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## SYSTEMS AND ARRANGEMENTS FOR HEALTH AND SAFETY

This section of the Policy specifies the general health and safety arrangements.

### Accidents / Incidents, Dangerous Occurrences and Near Miss Events

Employees are instructed to report all accidents, incidents, dangerous occurrences and near miss events involving themselves or others. Damage to property must also be reported, as this could be an indicator of a near miss event trend.

All reports are required to be submitted by use of an electronic reporting system. All occurrences reported should be subject to some degree of investigation (see accident / incident / near miss investigation procedure and guidance).

Registered Managers / Principals / Head Teachers are responsible for ensuring all accidents, dangerous occurrences and near miss events are recorded and reported to the relevant authorities within a specified time. They are also responsible for carrying out an investigation to prevent a recurrence and for reporting relevant incidents to HSE under RIDDOR (Reporting Injuries Diseases Dangerous Occurrences Regulations 2013).

Accident / incident trends are analysed at regular intervals and appropriate actions are taken with a view to minimise the risk of a recurrence further similar incidents following which any lessons learned are shared within the organisation.

External investigations can be arranged through the Group Head of Health and Safety to give a balance / impartial view of an accident or incident where this is felt to be relevant.

### Asbestos

In accordance with the Regulation 4 of the Control of Asbestos Regulations 2012, a suitable and sufficient assessment will be carried out by a specialist contractor to determine whether asbestos is or is liable to be present in the company properties built prior to the year 2000.

Where the assessment shows that asbestos is or is presumed to be present in any part of the premises, the Company will ensure that:

- The assessment gives details of the severity of the risk;
- A written plan identifying those parts of the premises concerned is prepared; and
- The measures which are to be taken for managing the risk are specified in the written plan including monitoring the condition of the Asbestos Containing Materials (ACMs), removing the ACMs if they cannot be maintained/repaired and that information about the location and condition of any ACMs is provided to every person liable to disturb it, and made available for emergency services.

This information is recorded in an asbestos register and management plan located in each site (and / or on an electronic data platform).

### Competence / competent advice

The company employs a group Head of Health and Safety, who acts as the competent appointed person to provide advice to the operations of the organisation. Use is also made of a number of external organisations

to assist with operational and strategic health and safety objectives, especially for specialist areas for example asbestos, legionella.

### **Consultation**

Employee consultation as determined by the Health and Safety (Consultation with Employees) Regulations 1996 shall be arranged via nominated representatives. Consultation on relevant issues is carried out by the following methods:

- Health and safety committee meetings
- Senior management meetings
- Team meetings
- Written communication in the form of emails, reports, bulletins, information etc.

### **Contractors**

All contractors required to work at the company services (residential homes, schools, supported living services, offices) are required to demonstrate their competence by completing a contractor's selection questionnaire. They are obligated to submit risk assessments and method statements prior to work being carried out and their competency details verified.

### **Culture / communication**

The safety culture of an organisation is the product of individual and group values, attitudes, perceptions, competencies and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organisations health and safety management. The company and its employees endeavour to effect health and safety culture through ensuring:

- Health, safety, environmental & risk management is a 'standing agenda' item on all meeting minutes;
- Meaningful representation at the health and safety committee;
- Health, safety, environmental and risk management is included in staff appraisals;
- Listening to comments and concerns and acting on them where improvements may be required;
- A robust, practical and relevant health and safety training programme is active for all employees.

### **COSHH**

An assessment of hazardous substances is carried out within each service in accordance with the Control of Substances Hazardous to Health Regulations 2002 (as amended). Where possible, substances evaluated as hazardous are eliminated or substituted. It is the responsibility of the Registered Managers / Principals / Head Teachers / Facilities Managers / Appointed Safety Reps to ensure COSHH risk assessments are carried out.

### **Display Screen Equipment (DSE)**

All Display Screen Equipment workstations will be a subject to an assessment as required by the Health and Safety (Display Screen Equipment) Regulations 2002 (as amended). It is the responsibility of the Registered Managers / Principals / Head Teachers to ensure DSE workstation assessments are carried out.

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### **Driving on Company business**

In order to comply with road traffic legislation, drivers of motorised vehicles must have control over their vehicle at all times. Legislation also places a duty on the employer to provide a safe working environment; this is also extended to driving on Company business.

It is a requirement for all employees who drive on company business to follow safe driving practices and comply with the Road Traffic Act 1988, as detailed within the Highway Code and the company's Driving at Work Policy.

