

Agincare

Caring in your community

Health and Safety Policy

<u>Health and Safety Policy</u>		<u>Authorised by:</u>	<u>Derek Luckhurst</u>
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Introduction

This document represents the Health and Safety Policy of Agincare Group of companies, which you are required to read thoroughly. You are also required to report to your line manager if you do not understand any requirement of procedure contained herein.

A copy of the policy, which outlines the company's health and safety arrangements and organisational structure, is provided at the company premises, along with a copy of the company's Employee handbook that must be read by all employees and any other interested person who may be affected by their work activities.

In order for Agincare Group to discharge its statutory duties, employees are required by law, to co-operate with the management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work.

This policy is part of the Health and Safety Management System for Agincare Group is kept in the offices and is electronically available to staff throughout their employment; it is available for inspection by any interested party upon any reasonable request. Agincare's Health and Safety Management System is held at appendix 1

Agincare Group agrees that in order to ensure that the health and safety policy is sustained in an effective condition, it is essential that the information is up to date and accurate. It is the responsibility of the CEO to ensure that suitable revisions are made that reflect changes which have taken place within the company. In addition, the policy will be reviewed if accident reports or the findings of any management inspections raise concerns.

Agincare Group encourages all employees to inform their immediate superior of any areas of the health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.

Health and Safety Policy Statement

It is the policy of Agincare Group Ltd to ensure so far as is reasonably practicable the health, safety and welfare of all of the employees working for the company or other persons who may be affected by our undertakings.

Agincare Group Ltd acknowledges that the key to successful health & safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To sustain that commitment we will continually measure, monitor and review where necessary an annual plan to ensure that health and safety standards are adequate.

The Chairman has overarching responsibility within the organisation; delegated to the CEO who will implement the company's health and safety policy and recommend any changes to meet new circumstances. The instructions will then be carried out through the normal chain of management. The company recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources accordingly.

The management of Agincare Group Ltd looks upon the promotion of health and safety measures as a mutual objective for themselves and their employees at all levels. It is therefore, the policy of the management to do all that is reasonably practicable to prevent personal injury and damage to property. Also the company aims to protect everyone, including all visitors, clients, contractors and members of the public, insofar as they come into contact with the company or its activities, from any foreseeable hazard of danger.

The company will ensure continued consultation with the workforce on day to day health and safety matters to enable all viewpoints and recommendations to be discussed at regular intervals. This will ensure a systematic approach to identifying hazards, assessing the risk, determining suitable and sufficient control measures and informing employees of the correct procedure.

The company will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given to all staff. The company regards all health and safety legislation as the minimum standard and expects management to achieve their managerial targets without compromising health and safety.

Position: Chairman

Signature:



April 2020

Environmental Statement

Agincare Group Ltd recognises the need for sustainable development and continually aims to improve the environmental effect of its activities. To achieve this we will: -

Establish sound environmental management by: -

Meeting or improving upon relevant legislative, regulatory and environmental codes of practice.

Developing objectives that target environmental improvements and monitor performance by regular review.

Considering any environmental issues in the decision-making process.

Developing a relationship with suppliers and contractors so that we all recognise our environmental responsibilities.

Educating staff so that they carry out their activities in an environmentally responsible manner.

Provide for the effective use of resources by: -

Promoting waste minimisation by recycling or finding other uses of by-products whenever economically viable.

Promoting the efficient use of resources, energy and fuel throughout the company's operations.

Co-operate with: -

The communities in which we operate.

The government, regulatory bodies and other interested parties with the shared vision of being a good and trusted neighbour.

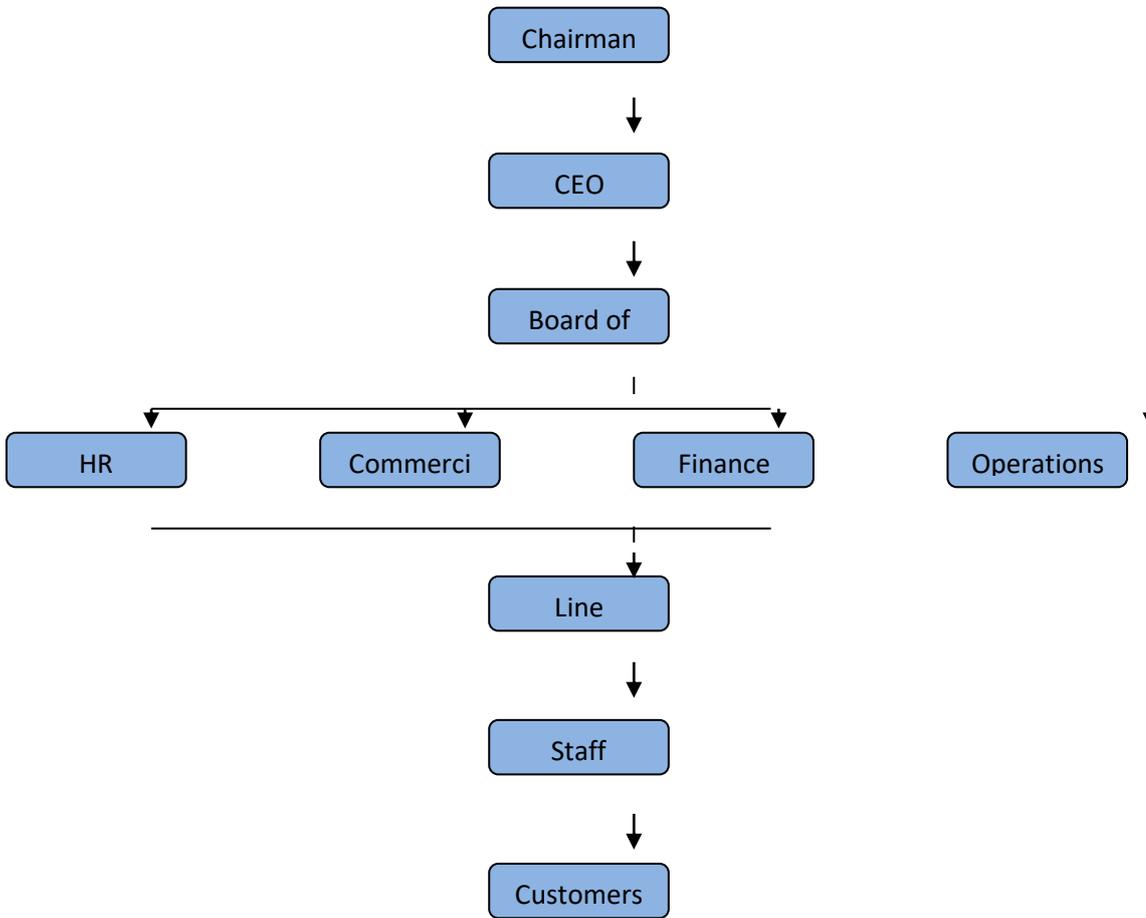
Position: Chairman

Signature:



1. Organisation & Responsibilities

1.1. Health & Safety Management Structure



1.2 Responsibilities

All employees have duties under the Health and Safety at Work 1974 and they are informed of their personal responsibilities to take due care for the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. They are also informed that they must co-operate with the company in order that it can comply with the legal requirements placed upon it and in the implementation of this policy.

