

(NAME OF AGENCY)

Procedures Manual

Title:	HEALTH AND SAFETY
1.0 Scope	
1.1	Health and Safety in relation to Home Care Services.
2.0 Aims and Values	
2.1	To ensure the Health and Safety of Service Users and Home Care Staff comply with the requirements of Health and Safety.
2.2	To ensure that all staff comply with the requirements of Health and Safety.
3.0 Contents	
6.0	General responsibilities.
7.0	Travel and transport.
8.0	Safety in the Service User's home.
9.0	Equipment.
10.0	Food safety.
11.0	Control of Infection.
12.0	Moving and Handling.
13.0	COSHH – Control of Substances Hazardous to Health.
14.0	Visually checking electrical appliances.
15.0	Equipment.
16.0	Violence and aggression.
17.0	Emergency provision.
18.0	Recording.
4.0 Referenced Documents	
DC-001	Accident / Incident / Near Miss Report Form.
DC-009	Communication Record Sheet.
DC-015	COSHH Regulations.
DC-046	RIDDOR Notification Form F2508.
DC-047	Risk Assessment Form - Moving and Handling.
DC-048	Risk Assessment Form - Service User's Property.
DC-054	Person Centred Care Plan: Safety Hazard Checklist.
DC-SUOF	Service User's Office File.
QP-07	Health and Safety Policy.
QP-20	First Aid Policy.
QP-23	Lone Working Policy.
QP-26	Environmental Policy.
MA-03	Infection Control Procedure.
MA-16	Care Quality Commission Statutory Notifications.
SD-11	Management of Aggressive Behaviour.
PCT-05	Domestic Tasks.
5.0 Responsibilities	
	Management and all Home Care Staff.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 1 of 7
Issue Date:	Authorised by:	

6.0 GENERAL RESPONSIBILITIES

- 6.1 Home Care Services are designed to meet Service Users' needs and should always ensure the Health and Safety of both the Service User and staff members involved. This requires staff to behave in a professional manner at all times and ensure that the Service User is kept informed of matters which may affect them.
- 6.2 The Home Care Manager should ensure that Service Users have been provided with information relating to Health and Safety matters and to the services to be provided into their home. This should include:
- A copy of the Health and Safety Policy, QP-07.
 - Details of the Public Liability insurance cover.
 - A copy of the risk assessment carried out in the Service Users home that forms part of the Person Centred Care Plan DC-054.
- 6.3 Where any Health and Safety matter is identified which may prejudice safe working, staff are required to notify their line Manager at the earliest opportunity.
- 6.4 The Manager should assess any risks that involve individual staff working alone either in the office setting or out in the community. This assessment should follow the Lone Working Policy, QP-23.
- 6.5 The Home Care Manager is required to ensure that before any Member of Staff undertakes any duties in a Service User's home, they have received suitable and effective training with which to carry out their duties. This should include awareness by staff in relation to their own safety and well-being. Staff should receive instruction on first aid in accordance with the Agency's First Aid Policy, QP-20.
- 6.6 Each Member of Staff has a responsibility to:
- Act in a professional and responsible manner at all times.
 - Follow Health and Safety Policies and Procedures, which form part of the Quality Management System in use.
 - Report problems, concerns and Health and Safety issues promptly to their line Manager.
 - Ask for guidance when unsure about Health and Safety issues.
- 6.7 Home Care Managers are responsible for ensuring:
- All staff are suitably trained to carry out their duties effectively.
 - All staff are aware of Health and Safety Regulations concerning their work.
 - Each Service User has been assessed to ascertain their care needs and service requirement. This should include re-assessment where changes in physical or mental health have affected the care programme, its delivery or effectiveness.
 - The Service User's home is safe as possible.
 - Ensuring that staff follow Health and Safety Policies and Procedures.
 - Report issues which they cannot resolve to their Line Manager.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 2 of 7
Issue Date:	Authorised by:	

6.8 The manager and all staff are responsible for adhering to the requirements of the Environmental Policy, QP-26.

6.9 The manager should be aware of the requirement to report to the Care Quality Commission any event which is covered by Regulations 16, 17 and 18 of the Care Quality Commission (Registration) Regulations 2009. Information regarding these notifications can be found in the CQC Statutory Notifications procedure, MA-16.