### **Emergency procedures / planning**

Emergency procedures are designed to give warning of imminent danger and to allow employees and others to move to a place of safety.

Registered Managers / Principals / Head Teachers in liaison with other relevant departments – health and safety; training, shall be responsible for ensuring that the necessary procedures are devised for the Service under their control and that all employees and visitors are given appropriate information / instruction and training and are fully conversant with these procedures.

As part of site emergency planning risk assessment process, the following issues must be addressed:

- Identifying potential critical incidents;
- Considering what might happen on-site and off-site;
- Considering who might be harmed and how;
- Establishing effective plans for managing a critical incident;
- Rehearsing your plans e.g. undertaking fire drills;
- Training staff.

### **Electrical systems / Equipment**

The Electricity at Work Regulations 1989 require every employer to comply with the provisions of the Regulations in so far as they relate to matters which are within their control and in particular:

- All systems shall at all times be of such construction as may be necessary to prevent danger, so far as is reasonably practicable;
- All systems shall be maintained, so far as is reasonably practicable, so as to prevent danger;
- Every work activity, including operation, use and maintenance of a system and work near a system, shall be carried out in such a manner as not to give rise, (so far as is reasonably practicable), to danger;
- Any equipment provided under the Regulations for the purpose of protecting persons at work on or near electrical equipment shall be suitable for the use for which it is provided, and be maintained in a condition suitable for that use, and be properly used.

Installation of electrical systems is carried out by suitably qualified contractors who are selected in accordance with laid down criteria, and are required to demonstrate their competence prior to acceptance as an approved contractor.

Inspection and testing of electrical systems and equipment is carried out by competent persons, including portable appliance testing. All Services hold a register of portable appliances for inspection purposes.

Protective devices in the form of circuit breakers and Residual Current Devices are used throughout the company.

There will be situations when supporting living care workers may be required to use electrical equipment belonging to the people being supported. Where possible this eventuality will have been risk assessed at the outset and any issues addressed. Where it is a requirement to use equipment belonging to the people being supported, a visual inspection prior to use will be undertaken by the supported living care workers.

### **Falls from windows / balconies**

Assessments will be carried out for the services and the people being supported to establish the risk of falls from windows / balconies. This will include assessing the risk that furniture, or other items may be used to enable individuals to access windows which might otherwise be inaccessible.

Where assessment identifies that individuals are at risk from falls then adequate window restrictors will be fitted and an inspection regime implemented.

### **Fire**

The expectations for fire safety at each service where fire safety legislation applies, are summarised as follows:

- A fire risk assessment is carried out by a competent person (every 3 years) and reviewed annually within the level 1 inspections completed internally at each service. Any remedial measures identified are implemented.
- A fire evacuation plan is established, practiced and kept under review.
- Staff are provided with fire safety training both generic and site specific so they understand the importance of high standards of fire safety and the action that must be taken in the event of fire.
- An up to date fire logbook of all internal and external fire safety checks is kept and made available at all times.

Registered Managers / Principals / Head Teachers are responsible for ensuring that remedial action is taken on issues identified in the fire risk assessments as requiring attention.

Registered Managers / Principals / Head Teachers are also responsible for drawing up local fire procedural instructions and emergency evacuation procedures and they will ensure that these are reviewed at periodic intervals.

Employees are provided with on-site training in carrying out of these procedures and the requirements of any personal emergency evacuation plan(s) (PEEP) of the individuals being supported or an employee.

Fire drills are carried out at regular intervals and a nominated person at each service will carry out regular fire safety checks.

Fire signs are displayed giving details of fire exits (where relevant) and fire action notices detailing fire procedures to be followed in the event of fire. Some services will have the fire notices displayed minimally as it is appreciated that the service is a home for people we support.

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### **First aid**

First aid facilities are provided as determined by a risk assessment of needs in all company services in accordance with legal requirements (SJA Tool available [here](#)). The location of first aid rooms (where provided) or boxes and the names of first aider / person trained in first aid at work will be displayed on notice boards and at key points around the services.

First aid boxes are checked weekly / monthly (as relevant) and replenished as required.

All first aid personnel are provided with approved training as determined by the Health and Safety (First-Aid) Regulations 1981.

### **Food safety**

In services where food is prepared for the people we support and / or employees, a documented food safety management system based on HACCP (Hazard Analysis and Critical Control Points) is in place.

All employees involved in food preparation and handling undertake food hygiene training.

