

## **HR02 - Health & Safety Policy and Procedure**

### **Purpose**

- To comply with statutes, regulations and quality standards.
- The purpose of this policy is to ensure that the organisation, its employees and others experience a safe environment, and that statutory obligations are met.

### **Scope**

- This policy applies to all employees, all Service Users and all visitors to the premises of Favoured Health Care CIC, and any premises in which their employees work.

### **Policy**

- **Favoured Health Care CIC** recognises that they have a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to the organisation's particular activities.
- **Favoured Health Care CIC** will, so far as is reasonably practicable, pay particular attention to:
  - The provision and maintenance of plans and systems of work that are safe and healthy.
  - Arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
  - The provision of information, instruction, training and supervision such as to ensure the health and safety at work of employees and others.
  - The control of the place of work maintaining it in a safe condition.
  - The provision of a safe means of access to and egress from the place of work.
- This policy will be reviewed at least annually.

### **Procedure**

#### **Organisation and Responsibilities**

- **Executive**
  - The Registered Provider is responsible for safety in Favoured Health Care CIC and will monitor the safety policy on a regular basis.
  - The Registered Provider will be sufficiently apprised of health and safety matters to ensure that sufficient resources are available to provide any health and safety equipment, clothing, information and training for employees in order (as far as is reasonably practicable) to achieve and maintain a high standard of safety proficiency.
- **Safety Officer**
  - The Safety Officer is the Registered Manager, unless indicated otherwise by a notice on the main staff notice board of the establishment.
  - The responsibilities of the Safety Officer are to:

## **HR02 - Health & Safety Policy and Procedure**

- Maintain safety records;
  - Investigate accidents;
  - Provide accident statistics;
  - Keep a watching brief on changing safety legislation.
- The Safety Officer reports directly to the Registered Provider.
  - Full investigations of accidents will be carried out by the Safety Officer with a view to the prevention of future occurrences.
  - The Safety Officer is responsible for ensuring that the organisation's obligations with respect to assessment, control and monitoring of hazardous substances are met.
  - The Safety Officer is responsible for recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by:
    - Ensuring that the Accident Reporting Policy and Procedure is followed, and that all accidents are recorded, using the form attached to that policy;
    - Ensuring that all accidents which result in absence from work for more than seven days (not including the day of the accident) are reported within 10 days to the Health and Safety Executive.

### **RIDDOR 2013 reporting requirements**

- Reportable incidents under RIDDOR 2013 are:
  - Death and injuries where:
    - The accident is [work-related](#);
    - It results in an injury of a type which is reportable.
- The types of reportable injuries are:
  - Death;
  - Specified injuries, which are defined by the HSE as:
    - Fractures, other than to fingers, thumbs and toes;
    - Amputations;
    - Any injury likely to lead to permanent loss of sight or reduction in sight;
    - Any crush injury to the head or torso causing damage to the brain or internal organs;
    - Serious burns (including scalding) which:
      - Causes significant damage to the eyes, respiratory system or other vital organs;

## **HR02 - Health & Safety Policy and Procedure**

- Covers more than 10% of the body.
- Any scalping requiring hospital treatment;
- Any loss of consciousness caused by head injury or asphyxia;
- Any other injury arising from working in an enclosed space which:
  - Leads to hypothermia or heat-induced illness;
  - Requires resuscitation or admittance to hospital for more than 24 hours.
- The following occupational diseases are reportable:
  - Carpal tunnel syndrome;
  - Severe cramp of the hand or forearm;
  - Occupational dermatitis;
  - Hand-arm vibration syndrome;
  - Occupational asthma;
  - Tendonitis or tenosynovitis of the hand or forearm;
  - Any occupational cancer;
  - Any disease attributed to an occupational exposure to a biological agent.
- Dangerous occurrences require reporting, for example:
  - The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment;
  - Plant or equipment coming into contact with overhead power lines;
  - The accidental release of any substance which could cause injury to any person.
- For full details of reporting requirements, go to the HSE web site at: <http://www.hse.gov.uk/riddor/reportable-incidents.htm>
- Contacts for the HSE, including for online reporting are at: <http://www.hse.gov.uk/contact/contact.htm>

### **Department Manager** (where this differs from the Registered Manager).

- Where there are no designated Department Managers, the Registered Manager fulfils this role.
- Department Managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.
- Each manager will:
  - Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits and fire fighting equipment;

## **HR02 - Health & Safety Policy and Procedure**

- Ensure that all subordinates are aware of the health and safety policy (a copy is on the organisation notice boards);
- Keep up to date with health and safety matters applicable to the operations of the organisation;
- Investigate all accidents with the assistance of the Safety Officer, with a view to prevention of a further occurrence;
- Ensure that good housekeeping standards are applied;
- Review periodically all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment bearing in mind all health and safety factors;
- Carry out regular safety checks and audits.

### **Supervisors**

- Supervisors have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Supervisors must ensure that all tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.
- Accidents must be reported immediately to the Department Manager or Registered Manager.
- Particular regard will be paid to:
  - Equipment and its usage to ensure that they are safe and do not endanger health;
  - Provision of safety arrangements for the handling, storage and movement of materials, equipment and substances;
  - Supplying sufficient information, instructions, training and supervision such as to enable employees to avoid hazards and contribute positively to their own health and safety at work;
  - Inspecting, on a regular basis, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance.

### **Employees**

- All employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees and others affected by their actions or omissions at work.
- They are expected to follow company procedures in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- Any employee who is faced with a conflict between the demands of safety and their job should raise the matter immediately with the Supervisor.