The following list of responsibilities has been collated to ensure compliance with legislation.

Role	Responsibility
Chairman	<p>Makes sufficient funds available for the requirements of health, safety and welfare provisions</p> <p>Leadership of the board of directors and fit and proper persons to fully understand and apply the Health and Safety Policy of the Company generally and in particular to ensure the co-ordination of and co-operation between the Company and others concerned eg stakeholders and contractors</p>
Chief Executive Officer	<p>Understand the main requirements of the Health and Safety at Work Act 1974 and liaise with the appointed health and safety advisors to obtain competent health and safety advice through delegated responsibility to the directors and fit and proper persons on all matters regarding health and safety and report matters and findings directly to the Chairman.</p> <p>Enabling a risk management process</p> <p>Enabling systems for consultation through delegated responsibility</p>
Company Directors and fit and proper persons	<p>Ensure compliance with the Company's Health & Safety Policy and all relevant legal requirements through monitoring and review of compliance reports and audit analysis</p>
Board	<p>Health and safety should appear regularly on the agenda for board meetings.</p> <p>All board members should take the lead in ensuring the communication of:</p> <ul style="list-style-type: none"> • health and safety duties Executive directors must develop policies through delegation and consultation to avoid health and safety problems and • must respond quickly where difficulties arise or new risks are introduced;

	<ul style="list-style-type: none"> • non-executives must make sure that health and safety is properly addressed.
Health & Safety Management Consultant (appointed Competent person)	<p>To inform the Chairman, CEO and Managing Directors of relevant new legislation, recommend working methods for compliance</p> <p>To carry out on request site inspections, the monitoring of all active sites and report their findings, in the form of a written report to the Supervisor/Manager responsible for health, safety and welfare</p> <p>To highlight training requirements and, where appropriate, provide such training with regard to Health & Safety, in the form of on-site modular training or off site tuition relating to legal compliance or the avoidance of specific risk</p>
All managers	<p>Health and safety should appear regularly on the agenda for all staff meetings.</p> <p>All managers should take the lead in their service/department in ensuring:</p> <ul style="list-style-type: none"> • their responsibilities outlined in this policy are undertaken in respect of themselves, their staff and their environment • the communication of health and safety duties including audit, assessments and corrective measures identified in action plans; • must respond quickly where difficulties arise or new risks are introduced; • support their staff through informal coaching, supervision and appraisal by addressing personal and organisational health and safety matters
All Employees	<p>Only perform work that they are qualified to undertake.</p> <p>Always store materials and equipment in a safe manner.</p> <p>Never block emergency escape routes.</p> <p>Always practise safe working procedures, refrain from horseplay and report all hazards and defective equipment.</p> <p>Always wear suitable clothing and personal protective equipment for the task being undertaken.</p> <p>Inform their Line Manger and/or First Aider of all accidents that occur.</p>
Health and Safety Committee	<p>Forming part of the Quality Management Committee a 6 monthly agenda reviews health and safety matters from audit reviews and analysis and details action plans for</p>

	improvement
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Statement of General Policy	Responsibility	Action/Arrangements
Prevent accidents and cases of work-related ill health including stress reduction by managing the health and safety risks in the workplace	Chairman, CEO, Directors and Managers	Relevant risk assessments completed and actions arising out of those assessments implemented. (Risk assessments reviewed when working habits or conditions change.)
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	CEO, Directors and Managers (including training manager)	Staff and subcontractors given necessary health and safety induction and provided with appropriate training and personal protective equipment. We will ensure that suitable arrangements are in place to cover employees engaged in work remote from the main company site.
Engage and consult with employees on day-to-day health and safety conditions	Managers	Staff routinely consulted on health and safety matters as they arise but also formally consulted at regular performance review meetings or sooner if required. Staff aware of recourse to policy review group via policyupgrades@agincare.com and through their performance management schedules and staff meetings. The CEO can be contacted directly through tell.raina@agincare.com
Implement emergency procedures – evacuation in case of fire or other significant incident	Managers	Escape routes well signed and kept clear at all times. Evacuation plans are tested from time to time and updated as necessary.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	Managers	Toilets, washing facilities and drinking water provided. System in place for routine inspections and testing of equipment and for ensuring that action is promptly taken to address any defects

1.3 HSE powers of inspectors

The company is aware and appreciates the powers, duties and responsibilities of Enforcing Offices and we will at all times cooperate with them in all aspects of their duties.

An Inspector may visit any construction site, dept, workshop or office (offices covered by EHO officers) at any reasonable time for the purpose of ensuring that the provisions of any Acts or Regulations are being complied with. Alternatively, an Inspector may visit to specifically investigate the circumstances of an accident or dangerous occurrence or to give advice on a matter.

If an inspector discovers a contravention of a specific piece of legislation during their inspection, they can either: -

- Issue a Prohibition Notice
- Issue an Improvement Notice
- Advise that they intend to prosecute
- Give instructions and confirm them in writing

When visiting the company's sites, a member of the company should accompany all Inspectors during their inspection and they should make a note of any irregularities mentioned by the Inspector during the inspection.

It is the company's policy that any visiting Inspectors should be treated with courtesy and given every cooperation during the course of their inspections.

It must be stressed that any visiting Inspectors have the right to free access to the whole of the operation, to inspect any records or documents that pertain to health and safety which are legally required to be kept, to interview any persons and to take a statement of fact, take samples, photographs and make recordings.

