



Health and safety

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HEALTH & SAFETY POLICY

Remedy support recognises that the management of health and safety matters at work is integral to the success and prosperity of its business activities. We also

appreciate that we have a duty to protect and promote the health, safety and well-being of its employees, residents and of visitors to its premises and others who may be affected by the conduct of the Company's business.

The following policy applies to all locations of. Remedy support

The Company's policy is to:

- Provide healthy and safe working environments and working practices for its employees.
- Ensure that its activities are conducted on safe premises.
- Identify hazards and assess, reduce and control risks.
- Provide appropriate information, training and resources to enable employees to carry out their duties in a manner, which prevents harm to themselves or others.
- Encourage employee involvement and personal commitment to achieving the health and safety objectives through the policy
- Establish communication networks to disseminate and exchange information on health and safety policy, performance, current best practice and responsibilities.
- Investigate all accidents at work and cases of work-related ill health and implement appropriate remedial action with the aim of preventing recurrence.
- Record and analyse safety and health statistics.
- Monitor the performance and effectiveness of the policy through regular programmes of relevant audits and review.
- Set targets devised to deliver further health and safety improvements.
- Ensure activities and procedures are conducted in accordance with all legal obligations.
- Ultimate responsibility for the management of this policy lies with the Directors.
- Day to day implementation is delegated through every level from the Directors to the Unit Managers and to individual care employees.

The main act relating to health and safety at work is the Health and Safety at Work Act 1974 (HSW Act). This lays out general duties of employers, people in control of premises and employees. The HSW Act is the umbrella legislation under which other regulations are made. These regulations usually relate to specific activities such as the management of health and safety, safety of machinery, the workplace environment, lifting and handling, control of asbestos etc.

Remedy support believe their homes differ from other workplaces because they are not only a place of work but they are also a home. While meeting legal duties and providing a safe and healthy environment, they need to be maintained as pleasant places to live. With this in mind Remedy support will ensure they carry out risk assessments and ensure all of their staff are aware of each health and safety policy and procedure and how to keep themselves safe within the workplace as well as the young people within their care. Good standards of health and safety cannot be achieved without the co-operation of employees. It is important for managers to work

with safety representatives and employees to ensure problems are identified and resolved.

Fire policy and procedure

Remedy support have designed this policy and procedure to ensure any person within the capacity of Remedy support services have the guidance and advice on fire safety and the correct procedures. Remedy support uses the following procedures to ensure they comply with fire safety law and will review and update the policy when necessary. The Order1 applies in England and Wales. It covers 'general fire precautions and other fire safety duties which are needed to protect 'relevant persons' in case of fire in and around most 'premises. The Order1 requires fire precautions to be put in place 'where necessary' and to the extent that it is reasonable and practicable in the circumstances of the case. Responsibility for complying with the Order1 rests with Remedy support.

Remedy support believes there are fire safety duties that we as a company should comply with these are:

- Remedy support will appoint one or more 'competent persons', to assist in undertaking any of the preventive and protective measures required by the Order1 A competent person is someone with enough training and experience or knowledge and other qualities to be able to implement these measures properly.
- Remedy support will provide our employees with comprehensible and relevant information on the risks to them identified by the fire risk assessment, about the measures we have taken to prevent fires, and how these measures will protect them if a fire breaks out.
- Remedy support will ensure before a young person is entered into one of our establishments provide a parent and social worker with comprehensible and relevant information on the risks to that young person identified by the risk assessment, the measures you have put in place to prevent/protect them from fire and inform any other responsible person of any risks to that young person arising from their undertaking.
- Remedy support will inform non-employees, such as temporary or contract workers, of the relevant risks to them, and provide them with information about who are the nominated 'competent persons', and about the fire safety procedures for the premises.
- Remedy support will provide any employees of any person from an outside organisation who is working in our premises (e.g. agency providing temporary staff) with clear and relevant information on the risks to those employees and the preventive and protective measures taken. We will also provide those

employees with appropriate instructions and relevant information about the risks to them.

