

Health and Safety Policy

Purpose

The purpose of this policy is to:

- comply with statutes, regulations and quality standards,
- ensure that the organisation, its Employees and others experience a safe environment and that statutory obligations are met.

Scope

This policy applies to all Employees, Agency Workers, Service Users and all visitors to the premises of Connaught Resourcing Ltd and any premises in which their Employees or Agency Workers work.

Policy

Connaught Resourcing Ltd recognises that they have a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to the organisation's particular activities.

Connaught Resourcing Ltd will, so far as is reasonably practical, pay particular attention to:

- The provision and maintenance of plans and systems of work that are safe, healthy and appropriate to the job that is to be completed.
- Arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
- The provision of information, instruction, training and supervision such as to ensure the health and safety at work of Employees and others.
- Ensuring that all colleagues are appropriately trained, to minimise the risk of an accident occurring due to inappropriate activities.
- The control of Connaught Resourcing Ltd's premises, maintaining it in a safe condition, ensuring that it is secure and addressing any incidents that occur which might compromise that safety.
- The provision of a safe means of access to and egress from the premises.
- The provision of safe and correctly maintained equipment. The Company will ensure that appropriate equipment is available for all work that is required to be completed.
- Ensuring that this policy is reviewed at least annually.

Procedure

Organisation and Responsibilities

Executive Level

- The Company which is also a Registered Provider is responsible for safety throughout Connaught Resourcing Ltd. The management and Nominated Person of Connaught Resourcing Ltd will monitor the safety policy on a regular basis.
- Management will be sufficiently apprised of health and safety matters to ensure that sufficient resources are available to provide any health and safety equipment, clothing, information and training for Employees and Agency Workers in order (as far as is reasonably practical) to achieve and maintain a high standard of safety proficiency.

Health and Safety Officer

- The responsibilities of the Health and Safety Officer are to:
 - Maintain health and safety records
 - Investigate accidents
 - Provide accident statistics
 - Keep a watching brief on changing safety legislation
- The Health and Safety Officer reports directly to the management of Connaught Resourcing Ltd.
- Full investigations of accidents will be carried out by the Health and Safety Officer with a view to the prevention of future occurrences.
- The Health and Safety Officer is responsible for ensuring that the organisations obligations with respect to assessment, control and monitoring of hazardous substances are met.
- The Safety Officer is responsible for the recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985), by
 - Ensuring that the Accident Reporting Policy and Procedure is followed, and that all accidents are recorded, using the companies standard Accident Reporting Form.

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- Ensuring that all accidents which result in absence from work for more than seven days (not including the day of the accident) are reported in writing within 7 days to the Health and Safety Executive.
- Ensure that:
 - Fatal injuries are reported
 - Major injuries (e.g. broken bones) are reported
 - Specified dangerous occurrences are notified to the HSE, without delay, by telephone, followed by written notification on form F2508. The HSE contact details are:

Health and Safety Executive, 1 Hagley Road, Birmingham, B16 8HS

Department Manager and Registered Manager

- Department Managers and the Registered Manager have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.
- Each manager will:
 - Ensure that each new Employee and Agency Worker is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits, fire fighting equipments and evacuation chairs.
 - Ensure that all subordinates are aware of the health and safety policy.
 - Keep up to date with health and safety matters applicable to the operations of the organisation.
 - Investigate all accidents with the assistance of the Health and Safety Officer, with a view to prevention of a further occurrence.
 - Ensure that good housekeeping standards are applied.
 - Review periodically all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment bearing in mind all health and safety factors.
 - Ensure that risk assessments, health and safety checks and audits are carried out in line with Company procedures.

Supervisors

- Supervisors have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Supervisors must ensure that all tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.
- Accidents must be reported immediately to the Department Manager or Registered Manager.
- Particular regard will be paid to:
 - Equipment and its usage to ensure that they are safe and do not endanger health.
 - Provision of safety arrangement for the handling, storage and movement of materials, equipment and substances.
 - Supplying sufficient information, instructions, training and supervision such as to enable Employees to avoid hazards and contribute positively to their own health and safety at work.
 - Inspecting on a regular basis, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance, ensuring that any issues are reported immediately to the Department Manager.