### **Administrative Arrangements**

## **HR02 - Health & Safety Policy and Procedure**

- The following statements are an overview, and most areas for health and safety management are amplified by further policies and procedures elsewhere in this management system.
- **Risk Assessment**
  - The Safety Officer will regularly review all areas in use by the organisation, or in which its workers work, to:
    - Identify risks;
    - Assess the risk;
    - Evaluate the risk;
    - Eliminate the risk where appropriate;
    - Introduce control measures to reduce risks, to a reasonable level, where appropriate;
    - Develop or locate, and arrange delivery of appropriate training to reduce risk, to a reasonable level, where appropriate.
  - The Safety Officer will carry out a generic risk assessment whenever workers:
    - Begin work in a new area;
    - Begin work in a new building, or building type, in an existing area;
    - Have or raise an issue in an area or building which they are already working in.
  - The Safety Officer will carry out a risk assessment on new equipment brought into the establishment.
- **Reporting Accidents**
  - In the event of an accident causing injury you must ensure that the injured person is being cared for, and send immediately for a supervisor or first-aider.
  - DO NOT MOVE THE INJURED PERSON.
  - Report the full details to the Department Manager who will record the incident in the accident book.
  - The record will be regularly inspected by the Safety Officer. The accident will be reported to the inspecting authority as and when necessary.
  - Any “near miss” incident which occurs should also be reported to your immediate supervisor who will be responsible for making a report to the Department Manager.
  - All accidents will be investigated by the Department Manager and the Safety Officer.
  - A report will be made to the Registered Provider, via the Management Meeting, who will ensure that necessary action is taken to prevent recurrence.
- **First Aid**

## **HR02 - Health & Safety Policy and Procedure**

- During the induction programme employees will be shown the location of the nearest first aid box to their work area.
- The organisation will ensure that sufficient employees are trained as first aid specialists to provide coverage on all shifts.
- The identity of designated first aid specialists will be noted by clear notices complying with the recommended format displayed at all work stations and staff areas throughout the establishment.

### **• Fire**

- Fire exits must be kept clear from obstruction.
- All employees must know their evacuation route and assembly point in case of fire.
- **IF YOU DISCOVER FIRE:**
  - Immediately operate the nearest fire alarm call point.
  - **WITHOUT INCREASING PERSONAL RISK**, try to put out the fire, if possible, with the nearest appropriate fire appliance provided, by directing the hose or extinguisher to the base of the flame.
- **IF YOU HEAR THE FIRE ALARM:**
  - The senior person on duty will be responsible for calling the Fire Services.
  - Report immediately to the staff assembly point, which is by the fire alarm panel in your building.
  - **DO NOT USE THE LIFT.**
  - **DO NOT DELAY FOR PERSONAL BELONGINGS.**
  - Follow the instructions of the person in charge, who is fully in charge of all staff and persons on the premises until the Fire Brigade arrives.
  - If told to leave the building, do not re-enter the building until instructed by your senior supervisor or the Fire Brigade.

## **Organisation Code of Safe Practice**

### **• Good Housekeeping – General**

- Undue hurrying and forgetfulness cause many accidents. Do not run down steps. Use hand rails going up or down stairs.
- Watch out for someone coming round a blind corner or opening doors quickly.
- Never read while walking.
- Ensure that floor areas are well lit and kept clear of obstruction.
- Where floors are wet through spillages or cleaning, the area must be protected using a recognisable wet floor sign until the area has dried. The sign must be removed to storage

## **HR02 - Health & Safety Policy and Procedure**

as soon as possible after the area has dried.

### **• Good Housekeeping – Offices**

- Leaving a lower filing drawer open causes many trips and falls. Please make sure they are closed.
- Electrical, computer and telephone cords must not be allowed to lie uncovered on the floor and should be taped down, since they are major tripping hazards.
- Spilled coffee or soft drinks, tracked-in rain, leaves or snow, should be cleaned up immediately.
- Pointed objects such as pencils, pens, letter openers, files and the like must be used carefully to avoid puncture wounds.
- Horseplay, including throwing paper clips, shooting rubber bands, tossing objects out of windows, is unacceptable behaviour, and may be the subject of disciplinary procedure.

### **• Electrical Equipment**

- Electrical equipment is normally safe, provided it is properly installed and regularly inspected.
- Always remember that water and liquids are conductors of electricity, and be aware that their association with faults caused by, for example, damaged cables, flexes, plugs and sockets, the overloading of circuits and fuses, etc. would make the shock more severe.
- Therefore you should:
  - NEVER touch electrical equipment with wet hands, move any portable electrical equipment without disconnecting it from the mains, make electrical repairs or do other electrical work unless you are an authorised person;
  - KEEP electrical supply cables and flexes away from wet areas or from where they will be damaged by being walked over or knocked when moving equipment about;
  - ALWAYS switch off all equipment when not required, unless continuous operation is necessary;
  - Disconnect electrical equipment at night by removing the plug from the socket, again unless continuous operation is necessary and/or instructed otherwise;
  - Report defective equipment to the Registered Manager.

### **• Moving and Handling**

- Staff must not carry out moving and handling operations unless the operation has been assessed for risk, an opinion has been formed and recorded by an appropriate person, a recommended handling technique identified, and the technique communicated to all staff.
- Moving and handling form part of the induction training where general guidelines are given on the prevention of back injury and the importance of risk assessment of both individual lifting/handling operations and environmental consideration.

## **HR02 - Health & Safety Policy and Procedure**

- Staff who find themselves alone with a Service User should never attempt to lift/move a Service User who has been assessed as requiring two people to perform such an operation. Advice should be sought immediately and the Service User should be made comfortable/safe until assistance arrives.

### **• Basic Food Hygiene**

- All employees who have contact with food in the establishment, or enter food preparation areas, will be suitably trained in basic food hygiene.
- Basic food hygiene training is incorporated in the induction training for all employees.
- Employees normally working in food preparation will complete a recognised Basic Food Hygiene qualification as soon as practicable after initial employment, or produce proof of a recent qualification.
- Catering supervisors and cooks will complete the Intermediate Food Hygiene Certificate as soon as practicable after initial employment, or produce proof of a recent qualification.

### **• Transmittable Diseases**

- Transmittable diseases form part of the induction training.
- When performing hands-on personal care with Service Users, full protective measures (gloves, aprons etc) should be taken in order to eliminate any risk of cross-infection.

### **• Hot Water Bottles**

- Hot water bottles should not be used except in exceptional circumstances and only if the Service User insists. Hot water bottles must never be used on Service Users with dementia.
- If a bottle must be used, follow the procedure below:
  - Hot water bottles may be used for Service User comfort, but will be covered by a protective cover and filled in a manner which is safe for staff, and eliminates the risk of scalding in the event of failure of the bottle.
  - Check that the hot water bottle has a protective cover over the bare rubber inner.
  - Mix water to the highest temperature which it is possible to bear on bare skin in a jug. Pour that water into the bottle and seal.
  - Press the bottle and check the stopper for leakage.
  - When placing the bottle against the Service User, wait long enough for the Service User to report that the temperature and position is comfortable before leaving.