- Remedy support will consider the presence of any dangerous substances and the risk this presents to relevant persons from fire.
- Remedy support will establish a suitable means of contacting the emergency services and provides them with any relevant information about dangerous substances.
- Remedy support will provide appropriate information, instruction and training to our employees, during their normal working hours, about the fire precautions in our workplace, when they start working for us, and from time to time throughout the period they work for us.
- Remedy support will ensure that the premises and any equipment provided in connection with firefighting, fire detection and warning, or emergency routes and exits are covered by a suitable system of maintenance and are maintained by a competent person in an efficient state, in efficient working order and in good repair.

Remedy support will liaise with the local fire and rescue authority who will inspect our premises and ensure we as a company comply with our duties under the order 1. Remedy support understands that it is our responsibility to ensure the safety and well-being of our staff and young people is managed and protected from fire risks at all times. Remedy support will ensure all the staff are trained to prevent or limit the risk of fire, recognise and neutralise potential fire hazards, and know how to respond to an emergency individually and collectively by actions and communications. Remedy support will have robust and well-kept procedures to avoid fires occurring, to maintain the fire safety systems installed in our premises, to keep escape routes usable, to keep our staff up to date and well trained, and have emergency plans in place so that everyone knows how to respond to a fire within our premises.

Remedy support will ensure they have a thorough comprehensive fire risk assessment that will identify fire hazards, to reduce the risk of those hazards identified and to decide what physical fire precautions and management are necessary to ensure the safety of people within our company. What will be included within our fire risk assessment see below:

1: **Identify fire hazards**

Identify:

Sources of ignition
Sources of fuel
Sources of oxygen

2: **Identify people at risk**

Identify:

People in and around the premises

People especially at risk

3: **Evaluate, remove, reduce and protect from risk**

Evaluate the risk of a fire occurring

Evaluate the risk to people from fire

Remove or reduce fire hazards Remove or reduce the risks to people

- Detection and warning
- Fire-fighting
- Escape routes
- Lighting
- Signs and notices
- Maintenance

4: **Record, plan, inform, instruct and train**

Record significant finding and action taken

Prepare an emergency plan

Inform and instruct relevant people; co-operate and co-ordinate with others

Provide training

5: **Review**

Keep assessment under review

Revise where necessary

Identifying fire hazard

For a fire to start, three things are needed:

- A source of ignition
- Fuel
- Oxygen.

If any one of these is missing, a fire cannot start. Taking measures to avoid the three coming together will therefore reduce the chances of a fire occurring.

Identify sources of ignition

You can identify the potential ignition sources in your premises by looking for possible sources of heat which could get hot enough to ignite material found in your premises. These sources could include:

- Smoking materials, e.g. cigarettes, matches and lighters
- Naked flames, e.g. candles or gas or liquid-fuelled open-flame equipment
 - Electrical, gas or oil-fired heaters (fixed or portable)
- cooking equipment
 - Faulty or misused electrical equipment
 - lighting equipment
- Equipment owned or used by residents
- Hot surfaces and obstruction of equipment ventilation, e.g. photocopiers
- Hot processes, e.g. welding by contractors
- Arson, deliberate ignition, vandalism and so on.

Identify sources of fuel

Anything that burns is fuel for a fire. You need to look for the things that will burn reasonably easily and are in enough quantity to provide fuel for a fire or cause it to

spread to another fuel source. Some of the most common 'fuels' found in premises providing residential care are:

- Laundry supplies, such as bedding and towels
- Toiletries, aerosols
- Plastics and rubber, video tapes, polyurethane foam-filled furniture, foam-filled mat.
- Wood or wood-based furniture
- Textiles and soft furnishings, such as clothes and hanging curtains
- Seasonal and religious occasion decorations, such as Christmas decorations
- Items used in hobbies and crafts
- Flammable products, such as cleaning and decorating products, cooking oils, cigarette lighter
- Flammable gases such as aerosol canisters
- Paper products, packaging materials, stationery, advertising material, paper and books
- Waste products, particularly finely divided items such as shredded paper and wood shavings
- Waste storage, refuse containers and skips.

