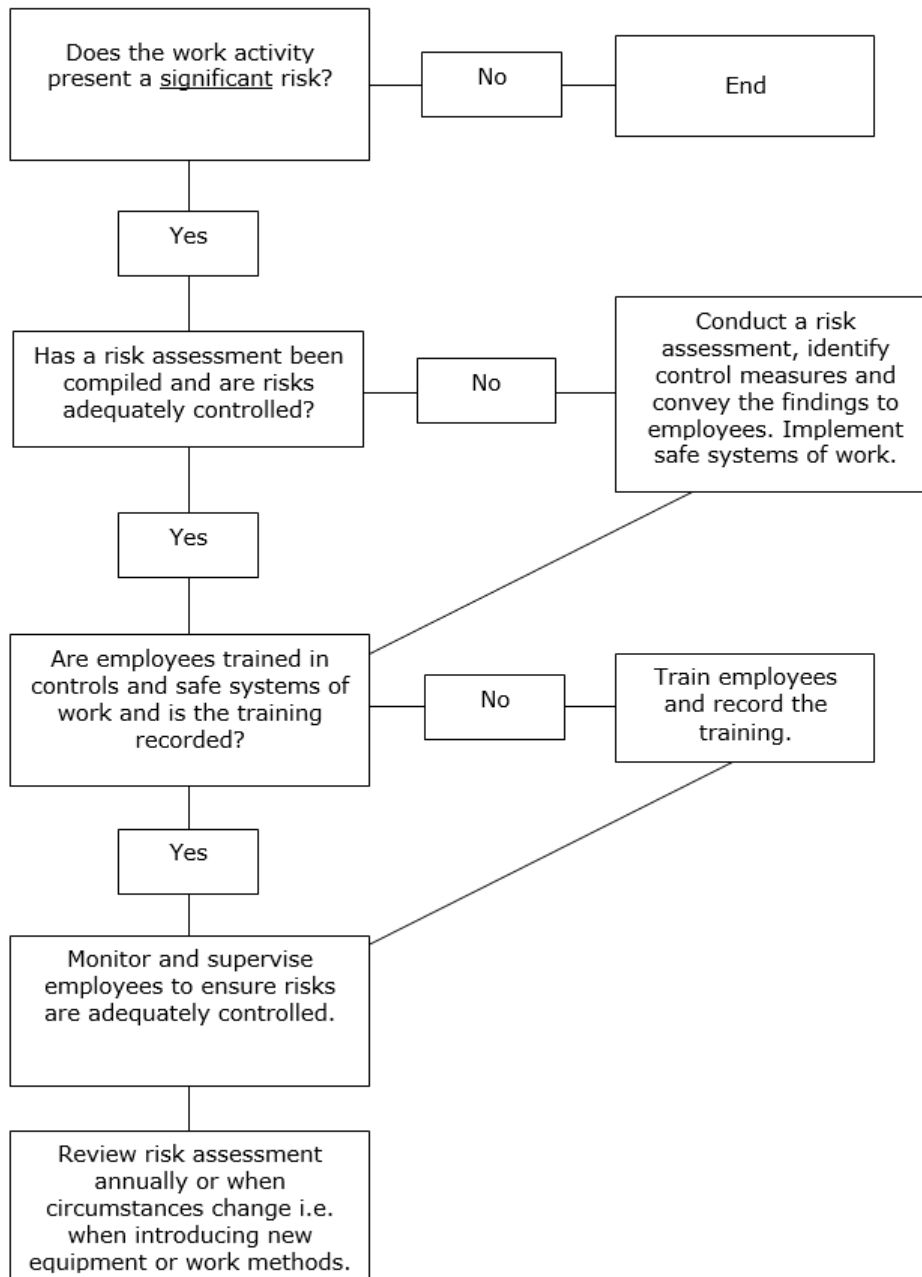
- Review risk assessments annually, following an accident, or where there has been a significant change in work activities or processes
- Keep records of the significant findings of the risk assessments
- Provide appropriate health surveillance, where there is an identifiable disease or potential adverse 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