### **• Infection Control**

- Infection control training is incorporated in induction training.

### **• Prevention of cross-infection**

- To prevent cross-infection, ensure that:

## **HR02 - Health & Safety Policy and Procedure**

- Any infection a Service User has does not spread to others;
- The Service User is not exposed to potential sources of infection in his/her surroundings;
- Others do not bring infection to The Agency.

### **• Notifiable diseases**

- The Health Services and Public Health Act 1968, the Public Health (infectious Diseases) Regulations 1988 and subsequent amendments require certain infectious diseases to be notified to the 'proper officer' of the Local Authority.
- The responsibility for the notification of the listed disease(s) rests with the Doctor attending the Service User.
- The Local Authority has the power to stop work in order to prevent the spread of infection, including food borne infections (Food Hygiene (General) Regulations 1970).
  - Diseases notifiable under the Public Health (Control of Disease) Act 1984: Cholera, Plague, Smallpox, Relapsing Fever, Typhus, and Food Poisoning.
  - Diseases notifiable under the Public Health (Infectious Diseases) Regulations 1988: Acute encephalitis, acute poliomyelitis, anthrax, diphtheria, dysentery, leprosy, leptospirosis, malaria, measles, meningitis, meningococcal, septicaemia, mumps, ophthalmia, neonatorum, paratyphoid fever, rabies, rubella, scarlet fever, tetanus, tuberculosis, typhoid fever, viral haemorrhagic fever, viral hepatitis, whooping cough and yellow fever.
  - Most outbreaks will present non-specific symptoms; serious sepsis or epidemic wound infections.
  - Any member of staff suspecting an outbreak of the notifiable disease should make their suspicions know to the Registered Manager who will inform the appropriate Doctor.

### **• Rules to prevent the spread of infection**

- All staff should adhere to the following:
  - Avoid infection by careful control of coughing and sneezing, i.e. use tissues / handkerchief;
  - Appropriate hand washing;
  - Use of disinfecting hand rubs;
  - Avoid wearing jewellery, except for wedding rings;
  - Keep hair short or tied back;
  - Wear clean uniform clothing, and do not travel to and from work in that clothing;
  - Report any signs of infection to the appropriate person;

## **HR02 - Health & Safety Policy and Procedure**

- Keep toilets and commodes scrupulously clean using correct disinfectant agents;
- Correct handling of food to prevent food borne illness;
- Take care when dealing with pets. Always hand wash or use the hand rub after contact.

### **• Staff skin awareness**

- All cuts and abrasions should be covered with a waterproof plaster (blue coloured if working in food areas). Early detection and prompt reporting of infection is particularly important.
- Any staff member with a skin infection must take advice from a doctor before continuing to work. All skin infections must be reported to the Registered Manager.

### **• Staff sickness**

- Staff with diarrhoea and vomiting should not attend work but ring to report sick. Should the condition persist it may be necessary to provide a specimen of faeces and not return to work until medical clearance by a GP is given. It cannot be emphasised strongly enough that young children and the elderly are particularly vulnerable to infection, and every attempt should be made to minimise any risk of infection.

### **• Skin Infections**

- Report to your manager any Service Users who have a rash or unaccountable marks on his/her body.
- Where scabies or shingles are suspected:
  - The manager must request a visit from the GP;
  - Staff should wear a plastic apron and wear gloves for any direct contact;
  - All linen must be placed in the appropriate bag and the appropriate laundry procedure followed for contaminated laundry.

### **• Blood borne viruses**

- Any Service User may be a carrier of a blood borne virus. There are blood-borne viruses other than hepatitis B, other hepatitis and HIV/AIDS. Appropriate precautions must therefore be taken with all Service Users and particularly with body fluids.
- Always assume that blood and other body fluids are infected. All accidents, facial, particularly eye, or wound contact with infected body fluids must be recorded as an incident.
- Accident avoidance measures should include common sense precautions to avoid accidents and injuries, particularly when using sharps, whether the Service User is known to be infected or not. All accidents must be reported.
- Body fluid handling and spillage procedure should be as follows:
  - Use no-touch techniques when dealing with blood or other body fluids. Wear gloves

## **HR02 - Health & Safety Policy and Procedure**

and plastic aprons as appropriate. Masks and goggles are not normally needed;

- care staff wearing disposable gloves and plastic aprons should wipe up body fluid spillages immediately;
  - Use appropriate disinfectant agents on carpets;
  - Use no-touch techniques or gloves when disposing of anything contaminated with blood, e.g. dressings.
- Avoid contamination with saliva. If saliva contamination to eyes, a cut or an open wound occurs, wash liberally with water and inform the manager immediately.

### **• Outbreak control measures**

- An outbreak of gastroenteritis is indicated by the occurrence of UNEXPLAINED diarrhoea and/or vomiting in two or more Service Users. (Remember that there are also non-infective causes of diarrhoea and vomiting). The recommended action in such cases is as follows:
- Staff should inform the manager who should then contact the appropriate GPs;
  - A specimen of faeces should be made available for testing, if required;
  - Wear plastic apron and protective gloves when in contact with excreta;
  - Dispose of faeces carefully and disinfect bedpans/commodores using disinfectant;
  - If possible, place the Service User in a single room, with their own toilet facilities such as a commode;
  - Any Service User with, or suspected of having, gastroenteritis should have their own sink/bowl for washing;
  - All crockery and cutlery should be soaked in a bowl of disinfectant for 30 minutes before being removed from the room of the Service User to the kitchen;
  - Place all contaminated linen into a coloured bag and keep separate from any other linen;
  - Wear a protective apron and gloves when sluicing contaminated linen. To sluice any contaminated linen, leave the linen to soak in disinfectant for 30 minutes before removing to laundry;
  - Wash hands thoroughly after attending the Service User and before going to any other task.
- The manager should notify the local health authorities when the occurrences are unexplained.