You should also consider the construction of your premises, and the materials used to line walls and ceilings, and how these might contribute to the spread of fire. You should check if the internal construction includes large areas of:

- Hardboard, chipboard, block-board walls or ceilings
- Synthetic ceiling or wall coverings, such as polystyrene wall or ceiling tiles
- flooring of polypropylene carpet or carpet tiles
- Particular fixtures and fittings.

If these are present, and you are uncertain of the dangers they might pose, you should seek advice from a fire safety expert.

Identify sources of oxygen

The main source of oxygen for a fire is in the air around us. In an enclosed building this is provided by the ventilation system in use. This generally falls into one of two categories: natural airflow through doors, windows and other openings or mechanical air conditioning systems and air handling systems. In many buildings there will be a combination of systems, which will be capable of introducing/ extracting air to and from the building.

Identify people at risk

As part of Remedy support fire risk assessment, we identify those at risk if there was a fire. To do this we identify where we have young people residing and staff working, we also look at other people who may be at risk such as visitors, visiting contractors etc. We pay particular attention to risks such as staff that are lone working, people working in isolated areas, people who maybe unfamiliar with the premises, unaccompanied young people, and people who have additional needs or a disability.

Evaluate, remove, reduce and protect from risk

To maintain a homely and non-institutional atmosphere, precautions should be introduced carefully, taking account of any possible adverse effects on the quality of

the young person's lives and the care they receive. Remedy support will ensure they evaluate the risk of a fire occurring, we look critically at each premises and try to identify any risks which may allow a fire to start. Once we have done this, we evaluate the risk to each person within our company looking at knowledge, ability, where they are likely to be within the building, training and awareness. If there are any hazards identified then they are removed or reasonable steps are in place to reduce them where possible.

Remedy support homes are fitted with a fire detection system including a carbon monoxide detector, working fully tested fire extinguishers placed in different locations within the home. There is a full easy to follow evacuation plan this is within the office; the young person will receive one within their welcome guide and all staff and young people will be involved in fire drills on a regular basis so they understand the correct procedure to follow. Even though Remedy support wish to avoid an 'institutional' environment all fire exits will be highlighted with a sign.

Fire drills will commence once a month or when a new staff member or young person is new to, Remedy support the results will be recorded and stored. All equipment will be checked once a week to ensure full working order and any faults reported immediately for repair.

All equipment will be tested annually by a registered person to ensure they are in line with health and safety regulations.

Legionella

Legionellosis is the collective name given to the pneumonia-like illness caused by legionella bacteria. This includes the most serious Legionnaires' disease, as well as the similar but less serious conditions of Pontiac fever and Lochgoilhead fever. Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection.

Any water system that has the right environmental conditions could potentially be a source for legionella bacteria growth.

There is a reasonably foreseeable legionella risk in your water system if:

- Water is stored or re-circulated as part of your system
- The water temperature in all or some part of the system is between 20-45 c
- There are sources of nutrients such as rust, sludge, scale and organic matters
- The conditions are likely to encourage bacteria to multiply
- It is possible for water droplets to be produced and if so, they can be dispersed over a wide area, e.g. showers and aerosols from cooling towers.

The most common places where legionella can be found include, cooling towers, hot and cold-water systems, humidifiers, showers, indoor ornamental fountains etc. Under general health and safety law, as an employer or a person employed by Remedy support, we have a duty to take suitable precautions to prevent or control the risk of legionella.

To control the risks you should, as appropriate:

- Ensure that the release of water spray is controlled

- Avoid water temperatures and conditions that favour the growth of legionella- this means ensuring weekly water temperature checks are completed.
- Ensure water cannot stagnate anywhere in the system
- Keep the system and the water in it clean
- Clean shower heads regularly

All staff are responsible for recording any significant findings, including any preventative measures that have taken place. If there is a case of legionellosis then it is Remedy support responsibility to report such findings to reporting of injuries, diseases and dangerous occurrence regulations (RIDDOR).

COSHH

Every year, thousands of workers are made ill by hazardous substances, contracting lung disease such as asthma, cancer and skin disease such as dermatitis. These diseases cost many millions of pounds each year to:

- Industry, to replace the trained worker
- Society, in disability allowances and medicines and individuals, who may lose their jobs.