Employees and Agency Workers

- All Employees have a responsibility and duty to act safely at all times and not to do everything they can to prevent injury to themselves, their fellow Employees and others affected by their actions or omissions at work.
- They are expected to follow Company procedures in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- Any Employee or Agency Worker who is faced with a conflict between the demands of safety and their job should raise the matter immediately with their Supervisor or Department Manager.

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Administrative Arrangements

The following statements are an overview, and most areas for health and safety management are amplified by further Company policies and procedures.

Risk Assessment

- The Health and Safety Officer will regularly review all areas in use by the organisation, or in which its workers work, to:
 - Identify risks;
 - Assess the risk;
 - Evaluate the risk;
 - Eliminate the risk where appropriate;
 - Introduce control measures to reduce risk, to a reasonable level, where appropriate;
 - Develop or locate, and arrange delivery of appropriate training to reduce risk, to a reasonable level, where appropriate.
- The Health and Safety Officer will ensure that an appropriate appointed Employee, carries out a generic risk assessment whenever workers:
 - Begin work in a new area;
 - Begin work in a new building, or building type, in an existing area;
 - Have or raise an issue in an area or building in which they are already working in.
- The Health and Safety Officer will ensure that an appropriate appointed Employee carries out a risk assessment on a new equipment brought into the establishment.

Reporting Accidents

- In the event of an accident causing injury you must ensure that the injured person is being cared for, and send immediately for a supervisor or first aider.
- Do not move the injured person.
- Report the full details to the Department Manager who will record the incident in the accident book.
- The records will be regularly inspected by the Health and Safety Officer. The accident will be reported to the inspecting authority as and when necessary.
- Any “near miss” incident which occurs should also be reported to your immediate supervisor who will be responsible for making a report to the Department Manager.
- All accidents will be investigated by the Department Manager and the Health and Safety Officer.
- A report will be made to the Company management who will ensure that necessary action is taken to prevent recurrence.

First Aid

- During the induction programme, Employees and Agency Workers will be shown the location of the nearest first aid box to their work area.
- The organisation will ensure that sufficient Employees and Agency Workers are trained as first aid specialists to provide coverage on all shifts.
- The identity of designated first aid specialists will be noted by clear notices complying with the recommended format displayed at all work stations and staff areas throughout the establishment.

Fire

- Fire exits must be kept clear from obstruction.
- All Employees must know their evacuation route and assembly point in case of fire.
- If you discover fire then the Company PEEP must be followed at all times. Employees must ensure that they are familiar with the full PEEP. Some key points are:

IF YOU DISCOVER FIRE:

- Immediately operate the nearest fire alarm call point.
- WITHOUT INCREASING PERSONAL RISK, try to put out the fire, if possible, with the nearest appropriate fire appliance provided, by directing the hose or extinguisher to the base of the flame.

IF YOU HEAR THE FIRE ALARM:

- The senior person on duty will be responsible for calling the Fire Services.

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- Report immediately to the staff assembly point, which is by the fire alarm panel in your building.
- **DO NOT USE THE LIFT.**
- **DO NOT DELAY FOR PERSONAL BELONGINGS.**
- Follow the instructions of the person in charge, who is fully in charge of all staff and persons on the premises until the Fire Brigade arrives.
- If told to leave the building, do not re-enter until instructed by your senior supervisor or the fire brigade.

Organisation Code of Safe Practice

Good Housekeeping - General

- Undue hurrying and forgetfulness causes many accidents. Do not run down steps. Use hand rails going up or down stairs.
- Watch out for someone coming round a blind corner or opening doors quickly.
- Never read while walking.
- Ensure that floor areas are well lit and kept clear of obstruction.
- Where floors are wet through spillages or cleaning, the area must be protected using a recognisable wet floor sign until the area has dried. The sign must be removed to storage as soon as possible after the area has dried.

Good Housekeeping – Offices

- Leaving a lower filing drawer open causes many trips and falls. Please make sure they are closed.
- Electrical, computer and telephone cords must not be allowed to lie uncovered on the floor and should be taped down, since they are major tripping hazards.
- Spilled coffee or soft drinks, tracked-in rain, leaves or snow, should be cleaned up immediately.
- Pointed objects such as pencils, pens, letter openers, files and the like must be used carefully to avoid puncture wounds.
- Horseplay, including throwing paper clips, shooting rubber bands, tossing objects out of windows, is unacceptable behaviour, and may be the subject of disciplinary procedure.