Every Inspector is appointed in writing and carries a warrant card, which they must produce upon request. This right should be exercised by any member of the company if they feel they have reason to doubt that the person is not an Inspector

2. Information

2.1. Information for Employees

Information regarding health and safety law is provided by a number of methods as follows:

- Employees are provided with a copy of the company's employee handbook.
- The approved poster "Health and Safety Law – What You Should Know" will be displayed prominently in the office providing detail of the Health and Safety Executive (www.hse.gov.uk). Management and employees have access to the company health and safety general policy that contains all relevant information with regard to recording and monitoring.

2.2. Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives under the (Safety Representatives and Safety Committees Regulations).

The company recognises the importance and benefits to be gained by consultation with our employees. All information with regard to health and safety is communicated by means of consultation between management and employees through standard agenda items on all staff meetings including the Health and Safety Committee via the Quality Management Committee.

If at any time the method of consultation becomes ineffective due to the size or nature of the business, then the company would recognise the rights of employees or Groups of employees to elect one or more persons to act as their representative for the purposes of such consultation.

If any visitors/clients raise any concerns with regard to health and safety, the company complaints management policy will be utilised and the matter investigated; issues arising will be communicated with the CEO and where necessary with the local enforcing authority

2.3. The Working Time Regulations

The Working Time Regulations (WTR) implement the European Working Time Directive.

2.3.1 The Employer's Obligations

An employer's obligations under the WTR 1998 are to:

- Take all reasonable steps in keeping with the need to protect workers' health and safety to ensure that each worker's average working time (including overtime) does not exceed 48 hours per week.
- Take all reasonable steps, in keeping with the need to protect health and safety, to ensure that night workers' normal hours of work do not exceed eight hours per day on average. A night worker is someone who normally works at least three hours during the night period, which is the period between 11 pm and 6 am.
- Ensure that no night worker doing work involving special hazards or heavy physical or mental strain works for more than eight hours in any day.
- Ensure that all night workers have the opportunity of a free health assessment when starting night work and at regular intervals thereafter.
- Transfer a night worker to day work where possible, if a doctor advises that the night work is causing health problems.
- Allow workers 5.6 weeks paid holiday each year (i.e. 28 days holiday for a full-time worker).
- Give workers "adequate" rest breaks where the pattern of work is such as to put their health and safety at risk.
- Allow workers the following rest periods:
 - 11 hours uninterrupted rest per day;
 - (i) 24 hours uninterrupted rest per week (or 48 hours' uninterrupted rest per fortnight); and

- (ii) a rest break of 20 minutes when working more than six hours per day.

2.3.2 Record-Keeping

The employer has a duty to keep and maintain records showing whether the limits on average working time, night work and provision of health and safety assessments are being complied with in the case of each worker. The employer should also retain up-to-date records of workers who have agreed to opt out of the 48-hour working week (see below). Employers should maintain a list of the names of such workers, and a copy of the opt-out agreements.

In respect of employees with more than one job who have not signed the Working Time Directive Waiver, employers should use the [Letter Requesting Details of Work Done for Other Employers](#) to ensure they comply with the WTR.

Failure to comply with the record-keeping requirements is a criminal offence, punishable by a potentially unlimited fine.

2.3.3 Opting Out

Many of the rights granted by the WTR 1998 can be waived or varied by an individual, collective or workplace agreement. See the [Working Time Directive Waiver](#), which should be used where an individual worker agrees to work longer than the 48-hour limit for a specified period or an indefinite period.

Agreeing to a waiver must be voluntary on the employee's part. Workers have the right to claim compensation in an employment tribunal if they suffer detriment or are dismissed by the employer because they do not agree to opt out.

When an employee opts out of the 48-hour week, he or she can opt back in by giving notice to terminate the agreement.

The 48-hour week does not apply to 'young workers' i.e. those who are above compulsory school age but are not yet 18 years old. Young workers cannot work more than eight hours a day or 40 hours a week (subject to some exceptions) and cannot agree to opt out of these requirements.

2.3.4 Working Time

"Working time", for the purposes of the WTR, is any period when the worker is working, at the employer's disposal and carrying out his or her duties. This includes periods when the worker is undergoing training directly related to his or her job and travel where it is part of the job, e.g. for a travelling salesperson, and business lunches.

Working time does not include routine travel between the worker's home and his or her fixed place of work, rest and lunch breaks when no work is done, or time spent travelling outside normal working hours.

However, where workers do not have a fixed or habitual place of work, the time spent travelling each day between their homes and the premises of the first and last customers designated by the employer has been held to constitute working time.

If employees are required to work regular hours on a stand-by/call out basis and they are called out frequently, employers should be aware that they could be in breach of the WTR unless the employee has signed an opt-out agreement.

2.3.5 Exemptions

Workers may have to work more than 48 hours a week if they work in a job:

- Where 24-hour staffing is required;
- In the armed forces, emergency services or police;
- In security or surveillance;
- As a domestic servant in a private household;
- As a sea-farer, sea-fisherman or worker on vessels on inland waterways;
- Where working time is not measured and the worker is in control e.g. as with a managing executive with control over their decisions.

2.4. Rest Break

Employees are entitled to a minimum uninterrupted rest break away from the workplace for 20 minutes in any work period that exceeds six hours, unless different periods are agreed in a collective or workforce agreement.

Young workers (above [school leaving age](#) and under 18) are usually entitled to:

- a 30 minute rest break if they work more than 4.5 hours (if possible this should be one continuous break)
- daily rest of 12 hours
- weekly rest of 48 hours

Exceptions for young workers

Young workers sometimes aren't entitled to the additional daily rest or rest breaks at work if their work has to be done because of an exceptional event (eg an accident). This is only where:

- there isn't a worker over 18 who can do the work
- the work is temporary and must be done immediately

Employees are entitled to a daily rest of at least 11 consecutive hours (12 hours for young workers) in each 24 hour period.

Employees are entitled to a weekly rest of at least 24 consecutive hours in a seven day reference period. The seven day period starts at midnight between Sunday and Monday unless a relevant agreement states otherwise. The weekly rest should start immediately after an 11 hour daily rest unless there are objective, technical or organisational (OTO) reasons why the weekly rest cannot follow the daily rest. Derogations on weekly rests can be made by local, collective or workforce agreements.

For adult workers, the 24 hour weekly rest can be averaged over a 14 day reference period by giving two rest periods of at least 24 consecutive hours or one rest period of at least 48 consecutive hours in each 14 day period. The option to use a 14 day reference period is the company's and in theory this would give a maximum continuous work period of 24 days in two 14 day periods (2 off, 12 on, 12 on, 2 off).

