

# HEALTH AND SAFETY POLICY AND PROCEDURE

## Purpose

- To comply with statutes, regulations and quality standards.
- The purpose of this policy is to 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, all Service Users and all visitors to the premises of Paramount Options Ltd, and any premises in which their employees work.

## Policy

- **Paramount Options 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.
- **Paramount Options Ltd** will, so far as is reasonably practicable, pay particular attention to:
  - The provision and maintenance of plans and systems of work that are safe and healthy.
  - 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.
  - The control of the place of work maintaining it in a safe condition.
  - The provision of a safe means of access to and egress from the place of work.
- This policy will be reviewed at least annually.

## Procedure

### Organisation and Responsibilities

- **Executive**
  - The Registered Provider is responsible for safety in Paramount Options Ltd and will monitor the safety policy on a regular basis.
  - The Registered Provider 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 in order (as far as is reasonably practicable) to achieve and maintain a high standard of safety proficiency.
- **Safety Officer**
  - The Safety Officer is the Registered Manager, unless indicated otherwise by a notice on the main staff notice board of the establishment.
  - The responsibilities of the Safety Officer are to:

- Maintain safety records;
  - Investigate accidents;
  - Provide accident statistics;
  - Keep a watching brief on changing safety legislation.
- The Safety Officer reports directly to the Registered Provider.
  - Full investigations of accidents will be carried out by the Safety Officer with a view to the prevention of future occurrences.
  - The Safety Officer is responsible for ensuring that the organisation's obligations with respect to assessment, control and monitoring of hazardous substances are met.
  - The Safety Officer is responsible for 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 form attached to that policy;
    - 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 as follows:

Health and Safety Executive: Caxton House, Tothill Street, London. SW1H 9NA

- **Department Manager** (where this differs from the Registered Manager).
  - Where there are no designated Department Managers, the Registered Manager fulfils this role.
  - Department Managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.
  - Each manager will:
    - Ensure that each new employee 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 and fire fighting equipment;
    - Ensure that all subordinates are aware of the health and safety policy (a copy is on the organisation notice boards);
    - Keep up to date with health and safety matters applicable to the operations of the organisation;
    - Investigate all accidents with the assistance of the 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;
- Carry out regular safety checks and audits.

- **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 arrangements 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.

- **Employees**

- All employees have a responsibility 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 who is faced with a conflict between the demands of safety and their job should raise the matter immediately with the Supervisor.

### **Administrative Arrangements**

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

- **Risk Assessment**

- The 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 risks, 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 Safety Officer will carry 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 which they are already working in.
- The Safety Officer will carry out a risk assessment on 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 record will be regularly inspected by the 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 Safety Officer.
  - A report will be made to the Registered Provider, via the Management Meeting, who will ensure that necessary action is taken to prevent recurrence.
- **First Aid**
  - During the induction programme employees will be shown the location of the nearest first aid box to their work area.
  - The organisation will ensure that sufficient employees 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:**
  - 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.
  - 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 the building until instructed by your senior supervisor or the Fire Brigade.

## **Organisation Code of Safe Practice**

### **• Good Housekeeping – General**

- Undue hurrying and forgetfulness cause 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 the Registered Manager.
- **Moving and Handling**
  - 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 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 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 employees.
  - Employees 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.
  - 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.
- **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.
  - 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 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. All skin infections must be reported to the Registered Manager.
- **Staff sickness**



- Staff 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, 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/commodores 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**
  - 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 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 your induction training 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 the use of household cleaning agents**
  - 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

- **Safe systems of work**

- To help give a better picture regarding the health and safety of employees 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 care staff.