Electrical Equipment

- Electrical equipment is normally safe, provided it is properly installed and regularly inspected.
- Always remember that water and liquids are conductors of electricity, and be aware that their association with faults caused by, for example, damaged cables, flexes, plugs and sockets, the overloading of circuits and fuses, etc. would make the shock more severe.
- Therefore you should:
 - NEVER touch electrical equipment with wet hands, move any portable electrical equipment without disconnecting it from the mains, make electrical repairs or do other electrical work unless you are an authorised person;
 - KEEP electrical supply cables and flexes away from wet areas or from where they will be damaged by being walked over or knocked when moving equipment about;
 - ALWAYS switch off all equipment when not required, unless continuous operation is necessary;
 - Disconnect electrical equipment at night by removing the plug from the socket, again unless continuous operation is necessary and/or instructed otherwise;
 - Report defective equipment to your Department Manager or Registered Manager immediately.

Personal Protective Equipment

- The Company is responsible for providing personal protective equipment (PPE) where appropriate.
- The staff member is expected to wear any PPE that is provided, and to inform their manager if it becomes worn or ineffective in any way.
- The staff member should not carry out any task without wearing the appropriate PPE.
- The staff member must not adapt or modify any PPE without the prior permission of an appropriate manager.
- If a staff member invites a visitor to the Company, they are responsible for ensuring that visitor wears the appropriate PPE.
- All PPE should be returned to the Company when the staff member leaves the Company.

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Manual Handling

- Training will be provided to all Employees and Agency Workers on the appropriate way to lift and move heavy items. This training will be repeated every two years. All staff members are expected to use any equipment provided to move heavy loads.
- Staff must not carry out moving and handling operations unless the operation has been assessed for risk, an opinion has been formed and recorded by an appropriate person, a recommended handling technique identified, and the technique communicated to all staff.
- Moving and handling form part of the induction training of care staff where general guidelines are given on the prevention of back injury and the importance of risk assessment of both individual lifting/handling operations and environmental consideration.
- Staff who find themselves alone with a Service User should never attempt to lift/move a Service User who has been assessed as requiring two people to perform such an operation. Advice should be sought immediately and the Service User should be made comfortable/safe until assistance arrives.

Basic Food Hygiene

- All Employees and Temporary Workers who have contact with food in the establishment, or enter food preparation areas, will be suitably trained in basic food hygiene.
- Basic food hygiene training is incorporated in the induction training for all Care staff.
- Staff members normally working in food preparation will complete a recognised Basic Food Hygiene qualification as soon as practicable after initial employment, or produce proof of a recent qualification.
- Catering supervisors and cooks will complete the Intermediate Food Hygiene Certificate as soon as practicable after initial employment, or produce proof of a recent qualification.

Transmittable Diseases

- Transmittable diseases form part of the induction training for Care staff.
- When performing hands-on personal care with Service Users, full protective measures (gloves, aprons etc) should be taken in order to eliminate any risk of cross-infection.

Hot Water Bottles

- Hot water bottles should not be used except in exceptional circumstances and only if the Service User insists. Hot water bottles must never be used on Service Users with dementia.
- If a bottle must be used, follow the procedure below:
 - Hot water bottles may be used for Service User comfort, but will be covered by a protective cover and filled in a manner which is safe for staff, and eliminates the risk of scalding in the event of failure of the bottle.
 - Check that the hot water bottle has a protective cover over the bare rubber inner.
 - Mix water to the highest temperature which it is possible to bear on bare skin in a jug. Pour that water into the bottle and seal.
 - Press the bottle and check the stopper for leakage.
 - When placing the bottle against the Service User, wait long enough for the Service User to report that the temperature and position is comfortable before leaving.

Infection Control

- Infection control training is incorporated in induction training for Care staff.

Prevention of cross-infection

- To prevent cross-infection, ensure that:
 - Any infection a Service User has does not spread to others;
 - The Service User does not suffer from potential sources of infection in his/her surroundings;
 - Others do not bring infection to The Agency.