It is the responsibility of Registered Managers / Principals / Head Teachers to ensure that these provisions are implemented within the service for which they are responsible.

### **Gas safety**

Gas Safety (Installation and Use) Regulations 1998 aims to ensure the safe installation, maintenance and use of gas in domestic and business premises.

The company recognises the risks to employees, people we support and others from defective gas installations; therefore it is the company's policy to comply with the provisions of legislation relating to the installation and use of gas on company premises.

Installation and maintenance of gas appliances is carried out by suitably qualified contractors who are Gas Safe registered. Contractors are selected in accordance with laid down criteria, and are required to demonstrate their competence prior to acceptance as an approved contractor.

### **Housekeeping**

Satisfactory levels of workplace cleanliness have been taken into account by law for many years. The company recognises the need to ensure that adequate standards of housekeeping are achieved.

Risk assessments shall take into account all areas in the workplace, whether it is by location or by task.

The company inspection system will identify hazards on a continuous basis from which remedial action can be taken to eliminate / minimise the risk of accidents / near misses occurring.

Hygiene schedules are used to ensure that cleaning of workplaces is systematic and thorough.

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### **Infection control**

Provisions relating to the control of infection, including disposal of clinical waste are detailed within the Infection Control Policy.

### **Inspections**

To keep people safe, health and safety checks / inspections are carried out and documented to ensure that:

- Buildings and their fittings are maintained to keep them in a safe condition;
- Equipment is maintained and serviced to ensure it remains in a safe condition;
- Statutory safety inspections / examinations on equipment are carried out by competent persons in line with the required schemes of inspection;
- Equipment is maintained in good condition and is only used by staff who know how to use it safely;
- Storage of chemicals, fuel and equipment is in secure areas.

### **Information, instruction and training**

Registered Managers, Department Heads, Principals / Head Teacher and Office Managers will be responsible for ensuring an up to date Health and Safety Law poster is prominently displayed and that all relevant health, safety and fire risk management information is communicated to staff. HSE Law Poster details are stated as below:

Contact details for the Registered Manager / Principal / Head Teacher / Appointed Safety Rep

And;

Group Head of Health & Safety

All employees will be recommended for safety training as is appropriate to their positions. This commences with an induction. All new employees are required to undertake induction training which is a combination of e-Learning and attendance at formal training sessions for specific topics.

Refresher training is updated at regular intervals and monitored by the Learning and Training department.

Registered Managers, Department Heads, Principals / Head Teacher and Office Managers will be responsible for co-ordinating health and safety training including induction, mandatory, specific and refresher training and that records are kept.

### **Maintenance of equipment**

Work equipment will be provided and maintained in accordance with the Provision and Use of Work Equipment Regulations 1998. Equipment will be suitable for its intended purpose and only be used for tasks and under the conditions for which it is suitable. "Suitable" meaning in this context, "with respect to the health and safety of any person".

Registered Managers / Principals / Head Teachers are responsible for ensuring that employees under their jurisdiction are provided with appropriate and sufficient training in the use of work equipment prior to use.

All employees will report to the appropriate manager, any defects / hazards, which in their opinion, creates risks to health and safety. Pending correction of these defects, the manager or person in charge will take such immediate precautions against these risks as may be necessary, and be responsible for keeping under review the effect of the precautions and the progress of measures to correct defects.

Registered Managers / Principals / Head Teachers are also responsible for ensuring that all equipment, including electrical, gas, passenger lifts and fixed / mobile hoists and other mobility aids of people we support used in company locations, are examined, inspected and tested periodically as per legal requirements.

Managers who arrange hire or loan any work equipment should ensure that relevant inspection and maintenance records are available and that employees are trained in its use, prior to its use. Requests for inspection and maintenance records should be made as part of the purchasing process.

### **Monitoring Performance**

There are a number of measures used to monitor health and safety performance. This can be achieved through:

- Daily visual checks to ensure high levels of good housekeeping (and where standards slip remedial action implemented).
- Documented monthly health and safety checks undertaken to identify health and safety issues.
- Responding to health, safety environmental and risk management concerns immediately.
- The use of an electronic health and safety system ensures, over time, a standardised approach to risk management is achieved throughout the company.

An external audit programme also takes place to give an impartial but balanced view on the health and safety arrangements within the company. The results of these audits are presented to and monitored by the group health and safety committee.