### **• Emergency Situations**

- In case of being faced with emergency situations such as relating to gas, electricity, water, fire or medical issues, stay calm, assess the situation, and raise alarm by contacting 999, depending on the emergency. Emergency situations will form part of your

## **HR02 - Health & Safety Policy and Procedure**

induction programme.

### • **Major injuries**

- Fracture of the skull, pelvis and any bone in the arm or leg, but not bones in the hand or foot.
- Amputation of a hand or foot or of fingers, thumbs or toes where the bone or a joint is completely severed.
- Loss of sight in an eye or a penetrating injury or a chemical or hot metal burn to an eye.
- Injury requiring medical treatment or loss of consciousness due to electric shock.
- Loss of consciousness due to lack of oxygen.
- Decompression sickness.
- Acute illness believed to be the result of exposure to a pathogen or infected materials.
- Any other injury that results in the person being admitted to hospital for more than 24 hours.
- Any incident in which a dangerous substance being conveyed by road and involved in a fire or where there is an uncontrolled release or escape of dangerous substances.
- Any incident whereby breathing apparatus malfunctions in such a way as to deprive the wearer of oxygen.
- Any incident in which plant or equipment comes into contact with overhead power lines exceeding 200 volts.
- Prescribed diseases and certain poisoning.
- Some skin diseases including: occupational asthma, farmers lung, pneumoconiosis, asbestosis and mesothelioma.
- The following infections: leptospirosis, hepatitis, tuberculosis, and anthrax, any illness caused by a pathogen.

### • **COSHH**

- COSHH forms part of your induction training and are incorporated into the individual Service User accommodation risk assessment, this forms part of the Service Users Care Plan.
- For the purpose of COSHH, a substance is considered as hazardous if one or more of the following criteria are met:
  - Substances listed as very toxic, harmful, corrosive or irritant;
  - Substances for which maximum exposure limit (MEL) is specified in the COSHH schedule;
  - A micro-organism hazardous to health;

## **HR02 - Health & Safety Policy and Procedure**

- Substances airborne as concentrations of dust;
- Any other substances, which create comparable hazards.

### **• Safety Rules for the use of household cleaning agents**

- Handle all household cleaning agents with care. Remember they contain powerful chemicals.
- Always wear protective clothing (overalls, rubber gloves).
- Always read the instructions on the label of the product to be used.
- If unsure of the product or it is thought that the chemical is in the wrong container, DO NOT USE.
- NEVER MIX chemicals, especially bleach and toilet cleaner.
- Make sure that the ventilation is adequate. DO NOT use chemicals in a confined space.
- NEVER SMOKE whilst using chemicals. Smoking is not permitted in the homes of Service Users.
- Store all chemicals in a cool dry place after use.
- Store all chemicals out of reach of children but not on high shelves. Keep away from heat.
- NEVER place chemicals in other containers. If a container is broken, discard it with its contents.
- AEROSOLS must be:
  - Kept away from heat;
  - Never punctured;
  - Never used near a naked flame or heat;
  - Avoid breathing the vapour - used in a well ventilated room.
- Be careful when throwing away chemicals. Be sure they are in a safe condition and that no one else will be harmed by them. Never throw away metal scouring pads with discarded batteries – they can smoulder and cause a fire.

### **• IF AFTER USING HOUSEHOLD CHEMICALS WITHIN THE WORKPLACE A FEELING OF DROWSINESS OR OF BEING GENERALLY UNWELL DEVELOPS, CONTACT YOUR DOCTOR IMMEDIATELY AND THEN INFORM THE MANAGER/CARE CO-ORDINATOR.**

### **• Safe systems of work**

- To help give a better picture regarding the health and safety of employees in the work place, a list of the common areas where risks and hazards occur is shown on the following forms. It shows the areas/appliances that may present a hazard or risk, the types of accident/injury they may cause and the appropriate action that should be taken by care staff.

**Favoured Health Care CIC**

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**HR02 - Health & Safety Policy and Procedure**



## HR02 - Health & Safety Policy and Procedure

### Safe Systems of Work Table (page 1)

| Area/Appliances which may be involved   | Accident/Injury which may occur  | Action/Procedure to be followed   |
|---|--|---|
| <b>General layout including:</b><br>Floors<br>Floor coverings<br>Stairs<br>Steps<br>Furniture<br>Storage areas (cupboards). | The majority of injuries are caused by trips, slips and falls or by bumping into overhead cupboards, doors not being closed properly or using stools or chairs as steps, which may not be strong or stable enough to support one's weight. | Always be aware of uneven floors and loose fitting carpets/mats.<br>Where floors are wet, or made wet by cleaning, place a "Wet Floor" sign covering the wet area to warn that the floor may be slippery. When the floor has dried, remove the sign.<br>Make sure that routes are clear of anything which may cause trips or falling.<br>Always close doors and clear away any tools after use.<br>Report any danger area to supervisor. Record on the risk assessment. |
| <b>Lighting</b>   | Any accidents or injury caused by not being able to see what you are doing properly.   | Ensure adequate lighting before undertaking any task (especially at night time).<br>Report and record poor lighting to the supervisor.  |
| <b>Ventilation</b>  | Can cause drowsiness causing lack of concentration resulting in accident/injury. May cause inhalation problems especially when dealing with dust of chemical cleaning agents.  | Ensure adequate ventilation is possible before working with any material, which may cause breathing difficulties.<br>Ensure heating is sufficient or not too hot before work is started. Always be aware that the Service User may not feel as warm as you.<br>Report and record any abnormality to the supervisor.   |
| <b>Windows</b>  | If left open can cause poor heat in The Agency. May also be broken glass or bad fittings causing cuts if pressure is used to open them or if the glass breaks.   | Always ensure that windows can be closed once opened. Check for signs of broken glass or poor fitting.  |
| <b>Doors</b>  | "Bumping into" if left open. May present with accident problems if not fully opened before trying to take someone or something through. Will present a fire hazard if not closed, causing burns or smoke inhalation.                       | Be aware of badly fitting doors and report to supervisor. Make every effort to keep doors closed that don't need to be open. Keep doorways free from clutter to ensure a safe "walkway".  |