Young workers should have two 24 hour rest periods in each seven day reference period, preferably consecutive. This can be reduced to 36 continuous hours (12 hours daily rest followed by 24 hours weekly rest) if this can be justified for OTO reasons.

As with the 48 hour average working week, it is unlawful to take any action against workers for taking or attempting to take their entitlement to rest breaks or daily/weekly rests.

3. General Workplace H&S Arrangements

3.1 Access and Egress

The company is committed to providing a safe place of work and a safe means of access and egress within all parts of premises including client premises.

To achieve this the company will ensure, so far as is reasonably possible, that: -

- Entrances and Exits are not obstructed and no items are left unattended that may restrict safe movement to and from the premises
- Access necessary restrictions (no entry/exit doors) are adhered to, so that suitable and safe arrangements for work are maintained
- Safe systems of work are implemented in all areas where there is significant risk.
- All client homes will be assessed to ensure they enable safe entry/exit of staff; where risks are noted they will be addressed through consultation with the person/their families and with appropriate signposting to for aids and adaptations

3.2 Housekeeping

It is company policy that good housekeeping, cleanliness and tidiness are the first steps in prevention of accidents at work.

A tidy work area is safer and is beneficial to public relations therefore it is essential that the work area is kept in a clean and orderly condition at all times.

All employees are responsible for maintaining an orderly and tidy working environment. Line managers will ensure as far as is reasonably practical that the following actions are taken whenever practicable: -

- Floors, walkways stairways and work areas must be kept clear of tripping hazards
- All combustible rubbish will be cleared away on a regular basis and disposed of in the authorised waste bins
- Disposal of any hazardous materials will be undertaken in accordance with infection prevention control guidelines and procedures. Special waste will only be removed and disposed of by authorised contractors.

As the arrangements will vary from client to client due to the nature of our business being undertaken, an environment assessment will be completed at the commencement of any service delivery to ascertain what housekeeping control measures are required and on-going dynamic risk assessments will be carried out in a person's home environment when care and services are delivered.

Employees are required to report any housekeeping problems to their Line Manager.

3.3 Security

Security is an issue in all Agincare offices, especially for staff working alone (see also section 4.8). The managers should conduct, or arrange to conduct, regular checks around the offices to pick up on security issues and pass any concerns to Head Office. Checks should be carried out on a regular basis and should include:

- alarms
- security lights
- window and door locks

Staff should always be aware of who is in the building at all times. Any designated staff working at the office beyond their standard "going home" time should check who is still in the building before they leave. Staff should never leave the outside door open.

Where visitors are able to announce that they have arrived by using the entrance intercom system office staff should answer the intercom politely and check the identity of the caller before allowing them in. Staff who are working alone in the offices should be sure that they know the identity of a caller before allowing them in, otherwise they should refuse entry and ask the visitor to return when other staff are around.

4. Health and Safety Supporting Policies

The following policy statements are subject specific and provide the underpinning policy arrangements for Agincare to protect the Health and Safety of people using, working or visiting the service(s). Some of the policies herein are supported by further guidance available within Agincare's document management systems as listed at Appendix 2

4.1 Accident and Incident Management and Reporting

As part of this Health and Safety Policy Agincare recognizes and accepts its duties and responsibilities to ensure so far as is reasonable practicable, the health, safety and well-being of its employees and others who may be at risk from its activities.

All accidents, incidents and near-misses will be reported on the relevant forms and an appropriate investigation will be undertaken by the relevant manager who must ensure implementation of reasonable control measures to reduce the likelihood of reoccurrence.

Definitions:

- **Accident:** - something that happens that results in injury or death
- **Incidents:**

- **Potential for harm (Near miss):** an event that, while not causing harm, has the potential to cause injury or ill health
- **Safeguarding Harm:** Any event or circumstance that leads to harm or suffering (intentional or unintentional) including physical, emotional, sexual, financial or organisational abuse.
- **Dangerous occurrence:** One of a number of reportable adverse events as defined in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).
- **Never events:** The Department of Health has identified 'Never Events' as serious, largely preventable safety incidents that should not occur if the available preventative measures have been implemented by the healthcare provider.

For full information on types of incidents see Agincare's [Accidents, Incidents and Near Misses Guidance](#)

For the purpose of this policy all the above definitions are referred to as incidents.

Roles and responsibilities in managing incidents as they arise lies with the person's present or involved. Basic first aid, alerting emergency services and in house health and safety management of immediate risks will be managed 'on the spot'.

Following any incident and completion of the appropriate incident report form, the service manager will ensure the matter is logged to inform the accident and incident audit from which corrective measures will be put in place depending on recurring themes or patterns of incidents. Staff will be managed accordingly in line with the company's performance management policies.

All staff receive basic first aid training as part of their induction/assessment training; this does not qualify them as a first aider. Designated staff are trained as first aiders depending on the size of the organization; a first aid risk needs risk assessment is used in each service to determine the level of first aid cover required.

As part of this commitment, employers must, by law, notify certain categories of accidents, specified cases of ill health and specified dangerous occurrences to the Health and Safety Executive (HSE) to comply with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). This is necessary so that the Health and Safety Executive <http://www.hse.gov.uk/> can determine trends and patterns in workplace accidents and put in place legislation and guidelines that will safeguard workers all over the UK.

The Health and Social Care Act (Regulated Activity) Regulations 2014 and Care Quality Commission (Registration) Regulations 2009 also require incidents, accidents, deaths and Deprivation of Liberty Safeguard applications and Outcomes to be reported.

Agincare will, through audit of any such reports, determine local patterns and causes of incidents and accidents so that it can ensure that preventative measures are in place to avoid a recurrence.

4.2 Alcohol and Drugs

The company realise that the consumption of alcohol or drugs by employees can be a serious problem not only for the user but also for their co-workers and service users. The possession of certain drugs is illegal, exposing the user to criminal charges.

The company has a general duty under The Health and Safety at Work etc Act 1974 to ensure the health, safety and welfare of all employees and anyone affected by the company's activities, the company will also be breaking the law if they knowingly allowed drug related activities on their premises and they failed to act.

Responsibility

The CEO is responsible for carrying out the company's policy; however it is the responsibility of all staff to ensure that its aims are carried out in areas under their control. This policy applies to all employees and they should have access to the full policy and be aware of any changes.