### **Moving and handling**

The company will provide adequate manual handling mechanical aids such as trollies and people handling aids where required and ensure adequate instruction and training for relevant employees. Where required specific people handling risk assessments are carried out for the people we support.

The company is also aware that this obligation may at times conflict with the rights of the people we support under the Human Rights Act 1998 and subsequent case law. The company will comply with The Mental Capacity Act 2005, Adults with Incapacity (Scotland) Act 2000, and Deprivation of Liberty Safeguards 2009. It is therefore essential that all parties concerned, i.e. the people we support and, where relevant, families, advocates, other representatives and professional advisors, work together to resolve any issues to achieve an acceptable balance between the needs of the person we support and the needs of employees to safeguard the health and safety of both parties. Safe handling plans will identify the abilities of a person we support and encourage them to participate in the task.

Moving and handling risk assessments are also carried out on other handling activities which pose a significant risk of injury.

### **Occupational health**

Employees have access to an occupational health provider, a rehabilitation service and an employee assistance programme (EAP) provided by the company. The EAP offers a range of services from a dental plan, physiotherapy to telephone counselling.

### **Peripatetic workers**

Where employees have varied workplaces, work in supported living services, or when required to work away from the home base, the company will ensure that, so far as is reasonably practicable, all steps are taken to ensure their health and safety.

### **Pregnant workers**

The health and safety of new and expectant mothers at work is covered by the Management of Health and Safety at Work Regulations 1999. The regulations require that there is an assessment of risk to all employees, from which, the company will undertake what is reasonably practicable to control those risks. This assessment is required to take into account risks to new and expectant mothers.

All levels of management are responsible for ensuring that risk assessments are carried out on individual employees they are responsible for once an employee declares a pregnancy; that information is recorded; appropriate control measures are defined and implemented and the assessment is reviewed at least every two months throughout the pregnancy.

### **People we support**

Registered Managers / Principals / Head Teachers are responsible for working with the people we support to ensure that support plans detail the manner in which they can be meaningfully involved in health and safety issues.

### **Personal Protective Equipment (PPE)**

Protective clothing / safety equipment is provided for employees in accordance with statutory requirements and risk assessments which are required to detail the items and grade of any PPE required to safely undertake specific tasks. It is a condition of employment, where appropriate, protective clothing is worn and safety equipment used as instructed. Registered Managers / Principals / Head Teachers in conjunction with the Group Head of Health and Safety are responsible for identifying needs and subsequent provision.

Section 8 of the Health and Safety at Work etc. Act 1974 states that no person shall intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety, or welfare. Employees are reminded of this duty.

### **Risk assessment**

The management of health and safety within individual company locations (residential homes, schools, supported living services, offices) is based around risk assessment (Regulation 3, Management of Health and Safety Regulations 1999). Records of risk assessment will be located at the service to which they relate.

All tasks and activities undertaken by employees are assessed for foreseeable hazards and associated risk. If foreseeable significant hazards are identified, a full risk assessment is undertaken and a record of the significant findings made, kept and regularly reviewed. Risk assessments include:

- Description of the identified hazard;
- Who could be harmed;
- An assessment of the risk;



- What controls are in place to reduce the risk; and
- Any additional controls considered necessary to further reduce the risks.

For further details see the Risk Assessment Policy and associated guidance.

### **Self-harm and ligature management**

The company recognises that there is a need to identify and protect vulnerable people who are at risk from using potential ligatures to self-harm and to minimise their access to items which could be used as ligatures or ligature points.

Due to human ingenuity and / or the lack of a suitable technical solution it is not possible for all potential ligature points to be removed. It is therefore necessary for a judgment to be made regarding the likelihood of an item being used as a ligature point, and the opportunity for a service user to utilise the potential ligature point.

If a person we support has been identified as being at risk, an assessment of ligature points and ligatures will be carried out and suitable training for staff arranged.

### **Stress**

The company recognises that stress can represent a risk to both physical and mental health. Whilst some pressure of work is beneficial to individuals, when it reaches an unacceptable level it can cause adverse effects on both individuals and teams. Therefore, the company is committed to preventing work related stress illness from occurring, where possible by introducing measures to identify situations of undue pressure as soon as possible and ensuring that prompt remedial action is taken.

Registered Managers / Principals / Head Teachers are responsible for ensuring that the measures contained in the Stress at Work Policy are implemented.

### **Safe systems of work**

A safe system of work is defined as the method resulting from an assessment of the risks associated with a task and the identification of the precautions necessary to carry out the task in a safe and healthy manner.