7.0 TRAVEL AND TRANSPORT

7.1 Working in the community may require Home Care Staff to travel at unsociable times, in the dark, in poor weather and alone. Where this is the case staff should: Ensure that someone knows the staff members proposed movements and route. If this changes they should advise the Home Care Manager.

- Arrange to report their location at regular intervals.
- Be prepared for delays from cancellations of public transport.
- Dress sensibly for the weather conditions and any changes forecast.
- When travelling by car, keep the doors and boot locked with valuables locked in the boot or out of sight.
- When walking from car to house, look confident and avoid eye contact with strangers.
- Carry a personal attack alarm.
- Do not enter premises if you have any doubts about your own personal safety.
- Keep a change of warm dry clothes in the boot, just in case you get wet.

8.0 SAFETY IN SERVICE USER'S HOME

8.1 Before providing any Home Care Service into a Service User's home, the Home Care Co-ordinator must ensure that a comprehensive assessment of risks has been carried out by using the Assessment Pack containing:

- Risk Assessment Form - Service User's Property, DC-048.
- Risk Assessment Form - Moving and Handling, DC-047.
- Safety Hazard Checklist, contained in the Person Centred Care Plan, DC-054.

Risks in relation to the Service User in their own home should be included as part of the Person Centred Care Plan, DC-054. This should be read before providing any care to the Service User

8.2 Where staff are aware of, or identify a risk, which has previously not been identified, they should take steps to minimise the immediate risk and then inform the Home Care Co-ordinator without delay. This may include risks from:

- Pets.
- Leaking or damaged roofs / pipes.
- Poor maintenance.
- Damaged or broken appliances.
- Access – Staircases and floors cluttered or poorly lit.
- Fire – smoking without proper use of ashtrays.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 3 of 7
Issue Date:	Authorised by:	

- Cleanliness – does the home give the impression of being clean?

8.3 On each visit, staff should carry out a visual check upon entering the premises to satisfy themselves that there are no obvious signs of danger and harm, or that they are satisfied that the services can be carried out without undue risk. Where a Member of Staff feels that conditions exist which render the workplace unsafe, they should inform the Home Care Co-ordinator without delay.

8.4 The Home Care Co-ordinator will contact the purchaser of the services and make suitable safe arrangements for service delivery to meet the needs of the Service Users.

9.0 EQUIPMENT

9.1 Where equipment is provided for use in the Service Users home, staff must ensure that it continues to meet the needs of Service Users and remains fit purpose.

9.2 If Service Users use equipment, staff must ensure that they have received a clear explanation and experience in the use of the equipment before the Service User is required to use it.

9.3 Staff must make regular checks of equipment and make a record of the date of the check in the Communication Record Sheet, DC-009. Where staff find any fault with any equipment, the Service Users should be informed not to use it and the matter should be referred the Home Care Co-ordinator immediately

10.0 FOOD SAFETY

10.1 All Home Care Staff who may be required to handle, prepare or serve food as part of their daily duties are required to undertake suitable training in basic food hygiene.

10.2 This training should result in an examination and award of a recognised qualification such as “The Food Handlers Food Hygiene Certificate”, or “Basic Food Hygiene”. The Home Care Manager should ensure that all staff who hold a recognised food hygiene certificate attend a recognised training course to update their skills at least once every 3 years.

10.3 Staff should be encouraged to clean kitchen surfaces and utensils to be used prior to commencement of their duties in the home see procedure Domestic Tasks, PCT-05.

10.4 The following matters should be considered in relation to food safety in the Service User's home:

- Cleanliness – sufficient and suitable cleaning materials available.
- Repairs – Walls and floors should be in a good state of repair.
- Equipment – cookers are in good order.
- Fridges / Freezers – clean inside and out and keeping appropriate temperature.
- Refuse Bins – Lid fitted and waste bag used. No signs of pest intrusion.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 4 of 7
Issue Date:	Authorised by:	

- Foodstuffs – Check “best before” dates and that nothing is contaminated or rotting.
- Food related illness – Any symptoms such as diarrhoea or vomiting should be notified to the Home Care Co-ordinator immediately with no return to food preparation until cleared by GP or Home Care Manager.

11.0 CONTROL OF INFECTION

- 11.1 Staff should be aware that Service User's represent a high risk in relation to the spread of infection due to the range and severity of the health conditions they present.
- 11.2 All staff should be aware of the correct techniques of hand washing and general principles of how to prevent the spread of infection.
- 11.3 This is shown in more detail in the procedure Infection Control, MA-03.
- 11.4 Any risks that have been identified by staff should be included in the Person Centred Care Plan, DC-054.