Using chemicals or other hazardous substances at work can put people's health at risk, so the law

requires employers to control exposure to hazardous substances to prevent ill health. They have to protect both employees and others who may be exposed by complying with the Control of Substances Hazardous to Health Regulations 2002 (COSHH) (as amended)

Remedy support, as the employer, are responsible for taking effective measures to control exposure and protect health. Remedy support shall ensure that the exposure of their employees to substances hazardous to health is either prevented or, where this is not reasonably practicable, adequately controlled. This will mean where necessary protective equipment will be available to all employees when using substances that require it.

Remedy support will ensure that all staff are provided with information, instructions and training on how to use products safely, how to clear up spillages, and how to check and wear protective equipment correctly.

Under COSHH there are a range of substances regarded as hazardous to health:

- Substances or mixtures of substances classified as dangerous to health under the Chemicals (Hazard Information and Packaging for Supply) Regulations 2002 (CHIP). These can be identified by their warning label and the supplier must provide a safety data sheet for them. Many commonly used dangerous substances are listed in the HSE publication Approved Supply List.
- Substances with workplace exposure limits are listed in the HSE publication EH40/2005 Workplace exposure limits.
- Any other substance which creates a risk to health, but which for technical reasons may not be specifically covered by CHIP including: asphyxiants (ie gases such as argon and helium, which, while not dangerous in themselves, can endanger life by reducing the amount of oxygen available to breathe), pesticides, medicines, cosmetics or substances produced in chemical processes.

Certain information about products may be found on labels, which on hazardous substances may include risk phrases such as 'avoid contact with skin'. If the information is not readily available on the label or an advisory leaflet, then a data sheet for that product should be obtained from the supplier or manufacturer. They have a legal duty to supply such information.

All cleaning materials within any Remedy support establishment will be kept out of reach of any of our young people. These will be locked within a cupboard with only staff having access to the key. If a young person wishes to use any cleaning products this will be done with supervision and a risk assessment will be carried out.

Moving and handling

The Manual Handling Operations Regulations 1992 were introduced to reduce the numbers of injuries from moving and handling throughout industry including the care sector. The term manual handling includes lifting, moving, putting down, pushing, pulling and carrying by hand or bodily force of goods, equipment.

Remedy support recognises that as an employer they must ensure all staff have the knowledge and are trained with:

- Avoid moving and handling where there is a risk of staff being injured, as far as reasonably practicable.
- Assess the risk of injury from moving and handling that cannot be avoided.
- Reduce the risk of injury from moving and handling, as far as reasonably practicable.

There are necessary steps to take place before moving and handling anything.

If you are looking to avoid moving and handling, consider whether:

- The job is necessary
- It can be done in a different way (breaking heavy loads into smaller units).
- It can be mechanised.

In assessing the risk of injury, assess the task and identify ways of reducing the risk by:

- adding specialist sliders or wheels to furniture that has to be moved
- providing sack trucks or trolleys
- spread moving and handling tasks throughout the day

There are a couple of factors you need to take into consideration when moving and handling to prevent any injuries. When approaching something that needs either moving or handling you need to assess the **LOAD** of the item that needs moving. Whether the load is heavy or bulky, difficult to grasp, harmful e.g., sharp, or it is a person or inanimate object. You will also be required to assess **the environment** whether there is space to move the item around safely, inadequate or insufficient storage facilities, uneven, slippery or unstable floors and changes to floor levels. When moving and handling you will also need to ask what **the task** involves whether it involves, bending, twisting, stretching, moving the load over an excessive distance, risk of sudden movement and insufficient rest or recovery periods.

Basic principles of manual handling

There are some basic principles that everyone should observe prior to carrying out a manual handling operation:

- ensure that the object is light enough to lift, is stable and unlikely to shift or move
- heavy or awkward loads should be moved using a handling aid
- make sure the route is clear of obstructions
- make sure there is somewhere to put the load down wherever it is to be moved to
- stand as close to the load as possible, and spread your feet to shoulder width
- bend your knees and try and keep the back's natural, upright posture
- grasp the load firmly as close to the body as you can
- use the legs to lift the load in a smooth motion as this offers more leverage reducing the strain on your back
- carry the load close to the body with the elbows tucked into the body
- Avoid twisting the body as much as possible by turning your feet to position yourself with the load.

