

Health and Safety (In depth)Policy

CQC Fundamental Standards

Legislation	Details
Regulation 10: Dignity and respect	Service users must be treated with dignity and respect.
Regulation 12: Safe care and treatment	Providers must assess the risks to people's health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills and experience to keep people safe
Regulation 15: Premises and equipment	There should be regular health and safety risk assessments of the premises (including grounds) and equipment. The findings of the assessments must be acted on without delay if improvements are required.
Regulation 17: Good governance	Systems or processes must be established and operated effectively to assess, monitor and mitigate the risks relating to the health, safety and welfare of service users and others who may be at risk which arise from the carrying on of the regulated activity.

Key Lines of Enquiry

KLOE	How this applies to Health and Safety
Safe	Properly adhering to health and safety policies and procedures helps ensure the safety of service users, staff and other stakeholders as we deliver services.
Effective	By providing appropriate training and supervision in health and safety, as well as incorporating best practice, we help ensure the effectiveness of our service.
Well - Led	This health and safety policy sets out responsibilities and accountability, evidencing that the service is well led.

This policy should be read in conjunction with our:

- Fire Safety Policy
- Emergency Evacuation Policy

- First Aid Policy
- Moving and Handling Policy
- COSHH Policy
- Infection Control Policy
- Accidents Policy
- Lone Worker Policy
- Prevention of Slips, Trips and Falls Policy
- Health and Safety Training Policy
- Working at Height Policy

Policy Statement

Policy Aims

The Health and Safety Policy provides basic guidance on the key principles of Health and Safety, in a vital area of both staff welfare and regulatory compliance.

Micrah Healthcare ensures, so far as is reasonably practicable, the health, safety and welfare of its employees and the health and safety of other persons who may be affected by its activities.

Both the staff and management will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

Micrah Healthcare will comply with all applicable legal and regulatory requirements and guidance relating to the safety of staff and service users.

Micrah Healthcare understands the importance of health, safety and welfare for its entire staff at all locations of work and acknowledges its responsibility as an employer to provide a safe and healthy working environment.

This duty also extends to service users, contractors, visitors, and self-employed persons who may be affected by the activities of Micrah Healthcare.

Micrah Healthcare will as far as is reasonably practicable, provide a suitable environment to fulfill this duty. Micrah Healthcare is committed to ensuring high standards of health and safety in the workplace for all staff and visitors.

Micrah Healthcare will comply with all relevant legislation

The following responsibilities are essential to the success of this policy:

To provide adequate control of the health and safety risks arising from our work activities.

To consult with our employees on matters affecting their health and safety.

To provide and maintain safe plants and equipment.

To ensure safe handling and use of substances.

To provide information, instruction and supervision for employees.

To ensure all employees are competent to do their tasks and to give them adequate training where necessary.

To prevent accidents and cases of work-related ill-health.

To maintain safe and healthy working conditions and review and revise this policy as necessary at regular intervals.

In order to reach an appropriate level of statutory compliance, Micrah Healthcare will therefore ensure that:

- An updated assessment of the Health and Safety risks associated with work activities and premises is conducted and that appropriate measures are taken to eliminate or reduce those risks so far as is reasonably practicable.
- Safe systems of work are utilised as required and that a suitable level of supervision is accessible at all times.
- Every employee is given suitable and sufficient information, instruction and training to undertake their work activities safely.
- Sufficient numbers of competent persons are appointed to enable Micrah Healthcare to meet its duties.
- Full co-operation with other employers and sites controlled by other organisations is coordinated to ensure the safety and well-being of staff.
- A suitable system is available for reporting and dealing with serious and imminent danger, including provisions for fire and accidents.
- Suitable and sufficient resources are available to enable the facilitation of appropriate Health and Safety arrangements.
- Suitable safety standards are set and best practice is encouraged.
- Employees are made aware of all aspects of Health and Safety and are consulted on these by means of various committees and staff side representative groups.
- Each employee understands that they have a legal obligation to take reasonable care for their own Health and Safety and the safety of others who may be affected by their actions or omissions.
- All employees understand their duties under Health and Safety law and are aware of the potential consequences of any failure to comply.
- Suitable and relevant policies and procedures relating to Health and Safety are provided as required.
- Positive safety and 'risk aware' culture is promoted throughout Micrah Healthcare