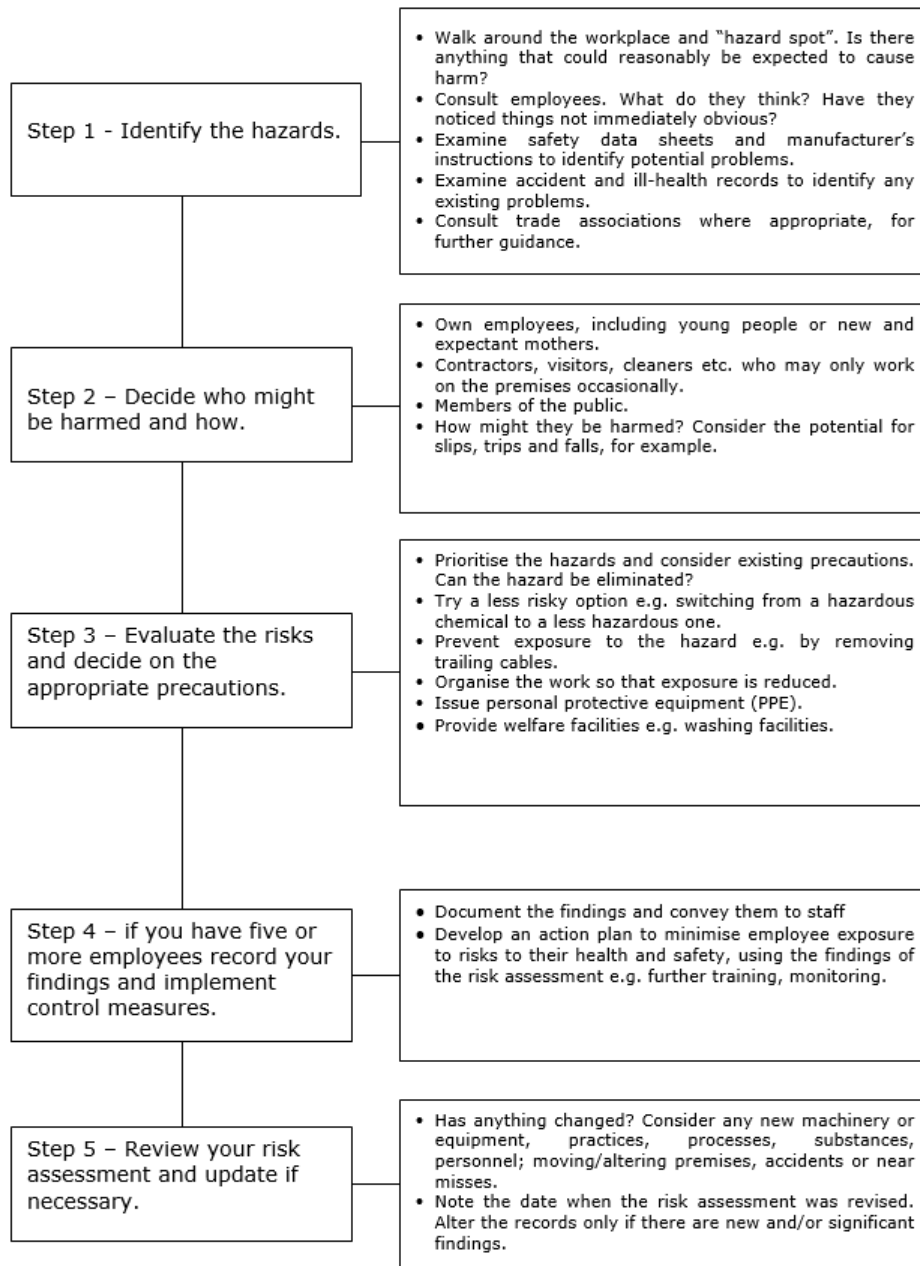
Employees will: -

- Co-operate with the company's arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instruction given by the employer
- Comply with any control measures laid down within risk assessments
- Immediately report any hazards or defects to the employer.

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.

Promise Care Services Ltd 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

Promise Care Services Ltd will: -

- Maintain all signs in a good condition
- Position all signs correctly

- Explain signs to all members of employees to ensure that they are aware of their meaning and the correct actions to be taken.

Employees Responsibilities

- Comply with any signs and notices on display
- Report damaged signs to the employer.

Smoking In The Workplace

Description

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma. Promise Care Services Ltd will comply with statutory duties in respect of smoking in the workplace and in particular, fulfil obligations to assess the risk associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

Associated Hazards

- Health risks including stroke, cancers chest and heart disease
- Fire damage to building and associated risks to those in and around the premises.

Employees Responsibilities

Promise Care Services Ltd will take all reasonable steps to ensure that employees and visitors are aware that all company premises and company vehicles are legally required to be smoke free.