First Aid

Under the Health and Safety (First-Aid) Regulations 1981, workplaces should have first-aid provision. The extent it should take depends on various factors, including the nature and degree of the hazards at work, whether there is shift working, what medical services are available, and the number of employees.

Remedy support will ensure they follow the minimum requirements ensuring at least one staff member at all times whilst on shift is an appointed person to be able to take charge in an emergency situation and be able to administer first aid.

First aid boxes will be provided within the home located on both the upper level and lower level of the home. They will be adequately stocked and staff will perform a weekly check to ensure this maintains.

A first aid book for the young person and one for staff are located within the office and all first aid treatments will be recorded and signed.

Control of infection

Control of infection is an important consideration throughout the home environment. There may be the potential for exposure to a range of human pathogens with the consequent risk of harm or disease. All homes should have an infection control policy that addresses such issues as:

- education and training of staff in infection control issues
- protocols on handwashing
- aseptic procedures
- disinfection and decontamination including domestic cleaning
- ill-health reporting and recording
- monitoring, surveillance and audit
- prevention of exposure to blood-borne viruses, including prevention of sharps injuries and immunisation policies for at risk staff

- Use of personal protective equipment including powder-free latex gloves; n generation, collection and disposal of clinical waste.

Staff employed by Remedy support may have to deal with body fluids and wastes. These can be potentially hazardous to the handler if they don't follow the correct protocols and procedures. Staff will be given clear information, instruction and training on deciding what is clinical waste and what constitutes domestic waste.

There is a widely used system of colour-coding to aid the process of waste segregation:

- Yellow - clinical waste for incineration or other suitable means of disposal
- Yellow with black stripes - non-infectious waste, sanpro (sanitary towels, tampons, nappies, stoma bags, incontinence pads). Waste suitable for landfill or other means of disposal
- Black - non-clinical or household waste

Disposable plastic-coloured sacks should only be fixed three-quarters full and then sealed-off by tying the neck. As of January 2002, if clinical waste is to be taken off-site then it has to be transported in suitable UN type approved rigid packaging. Any sharp items need to be placed within a sharp's container, Sharps containers should not be placed in bags prior to disposal. Sharps containers should not be left lying around where children and other vulnerable people could gain access.

All employees of Remedy support who will be required to handle and move clinical waste will be adequately trained in safe procedures and protocols. Staff will also be trained and given clear instructions on how to clear up and disinfect a spillage of blood/body fluids.

Steps can be taken to minimise the risk of contamination from infected blood/ body fluids. Precautions include:

- covering cuts/grazes with waterproof dressings before commencing work
- good personal hygiene standards - thorough handwashing after contact with blood and body fluids
- good environmental hygiene - cleaning and disinfecting contaminated equipment (if not disposable) after use and keeping the environment clean
- Wearing latex-free gloves, disposable aprons etc for high-risk/messy activities (see 'Latex sensitisation' section).

Where there is a risk of hepatitis B staff will be advised to be appropriately immunised.

Work-related stress

Remedy support recognise that Stress is people's natural reaction to excessive pressure - it isn't a disease. But if stress is excessive and goes on for some time, it can lead to mental and physical ill health, e.g., depression, nervous breakdown, heart disease. Being under pressure often improves performance and can be a good thing for some people. But when demands and pressures become excessive, they may lead to stress.

As an employer, is it our duty to make sure that our employees aren't made ill by their work. Employees can be made ill by stress. The impact of stress to our company may show up as high staff turnover, an increase in sickness absence,

reduced work performance, poor timekeeping and more customer complaints. Therefore, action to reduce stress can be very effective.