Roles and Responsibilities

The director is ultimately responsible for the control of Health, Safety and Welfare matters in relation to Micrah Healthcare's activities and must delegate competent staff to carry out those duties to ensure not only the protection of those at risk but also to comply with Health and Safety legislation. The director is accountable for Health and Safety matters, and is responsible for ensuring, so far as is reasonably practicable, that:

- Suitable and sufficient resources in terms of time, money and manpower are made available to satisfactorily carry out those duties and to maintain a healthy and safe working environment.
- Day-to-day responsibility for ensuring this policy is put into practice is appropriately delegated.
- The organization operates within the requirements of the Health and Safety at Work
- Act 1974, and all other relevant statutory provisions, and that all employees are made aware of these requirements and arrangements.
- Policies and procedures are maintained and updated as required.
- All identified risks are notified to relevant parties and that appropriate corrective action is identified and monitored.
- Suitable consultation with employees takes place as per the Health and Safety (Consultation with Employees) Regulations, 1996.
- Arrangements are in place to effectively disseminate relevant information, monitor Health and Safety performance and maintain any records required to meet statutory compliance.

Micrah Healthcare Lead Co-ordinator has delegated responsibility for the delivery of Health, Safety and Welfare imperatives in all areas of business. Within this role, the Lead Coordinator will be required to operate in accordance with the relevant parts of the Health and Safety at Work Act, 1974 and all other relevant statutory provisions.

The Care coordinator is equally responsible for ensuring that all significant risks are brought to the attention of the director and must ensure that suitable and sufficient resources and reporting processes are provided as required to facilitate this process. Relevant Health and Safety associated priorities include

- Finance
- Training
- Supervision
- Information
- Instruction

The Care Co-ordinator will further ensure that:

- The terms and agreed actions of this Policy are implemented throughout Micrah Healthcare to the satisfaction of the director.
- Suitable 'competent person' advice is available to Micrah Healthcare to enable it to fully discharge its responsibilities.
- All Health and Safety issues are dealt with at a suitable level and that appropriate reporting systems are in place to facilitate the Health, Safety and Welfare of staff, clients, service users, contractors and all who use the services of Micrah Healthcare and it's CSCI registered care services.
- Required resources are identified and allocated to ensure the delivery of an appropriate level of Health and Safety.
- All reportable incidents, accidents and near misses are notified to the correct office in the required time frame and that all Serious Unlawful Incidents are immediately reported to the director and the relevant regulatory body.
- Suitable and adequate processes are in place for the investigation of incidents and for the formulation of robust action plans to prevent future recurrence and facilitate organisational learning.
- Related policies and procedures are maintained and updated as required.
- Consultation with employees takes place as per the Health and Safety (Consultation with Employees) Regulations, 1996.
- Suitable liaison arrangements exist with enforcement agencies and other bodies with a statutory or advisory role, such as the Health and Safety Executive (HSE), the NHS, Commission for Social Care Inspection, the Medicines and Healthcare Products Regulatory Agency (MHRA), Police and Fire Services, the National Patient Safety Agency (NPSA) and the Insurer of Micrah Healthcare.

Our Managers and Team Leaders will ensure that all areas under their control operate within the systems, policies and procedures agreed by Micrah Healthcare. They will address all areas of non-compliance and ensure that no unsafe activities are carried out within areas for which they are directly responsible. They will further advise others of unsafe practices in areas outside their immediate control. They will lead on all issues related to Health, Safety and Welfare within Micrah Healthcare and will ensure that

The Organisation of Health and Safety

The overall and final responsibility for health and safety in this care service is that of the director.

Day-to-day responsibility for ensuring this policy is implemented is that of the director.

To ensure that adequate health and safety standards are maintained and improved, the following people have a responsibility in identified areas.

