



Yowsun Care Health and Safety Policy

This policy is a Yowsun Care Health and Safety policy, intended to set out the values, principles underpinning Yowsun Care's approach to safe working practices. Health and Safety at work policy.

This policy is to be implemented by all Operations team members.

This policy is addressed to all employees but is especially relevant to Operations team members.

Policy Statement

Yowsun Care is engaged in the provision of quality care and support to individuals in their homes and recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy and compliant with all statutory requirements and codes of practice. The organisation adheres fully to Outcome 10, Regulation 15 of the Care Quality Commission Guidance about compliance, Essential standards of Quality and Safety, which relates to the degree to which staff and the people we support are protected by the organisation's policies and procedures.

Legal Requirements

The legal requirement to have a health and safety policy is a direct obligation arising from the Health and Safety at Work Act 1974 et al. It requires that every employer with five or more employees must prepare and revise as often as necessary a written health and safety policy for the workplace and must explain the arrangements for putting that policy into force. This policy and any revision must be brought to the notice of employees. The failure to have a written health and safety policy can result in the issue of an improvement notice ordering the matter to be attended to within a fixed period. Non-compliance can result in prosecution and a fine.

Aim of the Policy

This policy is intended to set out the values, principles and policies underpinning Yowsun Care's approach to safe working practices.

In relation to this policy it may be helpful also to refer to Yowsun Care's :

- H&S: Accident/incident reporting
- H&S: Fire
- H&S: Risk Assessment
- H&S: First Aid
- H&S: Food Hygiene
- H&S: Lone Working
- H&S: Behaviour Management
- OPS: Supervision and Appraisal
- OPS: Mental capacity & DOLS

Health and Safety at Work Policy

Yowsun Care is committed to ensuring the health, safety and welfare of its staff, so far as is reasonably practicable, and of all other persons who may be affected by our activities including the individuals we support and their relatives, our visitors and contractors.

Yowsun Care will take the following steps to ensure that its statutory duties are always met.

1. Each employee should be given such information, instruction and training as is necessary to enable the safe performance of work activities.
2. All processes and systems of work should be designed to take account of health and safety and will always be properly supervised.
3. Adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety.
4. Competent persons should be appointed to assist in meeting statutory duties including, where appropriate, specialists from outside the organisation.
5. This document will be regularly monitored to ensure that its objectives are achieved. It will be reviewed and, if necessary, revised in the light of legislative or organisational changes.

Duties on the organisation

Yowsun Care recognises its responsibility under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 (MHSWR) to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice. Employees, service users, contractors and visitors are expected to abide by safety rules and to have regard to the safety of others at the organisation.

Stress Free Care Services' policy will be, so far as is reasonably practicable, to apply the following:

1. Risk assessments to be carried out as part of the initial care plan and regularly reviewed.
2. Negotiate appropriate risk management measures to reduce any identified risks or hazards to an acceptable level
3. Communicate agreed risk management measures to all necessary persons and staff involved and to ensure regular monitoring of risk levels
4. Provide and maintain equipment such that it is safe and appropriate to use
5. Provide any relevant and appropriate protective equipment or clothing required by staff to perform their role safely
6. Arrange for the safe and healthy use, handling, storage and transport of articles and substances
7. Provide the information, instruction, training and supervision required to ensure the health and safety, at work, of employees and others
8. Control and maintain the organisation's offices in a safe condition, with appropriate risk assessments and management as above
9. Provide a safe means of access to and exit from the place of work
10. Maintain a working environment that is safe, healthy and equipped with adequate facilities and arrangements for welfare at work
11. Conduct, record and implement the findings from regular risk assessments performed in accordance with Regulation 3 of the Management of Health and Safety at Work Regulations 1999
12. In the event of any accident or incident (such as a near miss) involving injury to anybody to make a full investigation and to comply with statutory requirements relating to the reporting of such incidents
13. Appoint a Health and Safety Manager.

The Health and Safety Manager for the organisation is [Mutiat Adebawale].

Duties on employees

The successful implementation of this policy requires total commitment from all employees. Everyone has a legal obligation to take reasonable care for their own health and safety, and for the safety of other people who may be affected by their acts or omissions.

It is the policy of Stress Free Care services that, under s.7 of the Health and Safety at Work Act 1974, it is the duty of every employee at work:

1. To take reasonable care of their own health and safety and those of any other person who may be affected by their acts or omissions at work
2. As regards any duty or requirement imposed on their employer by or under any of the relevant statutory provisions, to co-operate with the employer, so far as is necessary, to enable that duty or requirement to be complied with.

In addition, no person employed by the organisation shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any statutory provisions. Failure to abide by this policy will be considered a disciplinary offence.