Ways in which Remedy support will help their employees manage stress levels are:

- Change the way the jobs are done and move people between tasks
- Give staff as much information as possible
- Try to give warning of urgent or important jobs, prioritise tasks, stop unnecessary work
- Provide relevant training
- Ensure the management team are supportive and knowledgeable
- Ensuring each employee understand their job role
- All Remedy support staff has a responsibility of supporting and looking out for each other.
- Provide a regular shift pattern and have a rota in advance
- Ensure working conditions are safe and good working conditions
- Provide opportunities for staff feedback
- Clear business objectives

Utilities

Gas

The Gas Safety (Installation and Use) Regulations 1982 apply to all gas appliances in care homes. Gas appliances, together with the pipe work and flues, should be checked for safety at least once a year. Servicing at the same time is advisable to make sure they are maintained in a safe, efficient condition. Any work on gas appliances and pipe work must be undertaken by companies or individuals who are members of the Council for Registered Gas Installers (CORGI).

Electricity

The use of electricity in care homes is primarily covered by the Electricity at Work Regulations 1989. These Regulations require employers to maintain, so far as is reasonably practicable, electrical systems and electrical equipment within their control. Electrical systems include the lighting and power circuits; electrical equipment will include appliances such as washing machines, vacuum cleaners, irons, food preparation machinery etc.

Electricity can kill. It also causes shock and burns, and can start fires. Even non-fatal shocks can cause severe and permanent injury. Those using electrical equipment may not be the only ones at risk. Most accidents can be avoided by careful planning and straightforward precautions.

Work on electrical equipment, eg installation work, inspection, testing and maintenance, must only be done by someone who is competent to do it. This means they should have the appropriate technical knowledge and practical experience to prevent danger.

Staff should be encouraged to report any evident electrical problem, for example broken plugs, frayed flex, discoloured or overheated cables. Defective or unsuitable equipment should be immediately withdrawn from service until it is either repaired or destroyed.

Working environment/building

The Workplace (Health, Safety and Welfare) Regulations 1992 are intended to ensure a healthy and safe working environment, and to ensure that adequate welfare facilities are provided for people at work.

Floors

The majority of workplace injuries are as a result of slips, trips and falls so particular attention should be paid to ways of preventing them. It is important that floor coverings are appropriate to the environment but, where possible, slip resistant surfaces are advisable. In addition, flat floor surfaces that are free from obstructions will help to reduce the likelihood of such accidents.

A system to minimise the amount of wet floor area and **warning signs** should be used when washing hard floor surfaces.

Holes and defects in floor coverings should be repaired promptly, particularly those on staircases. Where immediate repair cannot be made, it may be necessary to prevent people passing through the area by cordoning it off.

Stairs

Stairs can present a hazard to everyone. They should be in a safe condition, kept free of obstructions and well lit. It is advisable that stairs should not be steep, winding, curved or have open risers. If service users lack mobility and require extra support, then the stairs should be of adequate width and have handrails on both sides of the stairway.

Windows

Serious injuries have occurred when people have fallen through glass windows. Glass doors and patio windows must be fitted with toughened or safety glass or covered with a protective film that prevents glass from shattering. They must have a conspicuous mark or feature sufficiently obvious that people will be unlikely to collide with them. When replacement glass is required then reference to BS 6262 should be made.

Any windows that are accessible to our young people (2 m above ground level), can be opened and are large enough to allow people to fall out should be restrained sufficiently to prevent such falls. It is advisable to restrict the opening to 100 mm (based on NHS guidance).

Doors

All doors will have a self-closing hinge so they are in guidelines with fire safety.

Smoking

All our homes are no smoking and there will be an appointed area for staff and young people to smoke if needed

Toilets and washing facilities

Suitable and sufficient toilets and washing facilities will be provided, generally, staff should have separate toilet facilities to those provided for residents. However, in small homes where space is at a premium this may not be practicable. Where facilities are shared, the number of toilets and washing facilities should be increased if necessary.

Kitchen health and safety / food hygiene

At Remedy support we understand that the safety within the kitchen is essential and we ensure all of our staff and young people are aware of the risks and safety whilst in the kitchen area. We ensure there is enough room in the kitchen where people can move around freely and enough surfaces that enables independent cooking skills.

People that are using knives or sharp objects have enough space to work safely and any kitchen equipment will be placed in safe places and not next to hazards.

All windows within the kitchen area will be able to open to gain access to ventilation as and when required.

All sharps will be locked away in a COSHH cupboard and only available dependant on risk assessment and ability of each young person.