Name	Role	Area of responsibility
Nontando Ntaisi	Lead Coordinator	Fire drills and evacuation (Micrah Healthcare offices)
Nontando Ntaisi	Lead Coordinator	Manual handling
Nontando Ntaisi	Lead Coordinator	First aid
Adetutu Adeyinka	Manager	Risk assessment
Adetutu Adeyinka	Manager	Accident reporting/recording
Nontando Ntaisi	Lead Coordinator	Accident prevention/prevention of slips, trips and falls
Adetutu Adeyinka	Manager	Health and safety information and training
Nontando Ntaisi	Lead Coordinator	Infection control
Adetutu Adeyinka	Manager	Control of Substances Hazardous to Health (COSHH)
Nontando Ntaisi	Lead Coordinator	Equipment safety
Adetutu Adeyinka	Director	Lone working

Health and safety information, training and supervision

The Appointed Person will be responsible for ensuring that an up-to-date Health and Safety Law poster is prominently displayed in Micrah Healthcare's offices and that all relevant health and safety information is passed on to staff. The Register Manager is responsible for coordinating health and safety training, including induction training, manual handling training, fire training, first-aid training and specialist training in risk assessment and health and safety management. The care service will keep records of staff training and all staff will be held responsible for ensuring that they attend any training required.

In Micrah Healthcare, all staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, coordinated and monitored by the Registered Manager.

Working Alone in Safety

Employees have a responsibility to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations. Micrah Healthcare conducts meetings with employees prior to their working alone to discuss and identify potential hazards of the work and assess any risks involved; this includes putting measures in place to avoid or control any risks.

Employees working alone must adhere to the following:

- They must inform their line manager in writing if they have a medical condition that makes them unfit and unsuitable to work alone.
- They must adhere to instructions given on fire safety and evacuation, first aid advice and health and safety.
- They must contact the out-of-office number provided during induction/training to state they have arrived home safely if finishing work late at night.

If a Lone Worker becomes ill, has an accident, or there is an emergency, they must firstly, contact the national emergency number 999. If able to do so, contact their supervisor on the number(s) provided during induction/training. In cases of other uncertainties, their supervisor should be contacted in the first instance. Other points of contact are made available during induction/training and are regularly updated.

Contractors

The responsibilities and duties of Contractors working on-premises subject to the control of Micrah Healthcare shall be specified in relevant contractual documentation and that relating to Service Level Agreements (SLA's). As such, Contractors shall be required to specify their arrangements for ensuring compliance with appropriate Health and Safety legislation. All Contractors have a duty to carry out their work in a safe manner in respect of their own staff, those of Micrah Healthcare, and members of the public. Overall responsibility remains with Micrah Healthcare and staff who engage Contractors are responsible for:

- Ensuring that Contractors are competent to carry out their work.
- Ensuring that they are adequately informed as to the risks, which may be present in the work area concerned.
- Ensuring that, where necessary, induction is arranged with the Contractor prior to the commencement of the work and a Safety Plan or Method Statement, which details how the work will be undertaken to ensure the Health, and Safety of all who might be affected.
- Monitoring as necessary, the activities being undertaken to ensure compliance with Health and Safety procedures.

The Risk Assessment Process

Risk assessments have to be undertaken by all employers and they must be a suitable and sufficient assessment of foreseeable risks to employees whilst at work plus any risks to those not in Micrah Healthcare's direct employment but who could be affected by its activities. Risk assessments should be carried out for hazardous job functions and, where necessary, a more specific assessment completed (e.g. for Display Screen Equipment or Young Persons at Work). The aim of risk assessment is to evaluate the level of risk to persons engaged in a work activity or the risk to others in proximity to it. It should therefore be possible to understand the measures necessary to make all work operations as safe as possible.

All employers are expected to undertake risk assessments and to convey relevant findings to those concerned before a task is commenced. Micrah Healthcare is required to retain assessments in writing or a recorded form, which is easily retrievable.

Copies of all finished risk assessments will be retained in the relevant workplace.

In Micrah Healthcare, the Appointed Person is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be reported to the Register Manager and action to remove or control risks will be the responsibility of the Register Manager. Records will be kept of all risk assessments and regular reviews performed to ensure that all actions have been completed.