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**HR02 - Health & Safety Policy and Procedure**

|  |   |  |
|--|---|--|
| <p><b>Electrical safety</b><br/>Plugs<br/>Sockets<br/>Wiring</p> | <p>If not properly installed and maintained will cause electric shock and/or fire.<br/>May be overloaded sockets, poor wiring or wrong type of fittings used.</p> | <p>Any socket, wiring, plug or appliance should not be used if it appears faulty or does not work correctly.<br/>The supervisor should be informed immediately and a note placed on or near the plug, wiring or appliance to warn others. If fire should occur, switch off at the mains if possible, deal with the fire if safe to do so or call the fire service.</p> |
|--|---|--|

## HR02 - Health & Safety Policy and Procedure

### Safe Systems of Work Table (page 2)

| <b>Area/Appliances Which may be involved</b>  | <b>Accident/Injury which may occur</b>  | <b>Action/Procedure to be followed</b>  |
|---|---|---|
| <b>Portable appliances</b><br>Fires, cookers, irons, vacuum cleaners, lamps, radios, stereos, TVs, videos, toasters, kettles, washers, dryers. Any other portable electrical appliance. | Injury caused by electric shock or fire. Inhalation of toxic fumes, i.e. chip pan fire.   | Always ensure that any appliance to be used is correctly wired and in good repair. Be aware of any kitchen appliance not being cleaned properly, i.e. toasters or deep fat fryers. Switch off at the mains immediately if any fault is noticed, notify the supervisor.  |
| <b>Gas safety</b><br>Cookers<br>Fires<br>Tumble dryer<br>Central heating<br>Boilers<br>Radiators.   | Injury caused through inhalation of gas due to leakage of gas from pipes or appliances.<br>Risk of burns and scalds from poorly guarded flames or very hot central heating radiators. | Check for any smell of gas and report to supervisor immediately if any are noticed. Always check that appliances are turned off correctly. Ensure that no clothes or other flammable materials are placed near naked flames. If a strong smell of gas is present when entering The Agency make sure all doors are open wherever possible and do not switch on any lights or use a naked flame.<br>Contact the fire service immediately. Inform the supervisor of action taken. Always be aware of scalding burns caused by hot surface temperatures of radiators. |
| <b>Water temperature</b>  | Scalds and burns caused by water being too hot.   | Always be aware of the water temperature. Gently test the water temperature before using it. Especially check water temperature, using a thermometer, if water is going to be used for the Service User (i.e. bath). The temperature should never exceed 43°C.  |

## **HR02 - Health & Safety Policy and Procedure**

### **Working at Heights/Reaching etc:**

- Avoid working at height where possible.
- Use work equipment or other measures to prevent falls where they cannot avoid working at height.
- Where they cannot eliminate the risk of a fall, use work equipment or other measures to minimise the distance and consequences of a fall, should one occur.
- Risk-assess all situations whereby working at heights is unavoidable.
- Provide suitable training for those working at heights.
- Provide suitable equipment.

### **Employees and other workers on site will:**

- Not work at heights without ensuring that the Registered Manager has authorised the action, after carrying out a risk assessment, and the employee has been trained to work at height and has appropriate equipment for doing so.
- Not attempt to obtain items which are beyond your reach. If you cannot reach – get a ladder or stepping stool. Be sure that the ladder is in a safe condition.
  - Do not use chairs, open drawers, or any makeshift device for climbing.
  - Do not climb up the shelves themselves. Do not overreach on the ladder. It is safer to get down and move the ladder.

### **Smoking**

- Smoking is only allowed in designated areas.

### **Floors**

- Floors must be kept free of obstruction.
- Spillages of fluids must be immediately mopped up, and wet floors clearly marked.
- Damage to floors must be reported immediately.

### **Stairs**

- Stairs must be kept clear of obstruction.
- Inflammable materials will not be stored in a stairwell.
- Damage to stairs must be reported immediately.

### **Lighting**

- Non-functioning lighting must be reported immediately.

### **Doors**

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**HR02 - Health & Safety Policy and Procedure**

- Doors must not be obstructed from closing.
- Damage to fire doors must be reported immediately.

## **HR02 - Health & Safety Policy and Procedure**

### **Lifts**

- Damage to, or malfunction of, lifts must be reported immediately.
- Lifts will not be used during a fire alarm.

### **Gas**

- Damage to gas installations, or a smell of gas, must be reported immediately.
- Cases of headache, unusual tiredness and muscular weakness experienced in rooms containing a gas appliance must be reported immediately.

### **Health and Safety: Grievance Procedure**

- This procedure relates only to occupational health and safety problems, disputes or grievances.
- In the event of the above, employees should either orally or in writing refer the matter to the Department Manager.
- If employees are dissatisfied with the outcome or in the event of there being a real danger of death, serious injury or health risk and there is insufficient time to eliminate excessive danger, staff should immediately report to the Registered Provider who will investigate and determine what action should be taken.
- After the investigation, the employee will be informed that either:
  - The organisation has so far as reasonably practicable eliminated the danger and employees must resume normal working; or
  - The organisation does not consider that the matter constitutes a grave risk to health or safety, and employees must resume normal working; or
  - The organisation will undertake further investigation and may, if necessary, obtain expert opinion.
- Employees will then be suspended on full pay or be transferred to alternative work whilst the investigation takes place.
- Refusal to resume normal working when instructed will be a breach of organisation discipline. The matter will then be dealt with under the organisation's normal disciplinary procedure.