The kitchen is equipped with the electrical equipment that is needed in any day-to-day kitchen; these are regularly inspected and always maintained and cleaned.

All kitchen cleaning products are kept in the locked COSHH cupboard.

Food hygiene

All Remedy support staff will be trained in food hygiene and are expected to follow the correct procedures in food handling, preparation and storing.

There will be colour coded chopping boards available with a clear poster outlining the correct procedures to follow when preparing food within the home.

Staff will be expected to check fridge and freezer temperatures daily and record them within a book; this is to ensure correct storage of food.

All staff will have training on handwashing, disposing of waste and preventing cross-contamination within a kitchen.

Safer food better business pack will be used within all of our homes.

<https://www.food.gov.uk/business-industry/caterers/sfbb/carehomes>

Laundry health and safety

In most care homes washing machines and dryers are used extensively, the machines supplier will provide information on maintenance and cleaning. The maintenance of these machines should only be carried out by a competent person. Tumble dryers are at high risk of causing fires so it is important for staff and the young person to

ensure the filters remain clean and free from lint.

All staff will be made aware of the correct procedure in how to manage soiled laundry within the home. This is so the correct procedures are followed so neither the staff or young person is exposed to any contamination. All heavy soiled laundry should be sluiced in a specially designated sluice sink or a washing machine with a

sluice wash. Soiled laundry subjected to a wash programme of 65c for 10 minutes or 71c for 3 minutes.

Outdoor health and safety

The safety of staff and the young people at Remedy support is paramount so every measure will be in place to ensure they remain safe outside of the home as well as when they're in it. This will mean keeping the immediate perimeter of the home safe by ensuring all footpaths are clear and outside lighting to ensure visibility is clear.

All outdoor activities that both the staff and young person may partake in will involve a risk assessment and this will be conducted before the activity will take place. Smoking is prohibited to a named area outside of the home to ensure both the staff and young person are in a safe and healthy environment.

Any machinery used outside to maintain the garden will only be used by a competent person and with protective clothing.

Visual equipment

The Health and Safety (Display Screen Equipment) Regulations 1992 implement an EC Directive and came into effect from January 1993 (some small changes were made in 2002). The Regulations require employers to minimise the risks in VDU work by ensuring that workplaces and jobs are well designed.

The Regulations apply where staff habitually uses VDUs as a significant part of their normal work. Other people, who use VDUs only occasionally, are not covered by the requirements in the Regulations (apart from the workstation requirements). However, their employers still have general duties to protect them under other health and safety at work legislation.

Employers have to:

Analyse workstations, and assess and reduce risks Employers need to look at:

- The whole workstation including equipment, furniture, and the work environment
- The job being done
- Any special needs of individual staff.

Employees and safety representatives should be encouraged to take part in risk assessments, eg by reporting health problems. Where risks are identified, the employer must take steps to reduce them.

Ensure workstations meet minimum requirements

These requirements are good features that should normally be found in a workstation, such as adjustable chairs and suitable lighting. They are set out in a schedule to the Regulations, covering screens, keyboards, desks, chairs, the work environment and software. All workstations covered by the Regulations now have to comply, to the extent necessary for the health and safety of workers (a transitional period for modification of older workstations expired at the end of 1996).

Plan work so there are breaks or changes of activity

As the need for breaks depends on the nature and intensity of the work, the Regulations require breaks or changes of activity but do not specify their timing or length. However, the guidance on the Regulations explains general principles, for

example short, frequent breaks are better than longer, less frequent ones. Ideally the individual should have some discretion over when to take breaks.

On request arrange eye tests, and provide spectacles if special ones are needed
Employees covered by the Regulations can ask their employer to provide and pay for an eye and eyesight test. This is a test by an optometrist or doctor. There is also an entitlement to further tests at regular intervals; the optometrist doing the first test can recommend when the next should be. Employers only have to pay for spectacles if special ones (for example, prescribed for the distance at which the screen is viewed) are needed and normal ones cannot be used.

Provide health and safety training and information

Employers have to provide training, to make sure employees can use their VDU and workstation safely, and know how to make best use of it to avoid health problems, for example by adjusting the chair.

Information should also be provided about VDU health and safety.