Risk Assessments

Risk assessments will be carried out in all areas where a potential risk to safe working is identified. This will be recorded on the appropriate risk assessment proforma, with the required action noted and followed-up:

- Corrective actions required to remove or reduce significant risk will be monitored on a regular basis.
- Copies of all assessments will also be retained.

Key Question: What must a risk assessment include?

Risk Assessments must:

- Identify and record all significant hazards associated with the work task and the risk(s) arising from those hazards;
- Identify all those who may be at risk from hazard;
- Include a recorded calculation of the consequence and likelihood of an injury occurring as a result of that uncontrolled risk;
- Evaluate the risk reduction/control measures in place ensuring that they are sufficient to reduce the risk to an acceptable level;
- List any outstanding actions required to reduce risks to an acceptable level;
- Include an action plan describing the additional control measures required to reduce the risk to an acceptable level.

Risk assessments must be done immediately for any care worker as soon as they declare an illness/disability or state they are pregnant.

Where young persons aged 16 to 18 are employed, a specific risk assessment will be required which will take into consideration the following points:

- Whether the specified work is beyond their physical or mental capacity, taking account of any manual handling requirements.
- Any risk of exposure to harmful substances or agents.
- Any risk of exposure to ionising radiation.
- Any risk to health from extreme temperatures, noise or vibration.

Levels of experience, supervision and training must be evaluated as part of the assessment, together with the control measures required in making the job function safe for young persons to undertake. Further guidance on this area is available from the nominated lead for Risk Management and Controls Assurance.

The safety of new and expectant mothers in the workplace must now be risk assessed according to the Management Regulation updates of 1999 and require a specific assessment to ensure that they and the unborn child are not placed at risk. Micrah Healthcare's maternity policy is summarised in the staff handbook, and forms part of the induction process for all new staff and should be consulted prior to the commencement of any such assessment.

Specific risk assessments are also applicable to other areas of the workplace such as:

- Display Screen Equipment (DSE) Assessments

- Fire Risk Assessments
- Manual Handling Assessments
- Specific Task Assessments
- First Aid Assessments
- Control of Substances Hazardous to Health (COSHH) Assessments
- Work Experience
- Customer/service user risk assessment and an assessment of their home

Display Screen Equipment (DSE)

The Display Screen Equipment (DSE) Regulations came into force in January 1992 and amended in 2002. They include specific guidance on the risk assessment of computers and liquid crystal display equipment, with the exception of screens used for predominantly viewing television or film pictures. Other areas are also covered, such as microfiche and process control screens. DSE assessments will identify if staff are classified as a 'user' or not. Micrah Healthcare has a policy that users are entitled to an eyesight test and suitable corrective appliances in accordance with the DSE regulations.

Laptops are covered by the DSE Regulations if they are the main DSE work resource and are used as such on a daily basis. Upper Limb Disorders (ULD's) can sometimes arise with the prolonged use of DSE. Any symptoms related to ULD's must be reported to the Occupational Health Department (via Micrah Healthcare staff or the Operations Services Manager) as soon as possible after discussion with the line manager. DSE and ULD assessments are conducted upon induction and orientation training. Some typical points to note in order to avoid ULD's are as follows:

- **Repetition**
- **Working posture**
- **Time**
- **Regular break**
- **Psychosocial factors**

Display Screen Equipment assessments should be undertaken according to the following directives:

- The DSE Regulations, 1992 (as amended by miscellaneous regulations 2002) require that all users are identified and that a suitable and sufficient assessment of their role and environment is undertaken.
- All assessments must be actioned and then filed with an annual review date or as and when the operation is changed.
- A change in operation may involve moving to a new position within the office or to a completely different office and may also include the use of new software.
- All employees will be given or will have received DSE training to a level of competency for the job in hand.
- Identified users are entitled to a free eyesight test and a suitable pair of corrective lenses, if required, for DSE use only

Emergency procedures — fire and evacuation

Micrah Healthcare understands how dangerous a fire can be. Micrah Healthcare will, therefore, take all reasonable action to ensure that fire is prevented, both in Micrah Healthcare's offices and in service users' homes where care staff are placed, and that in the event of fire staff, service users and visitors can be safely evacuated. The Appointed Person is responsible for ensuring the fire risk assessment is undertaken and implemented and kept up to date, also for ensuring that the emergency evacuation procedure for Micrah Healthcare's offices is in place, is kept up to date and is appropriately communicated to all service users, staff and visitors.