Notifiable diseases

- The Health Services and Public Health Act 1968, the Public Health (infectious Diseases) Regulations 1988 and subsequent amendments require certain infectious diseases to be notified to the 'proper officer' of the Local Authority.

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- The responsibility for the notification of the listed disease(s) rests with the Doctor attending the Service User.
- The Local Authority has the power to stop work in order to prevent the spread of infection, including food borne infections (Food Hygiene (General) Regulations 1970).
- Diseases notifiable under the Public Health (Control of Disease) Act 1984: Cholera, Plague, Smallpox, Relapsing Fever, Typhus, and Food Poisoning.
- Diseases notifiable under the Public Health (Infectious Diseases) Regulations 1988: Acute encephalitis, acute poliomyelitis, anthrax, diphtheria, dysentery, leprosy, leptospirosis, malaria, measles, meningitis, meningococcal, septicaemia, mumps, ophthalmia, neonatorum, paratyphoid fever, rabies, rubella, scarlet fever, tetanus, tuberculosis, typhoid fever, viral haemorrhagic fever, viral hepatitis, whooping cough and yellow fever.
- Most outbreaks will present non-specific symptoms; serious sepsis or epidemic wound infections.
- Any member of staff suspecting an outbreak of the notifiable disease should make their suspicions known to the Registered Manager who will inform the appropriate Doctor.

Rules to prevent the spread of infection

- All staff working in a Medical or Care setting should adhere to the following:
 - Avoid infection by careful control of coughing and sneezing, i.e. use tissues / handkerchief;
 - Appropriate hand washing;
 - Use of disinfecting hand rubs;
 - Avoid wearing jewellery, except for wedding rings;
 - Keep hair short or tied back;
 - Wear clean uniform clothing, and do not travel to and from work in that clothing;
 - Report any signs of infection to the appropriate person;
 - Keep toilets and commodes scrupulously clean using correct disinfectant agents;
 - Correct handling of food to prevent food borne illness;
 - Take care when dealing with pets. Always hand wash or use the hand rub after contact.

Staff skin awareness

- All cuts and abrasions should be covered with a waterproof plaster (blue coloured if working in food areas).
- Early detection and prompt reporting of infection is particularly important.
- Any staff member with a skin infection must take advice from a doctor before continuing to work. Where the Employee or Agency Worker is working within Connaught Resourcing's Health or Care divisions, all skin infections must be reported to the Registered Manager.

Staff sickness

- Staff working in a Childcare, Medical or Care setting with diarrhoea and vomiting should not attend work but ring to report sick. Should the condition persist it may be necessary to provide a specimen of faeces and not return to work until medical clearance by a GP is given. It cannot be emphasised strongly enough that young children and the elderly are particularly vulnerable to infection, and every attempt should be made to minimise any risk of infection.

Skin Infections

- Report to your manager any Service Users who have a rash or unaccountable marks on his/her body.
- Where scabies or shingles are suspected:
 - The manager must request a visit from the GP;
 - Staff should wear a plastic apron and wear gloves for any direct contact;
 - All linen must be placed in the appropriate bag and the appropriate laundry procedure followed for contaminated laundry.

Blood borne viruses

- Any Service User may be a carrier of a blood borne virus. There are blood-borne viruses other than hepatitis B, other hepatitis and HIV/AIDS. Appropriate precautions must therefore be taken with all Service Users and particularly with body fluids.
- Always assume that blood and other body fluids are infected. All accidents, facial, particularly eye,

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or wound contact with infected body fluids must be recorded as an incident.

- Accident avoidance measures should include common sense precautions to avoid accidents and injuries, particularly when using sharps, whether the Service User is known to be infected or not. All accidents must be reported.
- Body fluid handling and spillage procedure should be as follows:
 - Use no-touch techniques when dealing with blood or other body fluids. Wear gloves and plastic aprons as appropriate. Masks and goggles are not normally needed;
 - Care staff wearing disposable gloves and plastic aprons should wipe up body fluid spillages immediately;
 - Use appropriate disinfectant agents on carpets;
 - Use no-touch techniques or gloves when disposing of anything contaminated with blood, e.g. dressings.
 - Avoid contamination with saliva. If saliva contamination to eyes, a cut or an open wound occurs, wash liberally with water and inform the manager immediately.