Signs of misuse

Senior staff are made aware that the misuse of drugs or alcohol by employees might come to light in various ways. The following characteristics, especially when arising in combination, may indicate the presence of an alcohol or drug related problem.

- Unexplained and increased absenteeism
- Instances of unauthorised absence or leaving work early
- Poor time keeping i.e. lateness, especially on returning after lunch
- Unusually high level of sickness/absence for colds/flu/stomach upset
- Impaired job performance
- Dishonesty/theft
- Unusual irritability, aggression and mood changes
- Tendency to be confused and fluctuations in concentration and energy
- Accidents

Company procedure on drugs and alcohol

- Employees are expressly forbidden to consume alcohol when at work or to bring it onto company premises without prior management permission. Any breach of this rule will result in disciplinary action being taken that is likely to result in summary dismissal.
- Employees who misuse drugs which have not been prescribed on medical grounds will, in the absence of mitigating circumstances, be deemed to be committing an act of gross misconduct and will thus render themselves subject to the company's disciplinary procedures.
- If an employee is known to be or strongly suspected of being intoxicated by alcohol or drugs during working hours, the CEO or nominated deputy should make arrangements for the employee to be escorted from the company premises immediately, pending further investigation.
- A Manager who feels an employee's unsatisfactory performance may be drug or alcohol related will at the first instances assess the ability of that person to work

safely and act accordingly. The nature of work they do will be a significant factor in this assessment and may result in the person being removed from the workplace in the interests of safety.

Safeguards when dealing with drugs and alcohol problems

It should be made clear that the company is aware that a person suffering from these problems will be dealt with fairly.

The company realises that: -

- Absence for treatment and rehabilitation will be regarded as normal sickness
- Relapses may occur
- The policy will be monitored with consultation with employees and safety representatives.

Drug misuse awareness

All employees are encouraged not to cover up for employees with a drink or drug problem but to recognise that collusion represents a false sense of loyalty and will, in the longer term, harm those employees. Individual advice should be sought, confidentially through the management structure of the company, the policy details this procedure. External advice and information can be obtained through local organisations dealing with drugs and alcohol.

4.3 Control of Substances Hazardous to Health (COSHH) Assessments

COSHH stands for The Control of Substances Hazardous to Health Regulations 2002. The Regulations aim to protect people who come into contact with Hazardous Substances as part of their work. Under COSHH every employer must, by law, ensure that the exposure of employees to substances hazardous to health is either prevented or, where this is not reasonably practicable, adequately controlled.

Principles

This organisation believes that staff and service users within the organisation should be as safe as possible from the threat of harm through coming into contact with chemicals or other dangerous substances and that the best way to ensure this state of safety exists is to comply with the law as set out in the Control of Substances Hazardous to Health Regulations 2002 (COSHH).

This policy is intended to set out the values, principles and policies underpinning this organisation's approach to COSHH. By implementing COSHH guidelines thoroughly and fully the organisation aims to protect staff that come into contact with Hazardous Substances as part of their work. Such 'Hazardous Substances' include:

- substances or mixtures of substances classified as dangerous to health under the current CHIP Regulations described below, including chemicals classified as very toxic, toxic, harmful, irritant or corrosive, such as bleaches and cleaning agents

- any substance which has been assigned a maximum exposure limit or occupational exposure standard (as listed in the Health and Safety Executive's publication EH40 — Occupational Exposure Limits)
- substantial concentrations of airborne dust
- harmful micro-organisms
- medical sharps (see also section 3.37 'Waste Disposal')

In this organisation any COSHH risk assessments should be made using five steps:

- Identify Hazardous Substances in the workplace.
- Identify risks associated with those substances.
- Decide what can be done to minimise the risks.
- Record the findings/actions.
- Keep the findings of risk assessments on file.

All COSHH assessments should be based on the manufacturer's and supplier's safety sheet (msds) guidance which accompanies most products (or should be obtained from the manufacturer/supplier and then personalised to the specific activities and environment within Agincare.

Where applicable the instructions on any containers will be used especially when the product is supplied by the client in their own home.

The organisation will support its COSHH assessments by using the HSE guidance pack, [COSHH Essentials: Easy Steps to Control Hazardous Chemicals](#) which has been specially developed to help small firms carry out a COSHH assessment, to identify and implement action and to adequately control exposure to Hazardous Substances. The pack includes a step by step risk assessment guide and examples of good practice controls for common tasks.

COSHH 2002 and CLP 2015

CLP is the Classification, Labelling and Packaging of Substances and Mixtures Regulations 2015. The aim of CLP is to ensure that people who are supplied with chemicals receive the information they need to protect themselves, others and the environment. To achieve this, CLP obliges suppliers of chemicals to identify their hazards (for example flammability, toxicity, etc) and to pass on this information together with advice on safe use, usually by means of package labels and manufacturer's safety data sheets.

Use and disposal of medical sharps

The Sharps Regulations follow the principles of the hierarchy of preventative control measures, set out in the Control of Substances Hazardous to Health Regulations (COSHH). Please refer to '*Health and Safety (Sharp Instruments in Healthcare) Regulations 2013 – Guidance for employers and employees*' for further information and full details of the

regulations. Within Agincare group of companies, the handling of sharps is limited although there are occasions when a care worker may be administering insulin as part of a care package; or care workers care for service users where other people are dealing with sharps. For example, where a district nurse is visiting, or sharps are used in the house. This can affect care workers if, for example, a sharps bin is knocked over and they are asked to clear up. Care Homes must have effective measures in place for the disposal of sharps boxes; in people's own home's, disposal of such items will be the responsibility of the service user or the health care professional involved (See section on Waste disposal)

Avoid the unnecessary use of sharps – regulation 5(1)(a)

Needles, scalpels etc will remain essential tools for effective medical care. However, the employer should ensure that sharps are only used where they are required. For example, organisations that have reviewed the use of sharps have identified staff using needles to carry out tasks for which they are not required (for example collection of urine samples from catheter bags). Needle-free equipment is available for certain procedures and should be used, where it is reasonably practicable to do so.

Prevent the recapping of needles – regulation 5(1)(c)

Injuries can occur after a needle has been used if the healthcare worker holds the needle in one hand and attempts to place a cap on the needle with the other hand (so-called two-handed recapping).