Escape routes in the offices will be checked every day by the Appointed Person and fire extinguishers and fire-fighting equipment will be checked by the Register Manager every and the results recorded. Alarms will be tested by the Register Manager every week and a fire drill will be held every year.

Fire risks in service users' homes will be identified during the initial service user assessment and addressed in collaboration with the service user and other relevant parties. All care staff placed in service users' homes will be trained in fire safety procedures.

1. Fire safety arrangements, practice and guidance are documented in Micrah Healthcare's Fire Safety Policy.
2. All required maintenance and checks on fire detection and warning systems will be carried out by a competent person and recorded.
3. Detailed evacuation procedures will be displayed in prominent positions on the premises, with notification of evacuation points placed in all corridors and stairwells.
4. Regular fire drills will be carried out with records kept.

Equipment

Micrah Healthcare understands its responsibility to ensure that all equipment is safe to use and appropriately maintained and serviced.

The Appointed Person will be responsible for identifying all equipment that needs regular maintenance and servicing. Defective equipment should be taken out of service by staff and any problems found with equipment should be reported to the Register Manager who will prioritise and order repairs or replacement as appropriate. Full procurement, servicing and maintenance records will be kept.

First Aid Arrangements

In accordance with the Health and Safety (First Aid at Work) Regulations 1981, there is a general duty placed on all employers to make adequate First Aid provision for employees if injured or taken ill in the workplace. Such provision includes ensuring that there are sufficient trained First Aid staff and First Aid equipment.

'Suitable Persons' (First Aid Trained Staff) – a First Aider must undergo a training course in administering First Aid at work and hold a current First Aid Certificate. The training must be approved by the Health and Safety Executive (HSE). Suitable Persons would include those practising as registered medical practitioners and practising nurses whose names are entered on Part 1, 2, 10 or 11 of the Single Professional Register maintained by the Nursing and Midwifery Board. Midwifery and Health Visiting staff may also be regarded as First Aiders for the purposes of the Approved Code of Conduct.

'Appointed Persons' – an appointed person is someone who is chosen to:

- Take charge when an individual is injured or falls ill, including calling an ambulance or transporting the patient as required.
- Look after First Aid equipment (i.e. oversee the re-stocking of First Aid boxes)
- To be responsible for ensuring the fire risk assessment is undertaken and implemented and kept up to date
- To be responsible for identifying all equipment that needs regular maintenance and servicing
- To be responsible for performing regular risk assessments of the workplace.
- To be responsible for ensuring that an up-to-date Health and Safety Law poster is prominently displayed in Micrah Healthcare's offices and that all relevant health and safety information is passed on to staff
- To be infection control lead

Appointed persons should not attempt to give First Aid for which they have not been trained.

Micrah Healthcare is required to ensure that a sufficient number of First Aid trained staff is available across all sites and that a sufficient number of stocked First Aid boxes are maintained in appropriate areas, which are regularly checked by Appointed Persons.

Manual Handling

The Manual Handling Regulations, 1992 contain specific guidance on manual handling operations and their associated assessments. All staff employed to work with patients and service users are required to have up to date, accredited, manual handling training. Staff are offered annual training updates and an update forms part of the pre-employment induction prior to staff being able to work directly in caregiving. Tasks should be assessed

for ergonomic considerations as well as other risk factors.

Manual handling will be identified and assessments undertaken according to the following guidance:

- The Manual Handling Regulations, 1992 require that all manual handling operations are identified and a suitable and sufficient assessment of their role and environment is undertaken.
- All assessments must be actioned and then filed with an annual review date or as and when the operation is changed.
- All employees must have received training to a level of competency for the required task.
- Leaflets and suitable training sessions will provide information regarding safe lifting techniques including the use of any specialized equipment where required. Under no circumstances should a manual handling operation be undertaken without an assessment having been completed.