Outbreak control measures

An outbreak of gastroenteritis is indicated by the occurrence of UNEXPLAINED diarrhoea and/or vomiting in two or more Service Users. (Remember that there are also non-infective causes of diarrhoea and vomiting). The recommended action in such cases is as follows:

- Staff should inform the manager who should then contact the appropriate GPs;
- A specimen of faeces should be made available for testing, if required;
- Wear plastic apron and protective gloves when in contact with excreta;
- Dispose of faeces carefully and disinfect bedpans/commodore using disinfectant;
- If possible, place the Service User in a single room, with their own toilet facilities such as a commode;
- Any Service User with, or suspected of having, gastroenteritis should have their own sink/bowl for washing;
- All crockery and cutlery should be soaked in a bowl of disinfectant for 30 minutes before being removed from the room of the Service User to the kitchen;
- Place all contaminated linen into a coloured bag and keep separate from any other linen;
- Wear a protective apron and gloves when sluicing contaminated linen. To sluice any contaminated linen, leave the linen to soak in disinfectant for 30 minutes before removing to laundry;
- Wash hands thoroughly after attending the Service User and before going to any other task.
- The manager should notify the local health authorities when the occurrences are unexplained.

Emergency Situations

In case of being faced with emergency situations such as relating to gas, electricity, water, fire or medical issues, stay calm, assess the situation, and raise alarm by contacting 999, depending on the emergency. Emergency situations will form part of your induction programme.

Major injuries

The following are considered major injuries in line with this Policy:

- Fracture of the skull, pelvis and any bone in the arm or leg, but not bones in the hand or foot.
- Amputation of a hand or foot or of fingers, thumbs or toes where the bone or a joint is completely severed.
- Loss of sight in an eye or a penetrating injury or a chemical or hot metal burn to an eye.
- Injury requiring medical treatment or loss of consciousness due to electric shock.
- Loss of consciousness due to lack of oxygen.
- Decompression sickness.
- Acute illness believed to be the result of exposure to a pathogen or infected materials.
- Any other injury that results in the person being admitted to hospital for more than 24 hours.
- Any incident in which a dangerous substance being conveyed by road and involved in a fire or where there is an uncontrolled release or escape of dangerous substances.
- Any incident whereby breathing apparatus malfunctions in such a way as to deprive the wearer of oxygen.
- Any incident in which plant or equipment comes into contact with overhead power lines exceeding

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200 volts.

- Prescribed diseases and certain poisoning.
- Some skin diseases including: occupational asthma, farmers lung, pneumoconiosis, asbestosis and mesothelioma.
- The following infections: leptospirosis, hepatitis, tuberculosis, and anthrax, any illness caused by a pathogen.

COSHH

COSHH forms part of the induction training for managers and staff working in Care settings and are incorporated into the individual Service User accommodation risk assessment, this forms part of the Service Users Care Plan. For the purpose of COSHH, a substance is considered as hazardous if one or more of the following criteria are met:

- Substances listed as very toxic, harmful, corrosive or irritant;
- Substances for which maximum exposure limit (MEL) is specified in the COSHH schedule;
- A micro-organism hazardous to health;
- Substances airborne as concentrations of dust;
- Any other substances, which create comparable hazards.

Safety Rules for chemicals and other hazardous solutions

- All chemicals and other hazardous items will have COSHH (Control of substances hazardous to health) labels on them. These items should be stored, used and disposed of in accordance with the COSHH labelling.
- If there are any spillages or other accidents involving substances that are hazardous, a manager should be informed immediately.
- Handle all household cleaning agents with care. Remember they contain powerful chemicals.
- Always wear protective clothing (overalls, rubber gloves).
- Always read the instructions on the label of the product to be used.
- If unsure of the product or it is thought that the chemical is in the wrong container, DO NOT USE.
- NEVER MIX chemicals, especially bleach and toilet cleaner.
- Make sure that the ventilation is adequate. DO NOT use chemicals in a confined space.
- NEVER SMOKE whilst using chemicals. Smoking is not permitted in the homes of Service Users.
- Store all chemicals in a cool dry place after use.
- Store all chemicals out of reach of children but not on high shelves. Keep away from heat.
- NEVER place chemicals in other containers. If a container is broken, discard it with its contents.
- AEROSOLS must be:
 - Kept away from heat;
 - Never punctured;
 - Never used near a naked flame or heat;
 - Avoid breathing the vapour;
 - Used in a well ventilated room.
- Be careful when throwing away chemicals. Be sure they are in a safe condition and that no one else will be harmed by them. Never throw away metal scouring pads with discarded batteries – they can smoulder and cause a fire.
- IF AFTER USING HOUSEHOLD CHEMICALS WITHIN THE WORKPLACE A FEELING OF DROWSINESS OR OF BEING GENERALLY UNWELL DEVELOPS, CONTACT YOUR DOCTOR IMMEDIATELY AND THEN INFORM THE MANAGER/CARE CO-ORDINATOR