Needles must not be recapped after use unless the employer's risk assessment has identified that recapping is itself required to prevent a risk (e.g. to reduce the risk of contamination of sterile preparations). In these limited cases, appropriate devices to control the risk of injury to employees must be provided. For example, needle-blocks can be used to remove and hold the needle cap and so allow safe one-handed recapping.

See Agincare's [guidance on needlestick injuries](#)

4.4 Infection, Prevention and Control

This policy concerns safe working practices for Agincare staff in relation to health and hygiene and control of infection

The [Infection Prevention and Control Policy](#) has been written in accordance with published good practice advice and guidance from NICE guidance CG139 Infection: Prevention and control of healthcare-associated infections in primary and community care 2012, from the RCN Essential practice for infection prevention and control Guidance for nursing staff 2012, the Department of Health Care Home Resource (Prevention and control of infection in care homes – an information resource) published in conjunction with the Health Protection Agency in 2013, and from the Health and Social Care Act Code of Practice for health and adult social care on the prevention and control of infections

4.5 Display Screen Equipment (DSE)

The company recognises that the incorrect use of display screen equipment may result in some users suffering from upper limb disorders.

Employees will be encouraged to follow any system developed by the company for display screen equipment identified in the IT and Laptop policy.

Employees who are required to use display screen equipment will be provided with all relevant information, instruction and training. If any user of DSE notices that they are developing symptoms that may be associated with DSE use (e.g. neck/back/shoulder/arm/leg pain, headaches, blurred vision etc.) they should inform their manager without delay and a DSE assessment must be undertaken by someone competent in DSE assessments. The manager concerned must ensure that any remedial actions are put in place and that they have been effective in halting the symptoms experienced by the user.

If the DSE user habitually uses computer equipment, the company will meet the cost of an eye examination. If the test highlights the need for corrective lenses for VDU (visual display unit) use, the company will meet the cost for the basic corrective lenses required.

The line manager will ensure that employees are following the systems laid down for their safety

Office based employees will report any display screen equipment issues to their respective manager.

4.6 Electricity

Electricity can kill if used incorrectly even a small shock from electrical hand equipment may be capable of throwing you off balance, which could result in an injury.

All electrical equipment used by the company will be selected to ensure it is suitable for the environment in which it is used.

Moveable and portable electrical equipment will be inspected, tested and maintained in accordance with current regulations

Defective equipment will be removed from use immediately until such time as it can be repaired, with remedial action being recorded. Makeshift or temporary electrical repairs made on any electrical equipment will be considered a disciplinary offence.

Portable Appliance Testing

The company defines portable appliances as equipment which is not part of a fixed installation but is, or is intended to be, connected to a fixed installation, by means of a flexible cable with either a plug or socket. It includes equipment that is either hand held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

The Commercial Manager (facilities team) is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Employees are not permitted to bring personal electronic equipment into work that would be

subject to such testing. The results of completed inspections will be recorded in the Portable Appliance Register, which forms a part of the health and safety file, which is held in individual offices.

Portable electrical appliances will only be used for the task for which they are intended and the lead will be suitably positioned to prevent damage, entanglement or trip hazards. This will be accomplished by performing pre-use visual checks identifying hazards and reporting defects, for rectification by qualified persons

The Facilities Department will, via competent contractors: -

- Ensure that electrical installations and equipment are installed in accordance with the IEE (Institute of Electrical Engineers) Wiring Regulations as amended, and a certificate of inspection obtained for retention for record purposes.
- Maintain the fixed installation in a safe condition
- Identify and mark all main circuit breakers/isolators to ensure all persons understand how to isolate the equipment or building services safely in the event of an emergency.
- Inspect and test portable and transportable equipment as frequently as required.
- Promote and implement a safe system of work for maintenance, inspection and testing.

Portable appliances in office premises

The company will ensure that testing for Portable Electrical Appliances in office premises are in accordance with the following health and safety executive guidance for offices and low risk environments:

Equipment	Visual checks	Visual inspection by designated Maintenance staff	PAT test
Information technology: eg desktop computers, VDU screens	No	Yes	up to 5 years
Photocopiers, fax machines: NOT hand-held. Rarely moved	No	Yes	up to 5 years
Double insulated equipment: HAND-HELD, eg some floor cleaners	Yes	Yes	No
Earthed equipment (Class 1): eg electric kettles, some floor	Yes	Yes	Yes, 2 years

cleaners			
Cables (leads) and plugs connected to the above and extension leads (mains voltage)	Yes	Yes depending on the type of equipment it is connected to	Yes, up to 5 years depending on the type of equipment it is connected to

See Agincare’s Electrical Equipment Inspection Record template

4.7 Fire Safety

Agincare believes that staff and clients and staff should be as safe as possible from the threat of fire or from injury in the case of an outbreak of fire. Agincare believes that the best way to ensure this state of safety exists is to have robust fire procedures in place and to ensure that staff are advised of how to cope with an outbreak of fire or an alarm in a client’s home or on company premises.

Our aim is to ensure that, as far as is possible, fires are prevented and that, in the event of a fire, staff know exactly what to do and how to react.

The goals of the Agincare are:

- to minimise the risk of workplace fire by the use of adequate fire prevention and risk assessment techniques
- to ensure that all staff understand what to do in the event of a fire
- to ensure that, in the event of a fire, Agincare’s premises including offices, care homes and clients’ homes can be evacuated as quickly, safely and efficiently as possible.

Fire Risk Assessment Protocol

The manager (or fire marshal if different) is responsible for carrying out Fire Risk Assessments where necessary they should include:

- Identifying any possible dangers and risks
- Consideration of who may be especially at risk
- Elimination or reduction of the risk from fire as far as is reasonably possible and provide fire precaution to deal with any possible risk left
- Ensure no risk from any flammable or explosive materials
- Create a plan to deal with an emergency and create records of findings
- Review the plan on an annual basis.

See Agincare’s Fire Risk Assessment template.

4.8 First Aid

Agincare recognizes its responsibility to ensure that all reasonable precautions are taken to provide working conditions which are safe, healthy and compliant with all statutory requirements and codes of practice. However, Agincare recognizes that accidents and

emergencies occur and recognize the need to ensure all employees are aware of basic First Aid measures in order to assist at the basic or first level of First Aid in preparation for such occurrences. Incidents requiring first aid must be reported in line with company procedures.