- If a manual handling operation is required in the work environment, a risk assessment must be completed using the required Risk Assessment Form.
- Manual handling specifications and needs for specific service users will be detailed in the care plan.
- All mechanical aids supplied must not be used if they have not been tested under Lifting Operations and Lifting Equipment Regulations (LOLER) and signed accordingly.
- Staff must not use the equipment on which they have not been trained or deemed competent.
- Staff will undertake Manual Handling refresher training courses as required. This will take place every year in accordance with safety guidelines for people handling and every three years for other handling operations. All Health and Safety Representatives will conduct Manual Handling Assessments where trained to do so.

Training Methods:

All employees must be suitably instructed to adopt and consistently use the correct techniques for lifting.

Employee Instructions:

- Staff must not attempt to lift anything that is beyond their own personal capability. They must always ask for help where required.
- Staff must not attempt to retrieve any items from shelving/storage that is above shoulder height without using steps or mechanical assistance.

Micrah Healthcare Policy is:

'no person in our employment shall lift, carry or move any load so heavy as to be likely to cause injury or harm to that person'.

Micrah Healthcare employees should always observe the following points when lifting:

- Keep your back straight
- Keep your chin into your chest
- Keep your arms close to the body
- Place your feet slightly apart
- Bend your knees and lift with the legs
- Grip the object with the palm of your hands and not your fingers

General Safety Points:

- Beware of slippery surfaces.
- Ensure that your walkway is clear.
- Assess the task before commencing and look out for jagged edges on the object to be moved and along the route that it has to be carried.
- If you are working in a team, one person must give clear instructions only.
- The basic principles listed above must be observed at all times.

Unloading Materials:

- Always try to unload heavy and awkward shaped objects by mechanical means.
- When unloading manually, try to use a platform to reduce the distance between the unloading area and the ground.
- Ramps are sometimes useful for unloading purposes. If they are to be used, ensure that they are strong enough, well supported and secured to prevent the possibility of slipping.
- Always ensure that there are enough persons available to do the job.

Moving People:

Nursing, Health Care Assistants and Homecare staff work in circumstances where they will assist people with moving and handling and will be required to move patients. The following principles should therefore be observed:

- Ensure that a risk assessment of the task in hand has been undertaken and that the risks to both patient and employee have been identified.
- Consider if the task can be avoided.
- Consider the use of mechanical aids and whether suitable training has been provided to use it safely.

The Control of Substances Hazardous to Health (COSHH) Regulations

These Regulations cover the use, transportation, and storage of chemicals within the workplace, covering everything from chemical fixers to domestic cleaning materials. These will include compounds, which have already been classified as:

- **Very toxic**
- **Toxic**
- **Harmful**
- **Corrosive**
- **Sensitising**
- **Irritant**

These categories appear under the Chemicals (Hazard Information and Packaging for Supply) Regulations (CHIPs).

Managers and Supervisors must:

- Identify all substances requiring a COSHH Assessment and will undertake such Assessments following suitable training.
- Decide what precautions are needed before starting work with hazardous substances.
- Ensure that all potentially affected employees are informed about relevant COSHH Assessments and that control measures are used and maintained properly and that safety procedure are followed.
- Ensure that any new substances are assessed if required and that all relevant employees are made aware of the Assessment.
- Ensure that COSHH Data Sheets and Assessments are circulated to the appropriate individuals, maintained in secure files and copied to the Health and Safety Advisor at Micrah Healthcare (or the Registered Manager in respect of Homecare and Home Nursing services).
- Ensure that Assessments are reviewed as required.
- Ensure that appropriate measures for dealing with spills are drafted and made available to all concerned.
- Where practicable, Managers and Supervisors should consider the following control provisions in dealing with hazardous substances:
 - Elimination
 - Substitution
 - Controlled exposure by mechanical/engineering means
 - The use of Personal Protective Equipment (PPE)

The use of Personal Protection Equipment (PPE) is always the last resort and must be suitable and sufficient for the task.

Infection Control and Coronavirus

The infection control lead for Micrah Healthcare is the Appointed Person. The infection control lead will also be responsible for co-ordinating Micrah Healthcare's response to the coronavirus Covid-19 pandemic.