Accidents

All accidents should be reported to the Department Manager and a record of the accident should be entered in the accident book.

Accidents should be reported to the Health and Safety officer on a monthly basis with the exception of the following incidents which should be reported immediately:

- Fatal accidents
- Major injuries
- Accidents resulting in a period of absence of more than 3 days
- Injuries to the public where they have to be taken to hospital
- Injuries to an Employee or Agency Worker where they have to be taken to hospital

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- Injuries to a Service User where they have to be taken to hospital

Safe systems of work

To help give a better picture regarding health and safety in the work place, a list of the common areas where risks and hazards occur is shown on the following forms. It shows the areas/appliances that may present a hazard or risk, the types of accident/injury they may cause and the appropriate action that should be taken by.

Safe Systems of Work Table

Area / Appliance which may be involved	Accident/Injury which may occur	Action/Procedure to be followed
General layout including: Floors Floor coverings Stairs Steps Furniture Storage areas (cupboards).	The majority of injuries are caused by trips, slips and falls or by bumping into overhead cupboards, doors not being closed properly or using stools or chairs as steps, which may not be strong or stable enough to support one's weight.	Always be aware of uneven floors and loose fitting carpets/mats. Where floors are wet, or made wet by cleaning, place a "Wet Floor" sign covering the wet area to warn that the floor may be slippery. When the floor has dried, remove the sign. Make sure that routes are clear of anything which may cause trips or falling. Always close doors and clear away any tools after use. Report any danger area to supervisor. Record on the risk assessment.
Lighting	Any accidents or injury caused by not being able to see what you are doing properly.	Ensure adequate lighting before undertaking any task (especially at night time). Report and record poor lighting to the supervisor.
Ventilation	Can cause drowsiness causing lack of concentration resulting in accident/injury. May cause inhalation problems especially when dealing with dust of chemical cleaning agents.	Ensure adequate ventilation is possible before working with any material, which may cause breathing difficulties. Ensure heating is sufficient or not too hot before work is started. Always be aware that the Service User may not feel as warm as you.
Windows	If left open can cause poor heat. May also be broken glass or bad fittings causing cuts if pressure is used to open them or if the glass breaks.	Always ensure that windows can be closed once opened. Check for signs of broken glass or poor fitting.
Doors	"Bumping into" if left open. May present with accident problems if not fully opened before trying to take someone or something through. Will present a fire hazard if not closed, causing burns or smoke inhalation.	Be aware of badly fitting doors and report to supervisor. Make every effort to keep doors closed that don't need to be open. Keep doorways free from clutter to ensure a safe "walkway".