This should include general background information - this could be done by giving out copies of this booklet. It should also cover more specific details of the steps taken by the employer to comply with the Regulations, such as the action taken to reduce risks and the arrangements for breaks.

Make full use of the equipment provided, and adjust it to get the best from it and to avoid potential health problems. If the Regulations apply to you, your employer should cover these things in training. If the Regulations don't apply, it is still worth setting up your workstation properly, to be as comfortable as possible.

Reporting of incidents

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) require employers and others to report certain types of injury, occupational ill health and dangerous occurrences that arise out of or in connection with work.

How and when to report an incident

Reporting an incident does not suggest in any way that you accept responsibility for the event or that an offence has been committed; it is simply informing the enforcing authority that an incident has occurred at your premises. Failure to report a reportable injury, dangerous occurrence or disease described in RIDDOR within the set time (see next paragraph) is a criminal offence and may result in prosecution
You must report fatal accidents, accidents resulting in major injuries, accidents to people who are not at work and dangerous occurrences to the Incident Contact Centre (ICC) at the following address without delay:

Incident Contact Centre Caerphilly Business Park Caerphilly CF83 3GG

Telephone: 0845 300 9923

Fax: 0845 300 9924

www.riddor.gov.uk

Under RIDDOR, some work-related accidents, diseases and dangerous occurrences must be reported. The following are reportable if they arise 'out of or in connection with work':

- accidents that result in an employee or a self-employed person dying, suffering a major injury, or being absent from work or unable to do their normal duties for more than three days
- accidents that result in a person not at work suffering an injury and being taken to a hospital
- an employee or self-employed person suffering one of the specified work-related diseases
- one of the specified 'dangerous occurrences' – these do not necessarily result in injury but have the potential to do significant harm

You must keep a record of any reportable injury, diseases or dangerous occurrence for three years from the date of the incident. This must include:

- the name and occupation of employee affected
- the name and status (eg service user, visitor) of non-employee affected
- a brief description of the circumstances
- the date and method of report to enforcing authority

Working time

The Working Time Regulations 1998 set out maximum hours that workers should work. A worker is someone who undertakes work or a service for another party or employer. This includes the majority of agency workers and freelancers. Young persons are those between school leaving age and 18. The Regulations do not apply to the generally self-employed or volunteers unless there is a contract for a regular service.

Working time is defined as when someone is working at their employer's disposal and carrying out their activity or duties. This includes travelling, which is part of the job, working lunches, on-call time at worker's place of work- and job-related training.

Workers cannot be forced to work for more than 48 hours per week on an average. Average weekly time is normally calculated over 17 weeks. This period can be longer in certain situations, or workers and employers can agree to extend it.

Workers can agree to work longer than 48 hours a week. An agreement must be in writing and signed by the worker. It does not need to be renewed and employers only need to keep a record of workers who have signed an opt-out. Workers can cancel the opt-out agreement whenever they want, although they must give the employer at least seven days' notice or longer (up to three months) if this has been agreed.

Employers cannot force workers to sign an opt-out. Workers cannot be fairly dismissed or subjected to detriment for refusing to sign an opt-out.

Working at night

A night worker is somebody who works at least three hours at night on a regular basis. Night time is the period between 11 pm and 6 am, although workers and employers may agree to vary this. Night workers should not work more than eight hours a day on average: this does not include overtime except regular overtime. If night workers work less than 48 hours a week, they are not exceeding this limit and so no further action is required.

Employers must offer night workers a free health assessment before they start working nights and thereafter on a regular basis while working nights. Workers do not have to take the opportunity to have a health assessment but it must be offered by the employer. Employers will need to keep a record of when and to whom the offer was made.

Rest

Workers are entitled to 11 hours uninterrupted rest between each working day. Young workers are entitled to a 12-hour break between each working day.

Workers are entitled to 24 hours consecutive rest per week, or one 48-hour period or two 24 hour-periods of rest in every two weeks. Young workers are entitled to 48 hours consecutive rest each week. Days off are in addition to paid annual leave.

Reviewed: 31/10/2024 by Elizabeth Ndegwa – reviewed annually unless changes are required prior to this date.