To do this we will: -

- Display 'no-smoking' signs at entrances to the premises and in company vehicles
- Ensure that nobody smokes in our smoke free premises or company vehicles
- Communicate information and instruction to employees and visitors
- Monitor and review effectiveness to ensure compliance.

This policy is not concerned with the right of clients to smoke in their own homes but Promise Care Services Ltd recognises that employees visiting such homes may, during the course of their work, be exposed to the effects of inhaling tobacco smoke.

In these circumstances we will take such steps as are reasonably practicable to provide a working environment which is safe and without risks to health.

This will include: -

- Making a written request of any clients that they and any others in the home, refrain from smoking for approximately 1 hour prior to, and for the duration of the employee visit

- Providing suitable rotation of employees into the clients home to ensure that no one employee is in regular attendance
- Regularly reviewing the effectiveness of these arrangements on a case by case basis.

Employees Responsibilities

In accordance with Promise Care Services Ltd's arrangements, employees will: -

- Not smoke whilst on company premises or in designated company vehicles
- Co-operate as far as is necessary to enable compliance with the arrangements for home visits
- Immediately report to the employer any concerns relating to exposure to passive smoking during home visits.

Stress

Description

Stress is not a weakness and can affect anyone. Promise Care Services Ltd recognises that there is a difference between pressure and stress at work and that taking action to reduce the risk of ill-health, because of work-related stress, leads to the creation of a good working environment and a healthy workforce.

Although a certain amount of pressure can be motivational and enable employees to perform at their best, it is when too much pressure is experienced, leaving employees unable to cope, that stress can result.

The Health and Safety Executive has defined stress as 'the adverse reaction a person has to excessive pressure or other types of demand placed upon them'.

Work-related stress can be tackled by the company and its employees working together to identify sources of stress and how those can be managed.

Sources of stress can include:

- Demands of the role, leading to an unmanageable workload
- Being under challenged or having no autonomy, leading to a lack of job satisfaction or low esteem
- Environmental factors, such as noise, temperature, exposure to violence or aggression, lone working
- Lack of support from management or colleagues
- Organisational changes and how those are communicated and managed
- Relationships and being subjected to unacceptable behaviours, such as bullying.

Employer's responsibilities

Promise Care Services Ltd will:-

- Carry out a risk assessment in conjunction with employees to identify sources of stress and the associated risks and gather information, such as completed health questionnaires, sickness absence records and exit interview notes to assist in this process.
- Take steps to reduce the risks from work-related stress, as far as is reasonably practicable.
- Put in place a system so that employees can raise, with their line manager, a health and safety representative or colleague, if they are experiencing work-

related stress or have any concerns about their work environment or instances of unacceptable behaviour.

- Consult with, and communicate to, employees over any proposed changes to their work patterns or proposed changes to the working environment.
- Encourage employees to develop new skills to help them achieve their goals.
- Provide employees with access to support, such as and Employee Assistance Programme/counselling service, advice or training to help reduce work-related stress.

Employees responsibilities

Employees will:-

- Follow Promise Care Services Ltd reporting procedures if they are experiencing work-related stress. It will be beneficial to do this at an early stage, to prevent a situation from getting worse
- Contribute to the development of any work-related stress risk assessment carried out by the employer
- Read all communications from the employer that concern work related changes and the reasons behind those
- Attend any counselling or stress management training sessions provided by the employer.

Violence And Aggression

Description

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.

Promise Care Services Ltd 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.

Any employee whose job entails dealing with the public can be at risk from violence.

Promise Care Services Ltd recognises that homecare workers may face additional risks when, e.g. making their way to and from visits within the community, there are significant changes in a clients usual behaviour, resulting in challenging behaviour, acts of verbal or physical aggression.

Where challenging behaviour is the trigger, risk reducing measures will take account of the need to ensure the safeguarding of the clients.

Associated Hazards

- Physical attacks
- Verbal abuse.

This may result in:-

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

Employer's Responsibilities

Promise Care Services Ltd will:-

- Carry out risk assessments in respect of the potential for violence in the workplace and, in respect of home care visits, ensure that sufficient information is made available regarding the area to be visited. This will be undertaken in consultation with employees and their representatives, where appropriate
- A risk evaluation will be taken that considers the level of training and information provided, the environment and design of the job. The significant findings of the assessment will be recorded

- Provide instruction and training regarding violence at work will be given to employees on induction and during other workplace training sessions
- Investigate all incidents or complaints, which relate to violence or aggression at work
- Consider installing or providing devices to raise an alarm in the event of an act of violence or aggression, e.g. panic alarms
- Provide adequate security, e.g. locks, CCTV and avoid lone working, where practicable
- In the event of a violent incident involving employees, provide them with full support, including debriefing, time off work and legal help, where necessary
- Report to the Enforcing Authority a death, specified injury or over-7-day physical injury caused by a non-consensual act of physical violence at work in accordance to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
- 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.