Here is a list of some of the basic rules for employees to follow:

- Keep your work place clean and tidy, particularly from things likely to cause a person to slip or fall.
- Always use equipment the correct way as per the instruction
- Always wear the right personal protective equipment and clothing
- Follow the safety procedures and rules from the risk assessments and ask if you are uncertain.
- Never interfere with equipment, electricity or any safety feature.
- Do not smoke or vape in the premises, only in designated areas.
- Report any defects or damage to any part of the premises, equipment or machinery to the Management Team.
- Do not put yourself or others at risk and this includes fidgeting with appliances you have not been taught to handle or not in proper working condition, particularly in clients' houses.
- Any employee who notices a hazard must remove the hazard where possible and report it to the Maintenance Team if required or your manager.
- Yowsun Care encourages suggestions from employees to improve health and safety standards.
- Report any incident or hazardous/dangerous action by any person on the work premises, (includes service users' homes) or under the umbrella of the company.

Training

All new staff should be encouraged to read the policy on health and safety as part of their induction process. In addition, all staff will be appropriately trained to perform their duties safely and

competently and those staff who need to use specialist equipment will be fully trained and supervised while they are developing their competency.

In addition,

- All relevant persons will be informed of this policy, risk assessments and the control measures.
- All new employees will be shown around the premises and have health and safety arrangements explained to them by a designated official, before official assignments can be assigned.
- General induction training will be provided for all new members of staff prior to commencing their job role. Additional training will be provided for nominated members of staff as required with regular refreshers as required.
- Records of employees training will be kept.

All relevant persons will be trained in the following Health & Safety arrangements:

- Health and Safety including Fire, COSHH & Manual Handling
- Food Hygiene
- First Aid
- Basic Life skills
- Adult Safeguarding

]Legislative requirements

Personal and Public Safety:

- Yowsun Care will endeavour to ensure the safety, health and welfare of the public whilst on the premises.
- Yowsun Care also have a duty of care to the general public at large when taking our service users adults into and outside of their domain.
- Personal and Public safety is included as part of our Lone working and Behaviour Management policies which should be read in conjunction with this policy.

Visitors

- Visitors must all come through the front entrance to sign the visitor's book, which is kept in the main office or where applicable in the service user's homes, if visitor is connected to our service.
- In the case of an emergency, it is the responsibility of a member of staff to lead them out of the area to the safe assembly point in any of our office complex and whilst working in service user's house, it is the responsibility of the carer to find the closest exit and inform visitor, where practicably possible.

Contractors:

- Any contractor carrying out work at the premises may be required to provide the following details to the Management Team in advance of the work commencing:
 - Health & Safety Policy - Risk Assessments - Liability Insurance Cover.
- All contractors working for Bounty Healthcare Services are required to comply with this safety policy and with all other written safety instructions.
- Contractors must inform Bounty Healthcare Services of any hazardous substances, electrical equipment, other equipment, or anything else that they intend to use that might affect the health, safety or welfare of its employees.
- Contractors carrying out any work on our premises will have to comply with our policies and be expected to abide by them. Work to be undertaken by the contractors on the premises must have undergone suitable in-house risk assessments.
- Any work experience student or trainee will be treated as any other employee. However, particular attention and arrangements will be made for their supervision, training and instruction.
- All main contractors working at Bounty Healthcare Services on a regular basis are DBS checked.

Display Screen Equipment:

- Yowsun Care will analyse workstations used by employees who meet the criteria for being classed as 'users', under the Regulations to assess and reduce risks.
- Yowsun Care will carry out formal assessments of all workstations for identified users.
- Yowsun Care will encourage 'users' to plan their work so there are breaks or changes of activity.
- Yowsun Care will provide information and safety training where required.

Electrical Safety:

- Ensure that all electrical equipment you use in any of our offices or in the service user's home is in good order.
- Do not use any electrical equipment that does not appear to be in good order; employees must report any defects or damage to electrical equipment immediately to the Manager, and any items that are defective that can be removed, need to be removed immediately. Where this cannot

be removed, e.g, in service user's homes, Stress Free Care Services' employees will be instructed not to use such electrical equipment.

- No employee must carry out electrical repair work himself. Changes to the electrical system should only be undertaken by competent persons who have been trained and all works required should be reported to the Registered Manager.

General Safety Requirements for Electrical Systems:

- Switch off all electrical equipment after use.
- Do not overload sockets/consult competent electricians.
- The electrical installation system within the building will be tested every 3-5 years.
- Yowsun Care will maintain all electrical equipment (portable and fixed), this will include an annual inspection and where deemed necessary, testing of the electrical system.
- Anyone suffering an electrical shock (however minor), must report it as an accident and seek medical attention.
- Electrical equipment that requires testing and inspection will be marked and a record kept of the result.