## **HR02 - Health & Safety Policy and Procedure**

### **Health and Safety Policy, Review and Approval Form**

|  |   |
|--|---|
| <b>Health and Safety Policy reviewed and approved:</b> |   |
|  | <b>Signature (Registered Provider):</b> |
|  | <b>Date:</b>                            |
| <b>Health and Safety Policy received and noted:</b>    |   |
|  | <b>Signature (Maintenance):</b>         |
|  | <b>Date:</b>                            |
|  | <b>Signature (Supervisor):</b>          |
|  | <b>Date:</b>                            |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure – COSHH Checklist – Part 1

|  |                           |                        |                          |                         |
|--|---------------------------|------------------------|--------------------------|-------------------------|
| This form to be used to review the whole organisation/establishment, and identify those materials which require assessment.  |                           |                        |                          |                         |
| Assessor name:   |                           |                        | Assessment date:         |                         |
| <b>Part 1 General Information</b>  |                           |                        |                          |                         |
| Define the processes carried out on the premises.  |                           |                        | Personal care            |                         |
|  |                           |                        | Catering                 |                         |
|  |                           |                        | Cleaning                 |                         |
|  |                           |                        | Maintenance              |                         |
|  |                           |                        | Administration           |                         |
|  |                           |                        | Nursing (N home only)    |                         |
|  |                           |                        | Other (specify)          |                         |
|  |                           |                        | Other (specify)          |                         |
| Specify the range of locations for these operations  |                           |                        | 1.                       |                         |
|  |                           |                        | 2.                       |                         |
|  |                           |                        | 3.                       |                         |
| List below those substances which are present at these locations (use a continuation sheet if necessary), remembering to include all cleaning materials            |                           |                        |                          |                         |
| <b>Substance</b>   | <b>Gaseous (quantity)</b> | <b>Dust (quantity)</b> | <b>Liquid (quantity)</b> | <b>Solid (quantity)</b> |
|  |                           |                        |                          |                         |
|  |                           |                        |                          |                         |
|  |                           |                        |                          |                         |
|  |                           |                        |                          |                         |
|  |                           |                        |                          |                         |
| Do all of the substances listed above have the supplier's health & safety information sheets, as required by section 6 of the Health & Safety Act 1974 as amended? |                           |                        | <b>Yes/No</b>            |                         |
| Are all of the products labelled in accordance with the Chemicals (Hazard Information and Packaging and Supply) Regulations 1994?                                  |                           |                        | <b>Yes/No</b>            |                         |
| Are employees trained in the use of control measures, including personal protective equipment (PPE) associated with their work, and in all emergency situations?   |                           |                        | <b>Yes/No</b>            |                         |

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|  |               |
|--|---------------|
| Are employees trained in respect of the necessary procedures concerning spillage and first aid?  | <b>Yes/No</b> |
| Is adequate information and instruction available to employees regarding the risks, and precautions?   | <b>Yes/No</b> |
| Is all the information, instruction and training reviewed and amended as appropriate, on a regular basis, and are refresher courses carried out? | <b>Yes/No</b> |
| Are there any changes in conditions or work processes likely which may alter the results of the assessment and require a new assessment?         | <b>Yes/No</b> |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure – COSHH Checklist – Part 2 (page 1)

|  |        |         |                  |         |                    |
|--|--------|---------|------------------|---------|--------------------|
| This form to be used for each material identified as requiring assessment while carrying out the whole organisation survey which precedes this page (Part 1).  |        |         |                  |         |                    |
| <b>Part 2 Specific Information</b>   |        |         |                  |         |                    |
| <b>Assessment</b>  |        |         |                  |         |                    |
| Substance under assessment, including state and quantity:  |        |         |                  |         |                    |
| In what locations is this substance present?   |        |         |                  |         |                    |
|  |        |         |                  |         |                    |
| Is this substance, in the state and quantity specified, considered hazardous?  |        |         |                  |         | <b>Yes/No?</b>     |
| Will exposure to this substance occur?   |        |         |                  |         | <b>Yes/No?</b>     |
| Will exposure occur through:   |        |         | Inhalation?      |         | <b>Yes/No?</b>     |
|  |        |         | Ingestion?       |         | <b>Yes/No?</b>     |
|  |        |         | Skin absorption? |         | <b>Yes/No?</b>     |
| Can the exposure be prevented?   |        |         |                  |         | <b>Yes/No?</b>     |
| Will workplaces/locations other than the ones specified be affected by exposure?   |        |         |                  |         | <b>Yes/No?</b>     |
| What groups of employees will be affected by exposure? (Use job titles)  |        |         |                  |         |                    |
|  |        |         |                  |         |                    |
| Will exposure to this substance affect anyone else? (e.g. visitors).   |        |         |                  |         | <b>Yes/No?</b>     |
| How often does exposure occur?   |        |         |                  |         |                    |
| Daily  |        | Weekly  | Monthly          |         | Other<br>(Specify) |
| How long does exposure last?   |        |         |                  |         |                    |
| Less than 10 minutes   | 1 Hour | 2 Hours | 4 Hours          | 8 Hours | Constant           |
| Will Maximum Exposure Limits (MELs) or Occupational Exposure Standards (OESs), as provided by COSHH regulation 7(4) be exceeded? (See HSE Guidance Note EH40). |        |         |                  |         | <b>Yes/No?</b>     |
| <b>Control/Monitoring</b>  |        |         |                  |         |                    |
| If exposure cannot be prevented, are adequate control measures other than PPE available? (e.g. ventilation, substance substitution etc.).                      |        |         |                  |         | <b>Yes/No?</b>     |
| Are all control measures, including PPE tested as required by the COSHH regulations?   |        |         |                  |         | <b>Yes/No?</b>     |
| Do control methods meet the approved/recommended standards?  |        |         |                  |         | <b>Yes/No?</b>     |
| If necessary, is the PPE that is required approved by the HSE or does it conform to an approved standard?  |        |         |                  |         | <b>Yes/No?</b>     |

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|  |                |
|--|----------------|
| Are all of the employees trained in the use of the required control measures?                                      | <b>Yes/No?</b> |
| Are monitoring systems available to ensure measures are working properly?  | <b>Yes/No?</b> |
| Is monitoring carried out on a regular basis?  | <b>Yes/No?</b> |
| Are records of monitoring control checks and necessary repairs, etc maintained? (to be kept for at least 5 years). | <b>Yes/No?</b> |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure – COSHH Checklist – Part 2 (page 2)

| <b>Health Surveillance</b>   |                |
|--|----------------|
| Is the substance, as used in the processes determined in this assessment, listed in Schedule 5 of the COSHH Regulations?                         | <b>Yes/No?</b> |
| Are any of the following conditions, which may necessitate health surveillance and remedial action, apparent?                                    | <b>Yes/No?</b> |
| Evidence of dust on surfaces and/or in the air.  | <b>Yes/No?</b> |
| Broken, defective or badly maintained control measures/equipment.  | <b>Yes/No?</b> |
| Complaints of discomfort.  | <b>Yes/No?</b> |
| Reports of previous exposure-related ill health.   | <b>Yes/No?</b> |
| Departures from recognised good practice/standards.  | <b>Yes/No?</b> |
| Where necessary, is medical surveillance carried out at least every 12 months?   | <b>Yes/No?</b> |
| Are health/medical surveillance records maintained as required (personal exposure of identifiable employee – 30 years; other records – 5 years)? | <b>Yes/No?</b> |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure Moving and Handling Operations Risk Assessment