In addition Promise Care Services Ltd will: –

- Develop and regularly review policies and procedures in respect of safeguarding of clients
- Provide training in challenging behaviour. Training shall be focused on anticipating and defusing challenging behaviour, the legal and ethical effects of restraint and the use of therapeutic interventions to minimise restraint
- Monitor employees to ensure techniques are appropriately implemented, and recording practices adhered to.

Employees Responsibilities

Employees will: -

- Attend training sessions provided by the employer
- Keep up to date with the clients' history, diagnosis and known triggers to challenging behaviour and safeguard at all times, the confidentiality of information relating to clients and employees
- Take care of their own health and safety at work and that of others who may be affected by their acts or omissions
- Report any incidents of violent or threatening behaviour to the employer

- After any violent incident, complete an incident report form regarding the event
- Co-operate with the employer's arrangements for dealing with violence and aggression and at work.

Visit By An Enforcement Officer

The Health and Safety at Work etc. 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

Promise Care Services Ltd 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 employer.

Waste Disposal

Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities on company premises.

Associated 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

Promise Care Services Ltd will: -

- Identify all waste that has the potential to be removed from the premises
- Establish contracts with appropriate waste disposal companies to ensure that waste is removed from the premises safely
- Confirm with the waste disposal companies the specific items which can or cannot be placed in the receptacles provided
- Provide suitable waste collection receptacles dependent upon the waste to be disposed and where relevant, label or sign the receptacles to easily identify the disposal of waste
- Ensure that any chemical waste or unknown substances are stored in their original containers until an authorised waste disposal company can remove them from the company premises
- Maintain any copies of waste transfer notes on site for a minimum of two years for future reference
- Instruct all employees in the correct disposal of waste and maintain records of instruction and training on file.

Employees Responsibilities

- To dispose of waste as instructed
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal

- To inform management if waste receptacles are full and need emptying
- Not to remove items from waste receptacles and take or use for personal use
- Not to climb onto skips or other waste receptacles.

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 company's welfare facilities include the provision of, e.g. toilets, washbasins, doors and passageways that are accessible for disabled persons.

Employer's Responsibilities

Promise Care Services Ltd will 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 for clients
- Ventilation
- 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
- 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.

Promise Care Services Ltd 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. Promise Care Services Ltd 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 and visitors can utilise them safely
- 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.

Promise Care Services Ltd will carry out regular inspections of the workplace to ensure a safe working environment.

Employees Responsibilities

Welfare facilities provided and maintained by Promise Care Services Ltd 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 company's arrangements for good housekeeping in the workplace
- Report to the management, 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 company's smoking policy.

Wheelchair Use

Description

Wheelchairs, may be used in a domiciliary setting for moving the clients in and around their home. There may be a variety of makes and models including electric wheelchairs.

Promise Care Services Ltd 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 muscular spasms, coughing, challenging behaviour.

Employer's Responsibilities

Responsibility for the regular maintenance and testing of wheelchairs that are owned by clients is down to the individual or a responsible person acting on their behalf.

Promise Care Services Ltd will request clients (or others acting on their behalf) to supply copies of maintenance records of wheelchairs.

Promise Care Services Ltd 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 and 'pushers' 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
- Ensuring that the general risk assessment is underpinned by a specific risk assessment in the care profile of any clients requiring wheelchair assistance. These risk assessments will be reviewed regularly
- Providing suitable and sufficient training for care staff in the hazards associated with use of wheelchairs
- Providing safe operating procedures (SOPs) that take account of the differing activities within clients home to include: -
- Assisting the wheelchair user
- Pushing an occupied wheelchair
- Transferring the user to and from the wheelchair

- Ensuring that all care staff receive instruction and training in the safe operating procedures
- Ensuring that failure or collapse of the wheelchair is reported to the owner.

Note: Promise Care Services Ltd 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 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 employer
- 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 employer: -
 - 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, Promise Care Services Ltd will: –

- Comply with the Work At Height Regulations 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 management.

Work Equipment

Description

This arrangement covers the work equipment provided by Promise Care Services Ltd and used on company premises.