Control of Substances Hazardous to Health:

- As a rule, no hazardous substances are to be purchased for use by employees for use in a service user's home, except where suitably assessed.
- Copies of the COSHH assessments will be kept in the office.
- Employees must follow the precautions and controls as a result of the risk assessment, so that they do not expose themselves or others to any risk.

Machinery & Equipment:

- Only authorised personnel may use machinery provided in the work place.
- Employees will not be allowed to use/operate equipment until they have been authorised to do so.
- Prior to authorisation being given to operate machinery, an assessment of your competence will be carried out.
- Any employee who is unsure of any piece of equipment, safety feature or controls should ask the Management Team.
- If at any stage whilst using any item of machinery you begin to feel unwell, you must stop what you are doing.
- Employees must visually check equipment before operating it.
- All guards, safety devices and controls fitted to equipment and /or machinery, must be used at all times by employees.
- Any fault or defect in a piece of equipment or equipment controls provided by Yowsun Care or otherwise must be notified immediately to the registered manager/Management Team.
- The equipment must not be used until it has been repaired and safe to use again.
- Equipment provided by Yowsun Care will be proactively maintained and it is the responsibility of the Registered Manager to keep a record of equipment maintenance.

Maintenance of Premises

- Yowsun Care will ensure that reasonable measures are taken to provide a safe premise, means of access and egress, that are suitable, safe and without risks to health, which are kept well maintained and in good repair.
- This will include meeting the requirements relating to sanitary conveniences washing facilities and the provision of drinking water.
- The premises will be cleaned daily, and waste will be disposed of in the approved manner.
- All staff should endeavour to maintain their work areas in a safe and tidy condition by keeping work places tidy, and all escape routes free from obstruction.

Manual Handling

Lifting and moving loads by hand is the biggest cause of injury in the workplace. Lifting should be carried out in accordance with the following guidance:

- Management must identify manual handling task and allocate appropriate person(s).
- If a load is awkward or beyond your capacity, you must get help.
- Check all packaging and articles for sharp edges and projections before lifting.
- Ensure that there are no obstructions in your path before lifting any article.
- Ensure that you can see around a load when lifting it.
- Ensure that there is adequate room to put down a load when you have moved it.
- When lifting, stand close to the load with your feet slightly apart. Keep your chin in, bend your knees and keep your back straight at all times. Straighten your knees, using your thigh muscles. Always lift in stages, (e.g. floor to knee, knee to carrying position).
- Always use your entire body weight in a controlled manner when pushing a load.
- 'Two person lifts' are to be encouraged where practical for large pieces of equipment or materials.
- Yowsun Care's employees must always follow guidelines given in their training on manual handling when working in a service user's home.
- Yowsun Care's employees must always ensure that when dealing with hoists for lifting and transferring service users in their homes, this must be undertaken by two staff members.
- Care coordinators and registered managers must ensure that when assigning tasks relating to using hoists for lifting and transfers in service users' homes, such task should be assigned to two care/support staff who would be working together.

- Any employee who is injured during any manual handling operation must report it and record it in the accident/incident book.

Personal Protective Equipment

- Yowsun Care will provide free of charge all necessary PPE for employees.
- Where protective clothing is provided for your health and safety, it must be worn.
- It is a strict legal offence for an employee to abuse or disregard safety equipment.
- The PPE provided to employees will be to European and British Standards.

Working Time:

Yowsun Care will comply with the requirements of the Working Time Regulations 1998. Refer to contract of employment and staff handbook.

Service users

Service users may be exposed to additional risks due to their lack of knowledge, experience, health condition or mental capacity. The following procedures will be implemented to ensure their safety.

- Risk assessments undertaken on any process or procedure when performed by experienced adults will be reassessed in the light of the lack of experience of the service user.
- Additional information, support and instruction will be provided until the service user demonstrates a satisfactory degree of competence (possible).
- In ensuring service user's independence their health and safety will also be considered, therefore, careful attention should be made by care managers/care workers to supervise or advise against tasks that may cause danger or harm to service users.

Stress

- Yowsun Care recognises its obligations under the Health & Safety at Work Act 1974, amongst other matters, to take reasonable measures to provide and maintain a safe system of work, where such a system of work aims to prevent psychological as well as physical injury.
- Therefore, the risk assessments undertaken by Yowsun Care will take into account the possible risks to health arising from work-related stress.
- Yowsun Care holds staff's safety in high regard and therefore recognize that lone working can be part of the stress factor. This makes it important that all staff members read the Lone Working Policy for guidance.

This policy will be reviewed by the registered manager.

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