Safe systems of work are necessary to ensure that control measures detailed in the risk assessments are properly applied and that any residual risks are adequately controlled.

The degree of formality is dependent upon factors such as: the level of risk, frequency of task, complexity and variability of task, employee capabilities and the complexity of control measures.

For all safe systems of work, there are five basic steps necessary in producing them:

- Assessment of the task;
- Hazard identification and risk assessment;
- Identification of safe methods;
- Implementing the system; and
- Monitoring the system.

Safe systems of work are defined and implemented by the following mechanisms according to the level of risk and complexity of the task and / or control measures and can take the form of:

- Task safety instruction (informal oral instructions, safety sign and notices, written safety rules or key points);
- Task procedures (step by step description of how a task should be performed);
- Method statements (a description of how risks will be controlled and managed in relation to specific tasks or activities);
- Permits to work (a formal mechanism for ensuring that safe systems of work are implemented for routine and non-routine processes with a high degree of foreseeable risk and which require clear and precise instructions for safe operation).

It is the responsibility of Registered Managers / Principals / Head Teachers to ensure that safe systems of work are devised (in conjunction with the appointed safety reps / Group Head of Health and Safety and/or Facilities teams) and that employees for which they are responsible are briefed and / or trained effectively and have adequate supervision in their use.

Where training needs are identified as a result of this, these shall be communicated to the Learning & Training department and the Group Head of Health and Safety to ensure provision of appropriate and relevant training.

### **Vehicles**

Transporting people we support is a day to day task therefore, company vehicles are provided for the services and also for some employees dependent on job roles.

It is a requirement, that in circumstances where vehicle drivers are at risk from foreseeable challenging behaviour from the people we support, that specific measures are taken to prevent exposure to this hazard and associated risk. This may result in vehicle adaptations as determined by the risk assessment for the people we support and hazard risk assessments as required under the provisions of the Management of Health and Safety at Work Regulations 1999 (See the Driving at Work Policy for more details).

Registered Managers / Principals / Head Teachers are responsible in conjunction with the Facilities teams for ensuring that vehicles provided are suitable for the intended use.

Drivers should not place themselves in situations of unnecessary risk where vehicles do not accommodate measures detailed above.

All drivers are required to comply with the provisions of the Driving at Work Policy.

### **Violence at work**

Increasingly, employees who deal directly with others in the course of their work may face aggressive or violent behaviour. Susceptible groups include those working shifts, at night or lone working, when handling cash transactions and in providing care to the people we support.

Violent incidents will often cause great distress and possibly give rise to difficulties for employees carrying out their duties in the future. The company policy therefore is to be proactive in taking action to minimise the risk from violence, and to ensure that employees receive adequate training, information, instruction to competently provide a service of care to the people we support who present with challenging behaviour.

All incidents of aggression from the people we support are closely monitored, and Registered Managers / Principals / Head Teachers work with representatives of the health care professions to ensure that relevant risk assessments and positive behaviour support plans are in place and reviewed following incidents.

### **Volunteers**

The Company is committed to providing a safe and healthy environment for all volunteers, and therefore the provisions of this policy relates to all volunteers. During an induction period, they will be made aware of health and safety information and relevant risk assessments which relate to the activities planned. They are required to be familiar with risk assessment information before undertaking any volunteering activity.

### **Work experience trainees**

Any work experience trainees will be limited in the tasks they can carry out. These tasks will be agreed as part of a risk assessment conducted between the relevant service manager and the organisation requesting the placement.

Strict supervision arrangements will be put in place to minimise the potential for accidents and incidents.

All work experience trainees have a responsibility to follow the safety rules and working practices in which they have been instructed. They will be encouraged to report any hazards to their Instructors / Line Managers.

### **Young Persons**

To ensure the safety of young persons a risk assessment shall be undertaken to take account of the workers' lack of experience, absence of awareness of existing or potential risks.

Registered Managers / Principals / Head Teachers will be responsible for ensuring that risk assessments are undertaken and appropriate control measures implemented.

### **Disciplinary action**

An employee may be liable for disciplinary action if they are found to have acted in breach of Outcomes First Group Health and Safety Policy. Please refer to the Disciplinary Policy located on Cascade. The refusal of any employee to meet their obligations will be regarded as a matter to be dealt with under the Disciplinary Procedure. Where an employee leaves them self or other employees open to risk or injury, it may be necessary to implement the formal stages of the Disciplinary Procedure up to and including Dismissal.