The suitability of equipment provided by a service user or a third party for use in the service user's home, will be the responsibility of the provider.

Promise Care Services Ltd will take all reasonable steps to ensure that such equipment has been maintained and inspected in accordance with the manufacturers instructions and that home care workers receive suitable and sufficient training to enable them to use the equipment safely.

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as paper shredders, vacuum cleaners, photocopiers and kitchen appliances 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

Promise Care Services Ltd 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: -

- Undertake risk assessments for the equipment that is being used, cleaned or being maintained and issue copies of the assessments to all relevant employees and persons 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 all work equipment including guarding is maintained by competent people and inspected as required by assessment and the manufacturer's instructions. Records will be kept of all inspections
- Provide personal protective equipment including that for hearing, sight, and breathing protection as required by risk assessment. Ensure employees are trained in its use and maintenance
- 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
- 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 employer
- 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 employer's arrangements for the provision and use of work equipment
- Seek the permission of the employer 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 employer
- 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 employer
- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

Workplace Transport

Description

Workplace transport is any activity involving vehicles used in a workplace. Vehicles driven on public roads are excluded under health and safety law, except where the vehicle is being loaded or unloaded on a public road adjacent to a workplace.

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix. Accidents can occur when vehicles collide with other structures, but the main concern is avoiding contact between pedestrians and vehicles as this accounts for thousands of accidents each year and many fatalities.

To manage the risks from workplace transport effectively, you need to consider three key areas:

- Safe site (design and activity)
- Safe vehicle
- Safe driver

Employer's Responsibilities

Promise Care Services Ltd will ensure that risk assessments and management procedures are in place to keep employees, visitors and contractors from the hazards associated with the site, vehicles and drivers.

In relation to site safety Promise Care Services Ltd will consider:

- Site design and the segregation of vehicles and pedestrians both externally and internally
- Clearly defined traffic routes, speed limits, lighting and good visibility around the site
- If identified in risk assessment, ensure the issue and supply of Hi-Viz PPE for visitors and employees.
- If unavoidable, procedures for the management of reversing and signalling
- Safe working procedures and planning for the loading and unloading, coupling and sheeting of vehicles on the site
- Procedures for areas where overturning is identified in risk assessment and manage this risk accordingly.
- Procedures to monitor, supervise and enforce the management of a safe site.

Site safety incorporates loading and unloading procedures, Promise Care Services Ltd will consider:

- Ensure there is a plan for the loading / unloading of vehicles
- Drivers and loaders are trained in loading / unloading procedures
- Loads are always secure, bars, chains and straps are checked and rated correctly for the load, training in load securing / strapping should be undertaken by the driver
- A procedure to manage the premature departure of vehicles from loading bays

In relation to vehicle safety Promise Care Services Ltd will ensure:

- Vehicles used by the company are fit for the purpose and are appropriate for the size of the site
- Vehicles are only used for their intended purpose
- Vehicles are conspicuous to pedestrians by using beacons, bright colours, reversing alarms
- Vehicles are designed and procedure with safety features in mind e.g. low-level access to avoid working at height
- If working at height cannot be avoided, safe systems of work to mitigate the chance of a fall using barriers or edge protection, use work equipment to minimise the distance and consequences of a fall
- Regular vehicle maintenance to keep company vehicles in good working order
- Regular vehicle testing and inspection, both statutory by an external competent engineer and by competent trained end users.

In relation to driver safety Promise Care Services Ltd will consider: -

- Driver competence and training when recruiting and for its existing employees
- The need for refresher or familiarisation training for drivers
- Training drivers in the safe loading and unloading procedures including the securing of loads
- Driver understanding including foreign nationals
- Driver fitness and abilities and will monitor these attributes and react to change
- Driver consultation when suggesting changes to procedures and practices.
- Providing suitable footwear and PPE as dictated by risk assessment

- Promise Care Services Ltd will ensure good housekeeping, regular monitoring and inspections of the workplace and its procedures to ensure a safe 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 faults with the equipment or procedures
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely
- Wearing any PPE supplied to you by your employer.

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)).

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

Promise Care Services Ltd 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.

Promise Care Services Ltd 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.

Promise Care Services Ltd 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 employer's arrangements for young people in the workplace
- Report any hazards to the management
- Follow any guidance, information, instruction and training given by the employer.

Young people must: -

- Not undertake any tasks unless they have been trained
- Follow instruction and comply with safe working practices
- Ask their supervisor 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 their supervisor or a senior member of staff.