Agincare understands First Aid measures would be used in the event of need to member of staff or a service user or relative involved in health and safety accidents such as trips, falls and cuts. All the mandatory requirements of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 are met.

Every office location has a basic first aid kit available appropriate to the assessed needs.

See section 4.1 Accident and Incident Management and Reporting and
See Agincare's First Aid Risk Assessment template

4.9 Lone Working

Agincare believes that its staff should be safe at work and should not be exposed to undue or unreasonable risk.

Where a care worker has to carry out visits out-of-hours, either in the evenings, at night or during the weekend or bank holiday, an on call system is required for a care worker to be able to alert someone at work to an emergency situation. Also, if a care worker suddenly becomes ill, the person on-call would be required to organise emergency treatment for the care worker and for someone to cover the remaining care visits.

Office staff should be aware of who each care worker is to visit during the day, the order of the visits and the amount of time they should spend on each visit, so the organisation knows where the care workers should be throughout the day. This is so that if a care worker goes missing, the office will have an idea of where they should have been at a given time.

Responsibilities of Agincare

Agincare will:

- seek to ensure that it can respond effectively to all personal safety and security incidents, including incidents involving violence or threats of violence to staff, through the preparation of plans, management of incidents and appropriate follow up and recovery actions, as deemed necessary.
- seek to ensure that the personal safety of staff is always considered a factor when planning individual care/support plans with Service Users, especially with regard to staff travelling to and from work visits and, wherever possible, arrangements that involve staff travelling to and from houses alone, during the hours of darkness, in isolated areas, or in known high crime areas, should be avoided. However, due to the nature of some areas we cover this will at times be unavoidable.
- be responsible for crime prevention/loss reduction measures, including assessing threats to personal safety of staff and investigating and initiating follow up actions in response to any reported incidents

- each office will have access to equipment such as personal alarms, torches and mobile phones to be used in event of risk assessment determining a need.

Responsibilities of Managers

- Ensure that risk assessments are completed as part of the assessment process ongoing reviews and in light of any changes in circumstances. These risk assessments relate both to the environment our workers are expected to go into and the health (physical, mental and emotional) needs of both the service user and any relevant family members or informal carers/visitors.
- If there are concerns raised about the potential or actual safety of workers then this must be carefully risk assessed and discussed where necessary with your senior manager. Agincare will always support you in ensuring safety of workers, e.g. through requests for 'double up' visits or in respect of giving notice on a package of care where threats to our workers health, safety and wellbeing are evident.
- Use your knowledge of your team. You may find that different areas, staff and service users require different methodology. All managers must ensure that all workers who have on-call responsibility are aware of the lone working and personal safety procedures and regularly discuss any improvements which can be made.

Responsibilities of Staff

This organisation believes that personal security is also the responsibility of every member of staff. Agincare expects every member of staff to accept that responsibility and to:

- Act and behave in a way so as to ensure their own safety and security at all times.
- If in any doubt about the safety of themselves or others in their work, to raise this formally with their manager.
- Act and behave in a way so as to ensure the safety and security of Service Users and property in the areas in which they are working.
- Report all personal safety and security incidents, including violence or threats of violence to themselves, and suspicious activities or incidents.
- Always leave information of their whereabouts with the office and with a friend/relative and to advise the office of any changes to those whereabouts.
- Never leave equipment visible in their cars, especially things like mobile phones, laptop computers, etc; staff should only carry equipment that is strictly necessary for the visit they are making and should lock it away in the boot.
- Always try to park in a well-lit, open location, or walk to a Service Users home, along well lit and populated routes.

All staff are strongly encouraged to carry a personal mobile phone and to ensure that an up to date contact number for it is left with the main office in case they need to be contacted.

Staff carrying mobile phones should ensure that the battery is fully charged before leaving for work.

Note:

This organisation pursues a zero tolerance policy towards aggression and violence directed against staff (see separate policy on Dealing with Challenging Behaviour).

See also section 3.3 Security

4.10 Manual Handling

Agincare 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 fully complies with Regulations of the Health and Social Care Act (Regulated Activity) Regulation 2014.

Manual Handling is also covered specifically by the following legislation:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992 (amended 2002)
- Lifting Operations and Lifting Equipment Regulations 1998
- Provision and use of Work Equipment Regulations 1998

. Under the Regulations, employers are required to avoid the need for employees to undertake any Manual Handling operations which involve a risk of their being injured and where such activities cannot be immediately eliminated a "suitable and sufficient assessment" of all such operations is mandatory. Having carried out this assessment, employers must take appropriate steps to reduce the risk of injury to the lowest level reasonably practicable.

Agincare understands Manual Handling to be the transporting or supporting of loads by hand or by bodily force without mechanical help. This includes activities such as lifting, carrying, shoving, pushing, pulling, nudging and sliding heavy objects. It especially covers the lifting or moving of Service Users by staff.

Agincare 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 Service Users, their visitors and contractors. As all of these Manual Handling activities obviously carry the risk of injury if they are not performed carefully, then the organisation will take the following steps to ensure that its statutory duties to protect staff and Service Users are met at all times.

1. Each employee should be given such information, instruction and training as is necessary to enable safe Manual Handling.

2. All processes and systems of work should be designed to take account of Manual Handling.
3. All processes and systems of work involving Manual Handling should be assessed and properly supervised at all times.

See also Agincare's:

[Moving and Handling Assessment and Planning Guidance](#)

4.11 Safety Signs

The company recognises that it is important that all staff take notice of warning signs at work, as they are in place to safeguard people's health and safety. It is therefore the company's policy to follow all guidance with the Health and Safety (Safety Signs and Signals) Regulations: -

All safety signs will be colour coded in accordance with the following guidelines: -

 White circle with red edging and a diagonal line indicate PROHIBITED for example no smoking

 Blue signs indicate that it is MANDATORY to carry out an action such as the wearing of personal protective equipment.

 A triangular sign with black edging and a yellow background indicates WARNING of a Hazard and should contain a black pictogram.

 Green signs identify or locate safety equipment as well as marking emergency escape routes.

The company acknowledge that signs must comply with the regulations, however where necessary the company will design the signs to maintain a safe environment.

Where there is a risk to health and safety that cannot be controlled by any other means signs will be displayed for example where: -

- There is a risk of exposure to excessive noise.
- There is low headroom.
- Speed needs to be restricted.