|  |  |                              |  |
|--|--|------------------------------|--|
| <b>To be used in any situation where moving and handling of significant weight takes place</b> |  |                              |  |
| <b>Assessor name:</b>  |  | <b>Assessment date:</b>      |  |
| <b>Reason for assessment:</b>  |  |                              |  |
| <b>Task:</b>   |  | <b>Location:</b>             |  |
| <b>Description of task:</b>  |  |                              |  |
| <b>Frequency of task:</b>  |  | <b>Equipment used:</b>       |  |
| <b>Personal protection:</b>  |  | <b>Twisting or stooping:</b> |  |
| <b>Load</b>  |  | <b>Environment</b>           |  |
| <b>Weight:</b>   |  | <b>Space:</b>                |  |
| <b>Size:</b>   |  | <b>Levels:</b>               |  |
| <b>Shape:</b>  |  | <b>Temperature:</b>          |  |
| <b>Handling points:</b>  |  | <b>Humidity:</b>             |  |
| <b>External features:</b>  |  | <b>Height:</b>               |  |
| <b>Internal features:</b>  |  | <b>Stability:</b>            |  |
| <b>Individual Capability</b>   |  |                              |  |
| <b>Name:</b>   |  |                              |  |
| <b>Strength/height:</b>  |  |                              |  |
| <b>Knowledge/training:</b>   |  |                              |  |
| <b>Medical history:</b>  |  |                              |  |
| <b>Clothing/equipment:</b>   |  |                              |  |

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**Conclusions and recommendations:**

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure Equipment Risk Assessment – Part 1

|  |                  |
|--|------------------|
| To be used to carry out an assessment on all of the equipment in an organisation/establishment   |                  |
| Assessor name:   | Assessment date: |
| <b>Part 1 General Information</b>  |                  |
| Identify the equipment used in the establishment:  |                  |
| Personal care:   |                  |
| Catering:  |                  |
| Cleaning:  |                  |
| Maintenance:   |                  |
| Administration:  |                  |
| Nursing (N home only):   |                  |
| Other (specify):   |                  |
| Other (specify):   |                  |
| Do any of the items of equipment identified require guards?  | <b>Yes/No</b>    |
| Do any of the items of equipment identified require specialised maintenance contracts?   | <b>Yes/No</b>    |
| Are employees trained in the use of the equipment, including emergency measures?   | <b>Yes/No</b>    |
| Are employees trained in respect of the necessary procedures concerning first aid?   | <b>Yes/No</b>    |
| Is adequate information and instruction available to employees regarding the risks, and precautions?   | <b>Yes/No</b>    |
| Is all the information, instruction and training reviewed and amended as appropriate, on a regular basis, and are refresher courses carried out? | <b>Yes/No</b>    |

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**Printed:** 06/08/2015

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|  |               |
|--|---------------|
| Are there any changes in conditions or work processes likely which may alter the results of the assessment and require a new assessment? | <b>Yes/No</b> |
|--|---------------|

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure Equipment Risk Assessment – Part 2

|   |                             |               |                 |
|---|-----------------------------|---------------|-----------------|
| To be used for each item of equipment identified in Part 1  |                             |               |                 |
| <b>Part 2 Specific Information</b>  |                             |               |                 |
| <b>Assessment</b>   |                             |               |                 |
| Equipment under assessment, including location and quantity:  |                             |               |                 |
| Is this equipment, in the location specified, considered hazardous?   |                             |               | <b>Yes/No</b>   |
| Will exposure occur through:  | Operating the equipment?    | <b>Yes/No</b> |                 |
|   | Using the equipment?        | <b>Yes/No</b> |                 |
|   | Proximity to the equipment? | <b>Yes/No</b> |                 |
| What groups of employees will be affected by use? (Use job titles)  |                             |               |                 |
|   |                             |               |                 |
|   |                             |               |                 |
| Will use of this equipment affect anyone else? (e.g. visitors)  |                             |               | <b>Yes/No</b>   |
| How often does use occur?   |                             |               |                 |
| Daily   | Weekly                      | Monthly       | Other (Specify) |
| <b>Control/Monitoring</b>   |                             |               |                 |
| If use cannot be prevented, are adequate control measures available? (e.g. guards etc.)                           |                             |               | <b>Yes/No</b>   |
| Are all control measures tested as required by the Health and Safety regulations?                                 |                             |               | <b>Yes/No</b>   |
| Do control methods meet the approved/recommended standards?   |                             |               | <b>Yes/No</b>   |
| If necessary, is the control measure required approved by the HSE or does it conform to an approved standard?     |                             |               | <b>Yes/No</b>   |
| Are all the employees trained in the use of the required control measures?  |                             |               | <b>Yes/No</b>   |
| Are monitoring systems available to ensure measures are working properly?   |                             |               | <b>Yes/No</b>   |
| Is monitoring carried out on a regular basis?   |                             |               | <b>Yes/No</b>   |
| Are records of monitoring control checks and necessary repairs, etc maintained? (to be kept for at least 5 years) |                             |               | <b>Yes/No</b>   |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure Generic Risk Assessment

|  |  |
|--|--|
| Use this form to assess risk for areas or operations not covered by a specific risk assessment   |  |
|  |  |
| Process which presents a hazard:   |  |
|  |  |
| Frequency and duration of process:   |  |
|  |  |
|  |  |
| <b>1. Identification of hazard.</b>  |  |
|  |  |
| <b>2. Who might be harmed – list groups of people who are especially at risk from the significant hazards which you have identified.</b>   |  |
|  |  |
| <b>3. Is the risk adequately controlled? List existing controls here or note where the information may be found.</b>   |  |
|  |  |
| <b>4. What further action is necessary to control the risk? List the risks which are not adequately controlled and the action you will take where it is reasonably practicable to do more. You are entitled to take cost into account unless the risk is high.</b> |  |