12.0 MOVING AND HANDLING

- 12.1 No Member of Staff should engage in any form of moving and handling or lifting of loads and objects without carrying out a suitable risk assessment.
- 12.2 No Member of Staff should engage in moving or attempting to move a Service User without:
- Referring to the Person Centred Care Plan, DC-054, for the Moving and Handling Risk Assessment guidance notes and the Moving and Handling Risk Assessment.
 - Having received correct training in the techniques required for the care of the Service User.
 - Having ascertained that the workplace is free from obstruction or danger
- 12.3 All staff should be suitably trained to operate any hoists or other mechanical aids in the Service User's home. Follow the manufacturer's instructions, which must be kept in the Service User's home.
- 12.4 The maintenance record must be up to date and should be checked prior to use.

13.0 COSHH – CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

- 13.1 Where Home Care Staff are required to use cleaning materials belonging to the Service User, they should ensure that they are satisfied that they can be used safely for the purpose stated.
- 13.2 Staff should ensure that all materials are stored in accordance with the manufacturer's instructions and COSHH Regulations, DC-015, after use.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 5 of 7
Issue Date:	Authorised by:	

13.3 Where any doubt as to the safety or use of any substance is concerned, the Member of Staff should contact the Home Care Co-ordinator.

14.0 VISUALLY CHECKING ELECTRICAL APPLIANCES

14.1 All staff should take care when using any electrical appliance. Be alert to dangers from cracked plugs and light switches.

14.2 If it is necessary to use electrical equipment which belongs to the Service User, it should be visually checked prior to use. Particular attention should be paid to the trailing cable or flex and a suitable protective current device (RCD) should be used.

14.3 Where an electrical fault is discovered, the equipment should not be used and the Home Care Co-ordinator informed. (See Household Safety Hazard Checklist within the Person Centred Care Plan, DC-054).

15.0 EQUIPMENT

15.1 Any equipment to be used such as manual handling aids, frames, cookers etc. should be visually examined for condition and suitability.

15.2 Home Care Staff should only use equipment if they understand the correct mode of use and are authorised to do so by the Home Care Co-ordinator.

16.0 VIOLENCE AND AGGRESSION

16.1 Home Care Staff should receive training in recognising signs of aggression and dealing with violent outbursts. See Management of Aggressive Behaviour, SD-11.

16.2 All staff should report any such incident without delay. Details should be entered into the Person Centred Care Plan, DC-054, where possible although in serious cases this may not be possible due to staff leaving the Service User's home.

17.0 EMERGENCY PROVISION

17.1 Home Care Staff should have received some form of first aid training prior to commencing work in Service User's homes.

17.2 Where an accident occurs, staff should deal with only very minor injuries. In all other cases either the Service Users own GP or an ambulance should be summoned and the matter referred to the Home Care Co-ordinator.

17.3 Following an accident staff should ensure that an Accident / Incident Near Miss Report Form, DC-001 has been completed.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 6 of 7
Issue Date:	Authorised by:	

- 17.4 The Home Care Co-ordinator should then check whether the accident is reportable under the RIDDOR Regulations 1985 and if so, should arrange an investigation to ascertain the circumstances surrounding the accident to be established and for the completion of RIDDOR Notification Form F2508, DC-046.
- 17.5 The Home Care Co-ordinator should arrange for follow up monitoring of all accidents to ensure that any lessons that can be learned have been actioned and to ensure that the welfare of the victim is being maintained and that a review of Person Centred Care Plan, DC-054, has taken place if necessary.

18.0 RECORDING

- 18.1 Home Care Staff must record any concerns about Health and Safety on the Communications Record Sheet, DC-009. A copy of all Accident / Incident Near Miss Report Forms, DC-001, must be retained on the Service User's Office File, DC-SUOF.

NB It is not possible to cover all Health and Safety Legislative requirements in this procedure. It would take a manual on its own. The Owner / Manager should consult with a Health and Safety expert or the Care Quality Commission to ensure that you have all the required documentation.

Procedure No: MA-01		Manual Section No: 1
Issue No: 1	Revision No: 6	Page 7 of 7
Issue Date:	Authorised by:	