Micrah Healthcare will keep up to date with the latest public health and national government information about the risk of coronavirus in the UK. The infection control lead will maintain close links with local health protection teams and will be responsible for circulating essential information to staff and service users and their families. They will also update Micrah Healthcare's management team.

Measures to ensure the safety of service users, staff and others will include:

- regular review of infection prevention risk assessment informed by latest guidance on coronavirus transmission risks and preventative measures
- regular testing of staff and residents for coronavirus
- strict self-isolation of symptomatic staff or staff who test positive for coronavirus
- allocation of staff to care groups to ensure consistency of care for service users
- appropriate use of personal protective equipment (PPE) as recommended in relevant official public health guidance
- appropriate use of masks and face coverings as recommended in relevant official public health guidance
- enhanced environmental cleaning, including more regular cleaning of frequently touched surfaces (eg door handles, taps, etc)
- support for appropriate respiratory hygiene (eg tissues, bins, etc)
- support for effective hand hygiene (eg additional handwashing facilities, availability of hand sanitiser, etc)
- "Covid-secure" workplace adaptations to support two-metre social distancing rule for staff, wherever possible
- dynamic ongoing review of visiting arrangements informed by latest advice from local director of public health and identified viral transmission risks
- reduced number of non-essential staff attending the workplace during high transmission periods (eg through support for home working for office staff where appropriate)
- cancellation of non-essential face-to-face meetings and training and increased use of online technology for meetings and training that is considered essential.

The infection prevention lead will be responsible for supporting the care provider in ensuring timely supplies of necessary resources, especially hand hygiene products, disinfectants and cleansers, and suitable PPE.

Work-related ill-health

Micrah Healthcare is committed to taking any reasonable action to ensure the health and wellbeing of its staff. Micrah Healthcare understands that sickness rates can indicate underlying occupational health problems and issues. The Registered Manager is responsible for ensuring adequate and appropriate facilities and arrangements for welfare at work. The Registered Manager will provide occupational health advice and services.

Staff who are identified in the coronavirus risk assessment as being "high-risk" were subject to government "shielding" measures during the height of the pandemic and advised to stay at home. This organisation supported the scheme but understands that it has since been paused and people advised to return to work if appropriate "Covid-secure" policies are in place. In Micrah Healthcare all such staff will be provided with additional support to return to work where they need it. This will include a review by their line manager to ensure that they are adequately protected on return to work and occupational health support to identify any reasonable adjustments that may be required.

Consultation with Employees

- In October 1996, the Health and Safety (Consultation with Employees) Regulations were introduced to enable all employees to discuss Health and Safety issues affecting their working environment with their employers.
- The Health and Safety Committee will meet on a bi-monthly basis with representatives from each working area.
- This membership will enable the Committee to function effectively and to respond on specific issues to the site-based Forums. These Forums should be constituted to enable the relevant representative to attend and then feedback to the main Committee on issues requiring specific resolution.
- Where a specific issue or subject is not within the knowledge or skills of the Committee membership, attendees with specialist experience or knowledge may be nominated to attend and advise as required.
- All employees have the right of access to the director regarding any Health and Safety matters, providing the matter has first been brought to the attention of a line manager and, where possible, has been considered by the Health and Safety Committee.

Information within Micrah Healthcare will include:

- Health and Safety Law Poster (with all relevant sections completed);
- Minutes and Agendas of Health and Safety Committee meetings and Forums;
- Membership lists for the Health and Safety Committees and Forums;
- Fire Action details and Fire Alarm Testing information;
- The Health and Safety Policy Statement;
- Details of where local Health and Safety information can be found, as well as generic details of site-specific safety issues;
- First Aiders or appointed persons denoted with extension numbers and locations
- The latest Health and Safety training available and who to contact for further information.