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**Updated:** 18/12/2013

**Printed:** 06/08/2015

**HR02 - Health & Safety Policy and Procedure**

|                                 |  |
|---------------------------------|--|
|                                 |  |
| <b>Assessment performed by:</b> |  |
| <b>Date:</b>                    |  |
| <b>Next review date:</b>        |  |

## HR02 - Health & Safety Policy and Procedure

### Health & Safety Policy and Procedure First Aid Box Contents Checklist

|  |                    |     |                      |  |  |  |  |  |  |
|--|--------------------|-----|----------------------|--|--|--|--|--|--|
| <b>Use this form to regularly check the contents of First Aid boxes</b>                      |                    |     |                      |  |  |  |  |  |  |
| <b>First Aid Box Location:</b>   |                    |     |                      |  |  |  |  |  |  |
|  | <b>Expiry Date</b> |     | <b>Dates checked</b> |  |  |  |  |  |  |
| <b>Guidance Card.</b>  | N/A                | N/A |                      |  |  |  |  |  |  |
| <b>20 individually wrapped sterile dressings (assorted sizes).</b>                           |                    |     |                      |  |  |  |  |  |  |
| <b>Two sterile eye pads, with attachments.</b>   |                    |     |                      |  |  |  |  |  |  |
| <b>Six individually wrapped triangular bandages.</b>   |                    |     |                      |  |  |  |  |  |  |
| <b>Six safety pins.</b>  | N/A                | N/A |                      |  |  |  |  |  |  |
| <b>Six medium sized individually wrapped sterile unmedicated wound dressings (10cmx8cm).</b> |                    |     |                      |  |  |  |  |  |  |
| <b>Two large sterile individually wrapped unmedicated wound dressings (13cmx9cm).</b>        |                    |     |                      |  |  |  |  |  |  |
| <b>Three extra large individually wrapped unmedicated wound dressings (28cmx17.5cm).</b>     |                    |     |                      |  |  |  |  |  |  |
| <b>Other required equipment (specify).</b>   |                    |     |                      |  |  |  |  |  |  |
| <b>Checked by (initial):</b>   |                    |     |                      |  |  |  |  |  |  |

## HR02 - Health & Safety Policy and Procedure

### Health and Safety Policy and Procedure Fire Risk Assessment – page 1

|  |  |                                    |  |
|--|--|------------------------------------|--|
| * This form may only need to be used only once – for a first-time review of premises |  |                                    |  |
| <b>Premises/area of premises:</b>  |  |                                    |  |
| <b>Date:</b>   |  | <b>Assessor:</b>                   |  |
| <b>Section 1 – Hazard</b>  |  | <b>Comments &amp; observations</b> |  |
| <b>Electrical installation:</b>  |  |                                    |  |
| Condition  |  |                                    |  |
| Last inspected   |  |                                    |  |
| Portable appliances  |  |                                    |  |
| Last inspected   |  |                                    |  |
| Use of circuit breakers  |  |                                    |  |
| <b>Heating:</b>  |  |                                    |  |
| Portable heaters   |  |                                    |  |
| Location   |  |                                    |  |
| Proximity of combustibles  |  |                                    |  |
| Fixed heating  |  |                                    |  |
| <b>Flammable solutions:</b>  |  |                                    |  |
| Storage  |  |                                    |  |

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**Printed:** 06/08/2015

**HR02 - Health & Safety Policy and Procedure**

|     |  |
|-----|--|
| Use |  |
|-----|--|

## HR02 - Health & Safety Policy and Procedure

### Health and Safety Policy and Procedure Fire Risk Assessment – page 2

| <b>Processes:</b>           |  |
|-----------------------------|--|
| Machinery                   |  |
| Materials                   |  |
| Fire protection             |  |
| <b>Fire extinguishment:</b> |  |
| Hand appliances             |  |
| Hose reels                  |  |
| Alarms                      |  |
| Maintenance                 |  |
| <b>Means of escape:</b>     |  |
| Fire exits                  |  |
| Signs                       |  |
| Evacuation drills           |  |
| <b>Housekeeping:</b>        |  |
| Removal of waste            |  |
| Smoking                     |  |
| Storage arrangements        |  |
| LPG cylinders               |  |
| Oxygen cylinders            |  |
| <b>Arson:</b>               |  |

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**Updated:** 18/12/2013

**Printed:** 06/08/2015

**HR02 - Health & Safety Policy and Procedure**

|                  |  |
|------------------|--|
| Security         |  |
| External storage |  |
| Waste skips      |  |

## HR02 - Health & Safety Policy and Procedure

### Health and Safety Policy and Procedure Fire Risk Assessment – page 3

| Section 2 – Risk  |  |
|---|--|
| <b>Premises:</b>  |  |
| Combustible construction  |  |
| Combustible linings   |  |
| Exposure from adjoining premises  |  |
| Communication with adjoining premises                                       |  |
| Occupation of adjoining premises  |  |
| <b>Fire plan:</b>   |  |
| Nominated personnel   |  |
| Adequately trained  |  |
| Fire brigade contact  |  |
| <b>Further action required following findings from parts 1 and 2 above:</b> |  |
| <b>In depth assessment:</b>   |  |
| <b>Remedial action:</b>   |  |
| <b>Other:</b>   |  |

**HR02 - Health & Safety Policy and Procedure**

|                           |  |
|---------------------------|--|
| <b>Signed (assessor):</b> |  |
|---------------------------|--|

**Key Lines of Enquiry Table**

| Key Line of Enquiry  | Primary | Supporting | Mandatory |
|--|---------|------------|-----------|
| C.S1 - How are people protected from bullying, harassment, avoidable harm and abuse that may breach their human rights?                |         | ✓          | ✓         |
| C.S2 - How are risks to individuals and the service managed so that people are protected and their freedom is supported and respected? | ✓       |            | ✓         |
| C.S5 - How well are people protected by the prevention and control of infection?   | ✓       |            | ✓         |
| C.W3 - How does the service deliver high quality care?   |         | ✓          | ✓         |

**Note: All QCS Policies are reviewed annually, more frequently, or as necessary.**