It is company policy to ensure that any signs that are provided for safety reasons are: -

- Maintained in a good condition.
- Positioned in the correct location.
- Explained to all members of staff to ensure that they are aware of the meaning of the signs and the correct actions to be taken.

4.12 Violence at Work

Employees are not expected to have to deal with violent or aggressive behaviour in the workplace. Violence is defined by the HSE as 'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'. Verbal abuse and threats are the most common type of incident. Physical attacks are comparatively rare.

Agincare have a "zero tolerance approach" to any type of violence.

This includes physical violence, aggression, verbal or written abuse, sexual or racial abuse, cyber bullying, animal attack and/or intentional damage to personal property. Thankfully, such incidents are uncommon but they can occur.

The Agincare Group encourage employees to report any such incident promptly and for the incident to be followed up by Line Managers or Senior managers as appropriate and may result to disciplinary action being taken.

Who is at risk?

Employees whose job requires them to deal with the public can be at risk from violence. Most at risk are those engaged in: -

- Giving a service
- Caring
- Education
- Cash transactions
- Delivery/collection
- Controlling
- Representing authority

Appendix 1

Agincare's Health and Safety Management System

Agincare has processes and procedures in place to meet the legal requirements for Health and Safety which include:

- Health and Safety Policy and Procedures
- Assessments of the risks to employees, contractors, people who use services and any other people who could be affected by the company's activity
- Arrangements for effective planning, monitoring, control and review of preventative and protective measures that come from risk assessment
- An appointed 'competent person' for health and safety advice
- Providing employees with information about workplace risks and how they will be protected

- Ensuring all staff receive adequate and appropriate supervision
- Consulting with staff about work place risks

Agincare adopts the 'plan, do, check, act' approach to managing the above processes and our quality monitoring practices ensure it is an integral part of general good management

<p>PLAN</p>	<p>DETERMINE PROCESS AND PLAN FOR ACTION. Agincare achieves this through policy review group activity ensuring all policies, procedures and guidance are fit for purpose and meet current legislative requirements. All policy changes are notified to users to ensure they are aware of legislative changes; good practice changes are notified as documents are changed dependent on evidence based guidance from the sector.</p> <p>The management plan involves:</p> <ul style="list-style-type: none"> • Directives from the board; Health and Safety Committee (sub group of quality Management Committee) on good practice, regulatory and contractual requirements to the directors and cascaded to service managers and staff through agenda or extra-ordinary meetings • The review of actions arising from all areas of practice measured through audit • A review of resource implications and financial management of health and safety requirements
<p>DO</p>	<p>IMPLEMENT POLICY AND FOLLOW PROCEDURE. All staff receive training relevant to their role and responsibilities and to ensure they are aware of how to use and implement tools for risk management and safety in their sphere of control. Procedures and guidance are available to all staff to assist them to implement policy; these are available at:</p> <ul style="list-style-type: none"> • Hard copy paper files in care homes • Electronic copies in the document management system (share-point) in Home Care branches and offices • Summarised in Employee Handbook • Health and Safety Policy directly available on Agincare Training Portal • Through staff meetings • Through performance management processes (supervision appraisal, disciplinary etc) <p>Through training and development opportunities within the company</p>
<p>CHECK</p>	<p>MONITOR AND ASSESS. Agincare's Quality Management Policy details the frequency and type of audits to be undertaken; reviews of accidents,</p>

	<p>incidents, premises health and safety, staff management (including lone working) and care management process are reviewed at pre-determined frequency; quarterly quality monitoring audits are used to determine effectiveness of all service output; quality monitoring audits are viewed bi-annually to provide a companywide overview of performance and risk management.</p> <p>All audit analysis reports are provided to the QMC and to the Board of Directors lead by the Chairman</p>
ACT	<p>Corrective or restorative actions are initiated as required, from audit and analysis results which influence practice. Corrective action is identified at service level and implemented, audits in the service identify local patterns and trends arising and action plans are put in place to prevent further events. 6 monthly analysis reports act on the wider issues of themes across the companies in the group</p>

Appendix 2

Supporting guidance documents, procedures and templates are available at the following links

	Policy	Guidance	Forms/tools
1	Health and safety Policy	Accident, incident and Near Misses guidance	Accident Incident report form
1a	Notification Reporting Policy and Procedure including Deaths Incidents Accidents and Changes to Regulated Activity Policy	RIDDOR Risk Assessment Guidance	CQC Statutory Notifications Form Link Motor vehicle Accident checklist form and 3rd party Falls Risk Assessment General Risk assessment First Aid Risk Assessment template
2	Health and safety Policy	Equipment testing	Electrical Equipment

		<p>guidelines</p> <p>Equipment testing record</p> <p>HSE PAT testing Myths guide</p>	<p>Inspection Record</p>
3	Health and safety Policy		<p>Fire Risk Assessment Template</p> <p>Fire Safety Log Book</p> <p>Emergency Action Plan</p> <p>Emergency Action Plan (AHH)</p> <p>Personal Emergency Evacuation Plan PEEP</p>
4	Health and safety Policy	<p>Infection Prevention and Control Guidance</p> <p>COSHH Essentials</p> <p>Sharps (HSE) guidance</p> <p>IPC Lead information pack and resources</p>	<p>Cleaning and decontamination schedule</p> <p>Norovirus toolkit</p> <p>Service User Information leaflets (including standard precautions)</p>
5 5a 5b	<p>Health and safety Policy</p> <p>Supervision Appraisal and Staff Support Policy Procedure and Guidance</p> <p>IT and Laptop policy</p>	<p>Supervision Appraisal and Staff Support Policy Procedure and Guidance</p>	<p>Health Declaration and fit to work nights form</p> <p>Pregnant worker assessment</p> <p>Lone Worker assessment</p> <p>Workstation and DSE assessment</p>
6 6a	<p>Health and safety Policy</p> <p>Training & Development Policy and Procedure for Evidencing Competency</p>	<p>Moving and Handling Assessment and Planning Guidance</p>	<p>Moving and Handling Assessment</p> <p>Bed Rails Risk Assessment</p> <p>Falls Risk Assessment Score</p>
7	<p>Quality Management Policy</p> <p>Health and safety Policy</p>	<p>Auditing and Monitoring Guidance</p>	<p>Accident and Incident Audit</p> <p>Health and Safety Premises Audit</p> <p>Infection Prevention and Control Audit</p> <p>Infection Prevention and</p>

			Control Annual Statement Quality Monitoring Audit
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