Accidents at Work and Related Ill Health (Including Violence at Work)

- All accidents, hazards and near misses, no matter how minor, must be reported on the Accident/Incident Report Form. This information must be forwarded to Manager within 24 hours of the event occurring (see 'Incident Reporting Procedure – a Guide to Reporting Incidents, Near Misses and Hazards', 2004).
- All adverse incidents and risks must be reported as per the Incident Reporting Procedure and may, depending on severity, be subject to external reporting under Micrah Healthcare's Serious Untoward Incidents Procedure.
- All places of work must have a qualified First Aider or an appointed person and adequate provision must be made for the supply and maintenance of suitable First Aid equipment.
- Locations of First Aid equipment and the identity of qualified First Aiders should be displayed on Health and Safety notice Boards.
- Compliance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 will be the responsibility of the Health and Safety Advisor. Notification of RIDDOR reportable incidents will arise via the standard Incident Reporting route. Such incidents include those involving death or serious injury, injuries requiring more than three days' absence from work and any work-related disease. These categories may well include incidences of violence in the workplace. Further guidance on this area is provided in Micrah Healthcare's staff handbook. Staff working in other locations are reminded of their requirement of adherence to that organization's own policy.

RIDDOR 2013

RIDDOR 2013 is the law that requires employers, and other people who are in control of work premises, to report and keep records of

- work-related deaths;
- certain serious injuries (reportable injuries);
- diagnosed cases of certain industrial diseases; and
- certain 'dangerous occurrences' (near-miss incidents).
- There are also special requirements for gas incidents (see section below).
- This leaflet aims to help employers and others with reporting duties under RIDDOR to comply with RIDDOR and to understand changes to reporting.

Accident Reporting Procedure

If an accident/ incident, dangerous occurrence or near miss has occurred, staff will:

- Contact their manager by quickest means possible for advice (where applicable)
- Enter details of accident/incident or near miss in the accident book at the earliest opportunity
- The Area/Locality Manager will notify the Director/s at the earliest possible opportunity in compliance with RIDDOR regulation reporting requirements
- The Area/Locality Manager will conduct an investigation (where applicable) Ability's Health & Safety Incident/Accident Report Form

For more Information on our Reporting Procedures, please read our Incident Reporting policy

Training

Providing adequate health and safety training to ensure employees are competent to do their work is the responsibility of the Registered Manager.

Training will commence on the first day of employment so that employees are familiar with basic procedures once they are at their place of work. All new staff will be expected to attend induction, which will include the provision of statutory information designed to ensure safety at work. Following induction, a programme of health and safety refresher training will be agreed upon with staff representatives.

All new care staff will be expected to complete the Care Certificate, including Standard 13: Health and Safety.

A requirement to attend any of the courses will be agreed with each member of staff during their annual appraisal. The need to attend a specific course will then be added to their personal training plan.

Signed course attendance registers and details of training attended by staff will be kept.

Monitoring and Review

The Managing Director will check this policy is working properly and they will review it at least once a year. We will make improvements to the policy wherever we can. We will also regularly check our procedures for avoiding bribery and corruption.

We are all responsible for the success of this policy and we must all disclose any suspected danger or wrongdoing.

Employees are invited to suggest any ways the policy can be improved.

After reading this Policy, you should be able to:

- Understand what Health and Safety is
- Understand how Health and Safety works in the workplace
- Understand reporting of incidents and accidents

If you have not achieved any of these points, please ask your Line Manager or trainer for further help.

Key Points to Take Away

- All employees will be expected to take reasonable care for the Health and Safety of themselves and others whom their actions or omissions may affect.
- They must never intentionally or recklessly misuse or interfere with any Health, Safety and Welfare provision.
- They are expected to co-operate with management and fellow staff in all matters relating to Health and Safety.
- They must report all accidents, incidents, hazards, near misses and dangerous occurrences in accordance with Micrah Healthcare policy on accident reporting.
- They must comply with all relevant policies and procedures.

After reading this Policy, you should be able to:

- Understand that safety is our prime concern in respect to service provisions.
- Understand what Health and Safety are and how a Health and Safety System operates.
- Understand how Health and Safety operate at Micrah Healthcare and have an awareness of the actions we undertake in identifying and mitigating risks and planning, delivering, and monitoring Health and Safety and in learning about where we can make improvements.
- Understand the role you play in Health and Safety

If you have not understood any of these points, please ask your Line Manager or trainer for further help.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Micrah Healthcare.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.



Director's Signature

Adetutu Adeyinka

Director