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<p>Electrical safety Plugs Sockets Wiring</p>	<p>If not properly installed and maintained will cause electric shock and/or fire. May be overloaded sockets, poor wiring or wrong type of fittings used.</p>	<p>Any socket, wiring, plug or appliance should not be used if it appears faulty or does not work correctly. The supervisor should be informed immediately and a note placed on or near the plug, wiring or appliance to warn others. If fire should occur, switch off at the mains if possible, deal with the fire if safe to do so or call the fire service.</p>
<p>Portable appliances Fires, cookers, irons, vacuum cleaners, lamps, radios, stereos, TVs, videos, toasters, kettles, washers, dryers. Any other portable electrical appliance.</p>	<p>Injury caused by electric shock or fire. Inhalation of toxic fumes, i.e. chip pan fire.</p>	<p>Always ensure that any appliance to be used is correctly wired and in good repair. Be aware of any kitchen appliance not being cleaned properly, i.e. toasters or deep fat fryers. Switch off at the mains immediately if any fault is noticed, notify the supervisor.</p>
<p>Gas safety Cookers Fires Tumble dryer Central heating Boilers Radiators.</p>	<p>Injury caused through inhalation of gas due to leakage of gas from pipes or appliances. Risk of burns and scalds from poorly guarded flames or very hot central heating radiators.</p>	<p>Check for any smell of gas and report to supervisor immediately if any are noticed. Always check that appliances are turned off correctly. Ensure that no clothes or other flammable materials are placed near naked flames. If strong smell of gas is present when entering The Agency make sure all doors are open wherever possible and do not switch on any lights or use a naked flame. Contact the fire service immediately. Inform the supervisor of action taken. Always be aware of scalding burns caused by hot surface temperatures of radiators.</p>
<p>Water temperature</p>	<p>Scalds and burns caused by water being too hot.</p>	<p>Always be aware of the water temperature. Gently test the water temperature before using it. Especially check water temperature, using a thermometer, if water is going to be used for the Service User (i.e. bath). The temperature should never exceed 43°C.</p>

Working at Heights/Reaching etc:

- Avoid working at height where possible.
- Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall, should one occur.
- Risk-assess all situations whereby working at heights is unavoidable.
- Provide suitable training for those working at heights.
- Provide suitable equipment.

Employees and other workers on site will:

- Not work at heights without ensuring that the Department Manager or Registered Manager has

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authorised the action, after carrying out a risk assessment, and the Employee has been trained to work at height and has appropriate equipment for doing so.

- Not attempt to obtain items which are beyond your reach. If you cannot reach – get a ladder or stepping stool. Be sure that the ladder is in a safe condition.
- Do not use chairs, open drawers, or any makeshift device for climbing.
- Do not climb up the shelves themselves. Do not overreach on the ladder. It is safer to get down and move the ladder.

Smoking

- Smoking is only allowed in designated areas.

Floors

- Floors must be kept free of obstruction.
- Spillages of fluids must be immediately mopped up, and wet floors clearly marked.
- Damage to floors must be reported immediately.

Stairs

- Stairs must be kept clear of obstruction.
- Inflammable materials will not be stored in a stairwell.
- Damage to stairs must be reported immediately.

Lighting

- Non-functioning lighting must be reported immediately.

Doors

- Doors must not be obstructed from closing.
- Damage to fire doors must be reported immediately.

Lifts

- Damage to, or malfunction of, lifts must be reported immediately.
- Lifts will not be used during a fire alarm.

Gas

- Damage to gas installations, or a smell of gas, must be reported immediately.
- Cases of headache, unusual tiredness and muscular weakness experienced in rooms containing a gas appliance must be reported immediately.

Health and Safety Representatives and Committee

The Company will appoint health and safety representatives. These representatives will form the organisation's Health and Safety Committee. The Company will meet these representatives each month to discuss any health and safety concerns. At this meeting all accidents will also be reviewed.

The health and safety representative is allowed a reasonable amount of paid time off work to attend appropriate training, to investigate accidents and to investigate any health and safety concerns raised by a fellow Employee.

No Employee will suffer any detriment as a result of raising a health and safety concern.

Health and Safety Grievance Procedure

This procedure relates only to occupational health and safety problems, disputes or grievances.

In the event of the above, Employees should either orally or in writing refer the matter to the Department Manager.

If Employees are dissatisfied with the outcome or in the event of there being a real danger of death, serious injury or health risk and there is insufficient time to eliminate excessive danger, staff should immediately report to the Company Health and Safety Officer who will investigate and determine what action should be taken.

After the investigation, the Employee will be informed that either:

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The organisation has so far as reasonably practicable eliminated the danger and Employees must resume normal working; or

The organisation does not consider that the matter constitutes a grave risk to health or safety, and Employees must resume normal working; or

The organisation will undertake further investigation and may, if necessary, obtain expert opinion.

Employees will then be suspended on full pay or be transferred to alternative work whilst the investigation takes place.

Refusal to resume normal working when instructed will be a breach of organisation discipline. The matter will then be dealt with under the organisation's normal disciplinary procedure.