



HWCBS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH



Review Sheet

Last Reviewed
04 Oct '19Last Amended
04 Oct '19Next Planned Review in 12 months, or sooner
as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

Policy reviewed with no significant changes and references checked and updated.

Relevant legislation:

- | The Care Act 2014
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | The Electricity at Work Regulations 1989
- | The Food Safety and Hygiene (England) Regulations 2013
- | Health and Safety at Work etc. Act 1974
- | The Health and Safety (First Aid) Regulations 1981
- | Management of Health and Safety at Work Regulations 1999
- | The Manual Handling Operations Regulations 1992
- | The Regulatory Reform (Fire Safety) Order 2005
- | The Workplace (Health, Safety and Welfare) Regulations 1992
- | The Health and Safety (Miscellaneous Amendments) Regulations 2002
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Underpinning knowledge - What have we used to ensure that the policy is current:

Author: HSE, (2014), *Health and Safety in Care Homes (HSG220)*. [Online] Available from: <http://www.hse.gov.uk/pubns/books/hsg220.htm> [Accessed: 4/10/2019]

Author: HSE, (2019), *Workplace Health and Safety Standards*. [Online] Available from: <http://www.hse.gov.uk/healthservices/hswpg.htm> [Accessed: 4/10/2019]

Author: HSE, (2019), *Who regulates health and social care*. [Online] Available from: <http://www.hse.gov.uk/healthservices/arrangements.htm> [Accessed: 4/10/2019]

Suggested action:

- | Encourage sharing the policy through the use of the QCS App
- | Share 'Key Facts' with all staff

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**1. Purpose**

1.1 To set out the approach adopted by HWCGRS Care (T/A Segal Gardens) to fulfilling the requirements of legislation on health and safety.

1.2 To support HWCGRS Care (T/A Segal Gardens) in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?

1.3 To meet the legal requirements of the regulated activities that HWCGRS Care (T/A Segal Gardens) is registered to provide:

- | The Care Act 2014
- | Civil Contingencies Act 2004
- | Control of Substances Hazardous to Health Regulations 2002
- | The Electricity at Work Regulations 1989
- | The Food Safety and Hygiene (England) Regulations 2013
- | Health and Safety at Work etc. Act 1974
- | The Health and Safety (First Aid) Regulations 1981
- | Management of Health and Safety at Work Regulations 1999
- | The Manual Handling Operations Regulations 1992
- | The Regulatory Reform (Fire Safety) Order 2005
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- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

**2. Scope**

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Service Users may be affected by this policy:

- | Service Users

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS

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**3. Objectives**

3.1 To ensure that HWCGS Care (T/A Segal Gardens) has a written statement of general policy with respect to the Health and Safety at Work etc. Act 1974.

3.2 This policy and procedure should be read alongside all of the health and safety policies, procedures and supporting documentation at HWCGS Care (T/A Segal Gardens).

**4. Policy**

4.1 HWCGS Care (T/A Segal Gardens) recognises that it has 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 particular activities of HWCGS Care (T/A Segal Gardens).

4.2 Statement of Intent

HWCGS Care (T/A Segal Gardens) acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. HWCGS Care (T/A Segal Gardens) considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality care and a safe working environment for our staff and those whose work on our behalf.

HWCGS Care (T/A Segal Gardens) will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy and Procedure, HWCGS Care (T/A Segal Gardens) is committed to the following objectives:

- | To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff, Service Users, contractors and others who work on our behalf
- | Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- | The provision and maintenance of equipment and systems of work that are safe
- | Arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances are in place
- | Providing information, instructions, training and supervision as is necessary to ensure the health and safety at work of its employees and other persons
- | Health and safety policy, standards and management systems (including procedures and work instructions) will be defined, documented, implemented and maintained
- | Creating for staff, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised or mitigated through good management practices, effective human resources policies and staff development
- | Ensuring, as far as reasonably practicable, that risks associated with travel by staff for HWCGS Care (T/A Segal Gardens) are appropriately managed
- | Making sure that all staff are aware of their health and safety responsibilities and know what is expected of them and what they must do to discharge the responsibilities assigned to them
- | Providing access for staff to appropriate training and development to enable them to discharge competently the responsibilities assigned to them
- | Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Service Users and commissioners in implementing the Health and Safety Policy
- | To have in place arrangements to plan, implement, monitor and review measures to address risks arising from the activities of HWCGS Care (T/A Segal Gardens)
- | To strive to continuously improve the health and safety performance of HWCGS Care (T/A Segal Gardens)
- | Appointing a competent person to support HWCGS Care (T/A Segal Gardens) in meeting its statutory duties

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4.3 HWCGS Care (T/A Segal Gardens) will review health and safety systems and procedures at least annually to ensure that they reflect the legal responsibilities associated with applicable:

- | HSE laws, regulations, approvals, licences and other legal requirements
- | International, national and regional standards
- | Industry codes and best practice
- | Contractual requirements
- | Expectations of regulators and other key stakeholders

Systems and procedures will be made available to those working for and on behalf of HWCGS Care (T/A Segal Gardens) so that they are aware of their individual health and safety obligations.

A health and safety management structure will be implemented to support the delivery of health and safety policies, systems, objectives and targets, to review health and safety performance and respond to health and safety incidents.

4.4 HWCGS Care is charged with implementing this policy by the use of a suitable safety management system.

HWCGS Care will seek and expect the full co-operation and support of the whole of HWCGS Care (T/A Segal Gardens) to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively.

Mr Damian Cummings Gillian Gilmore will have day-to-day responsibility for ensuring compliance with this policy.

The Health and Safety Policy 'Statement of Intent' at HWCGS Care (T/A Segal Gardens) will be ratified and signed by HWCGS Care. This signifies the commitment of HWCGS Care (T/A Segal Gardens) to ensuring that the successful management of health and safety is of paramount importance within HWCGS Care (T/A Segal Gardens).

A copy of the Health and Safety Policy 'Statement of Intent' will be displayed within the reception area at HWCGS Care (T/A Segal Gardens).

4.5 Health and Safety Responsibilities in HWCGS Care (T/A Segal Gardens)**Executive**

- | HWCGS Care is responsible for safety in HWCGS Care (T/A Segal Gardens) and will monitor the Health and Safety Policy on a regular basis
- | HWCGS Care 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

4.6 Safety Officer

The Safety Officer is Damian Cummings, Gillian Gilmore and Dave Hughes., unless indicated otherwise by a notice on the main staff noticeboard of HWCGS Care (T/A Segal Gardens). The responsibilities of Damian Cummings, Gillian Gilmore and Dave Hughes. are to:

- | Maintain safety records
- | Ensure that staff and Service User risk assessments are in place, proportionate and up to date
- | Investigate accidents, incidents and near misses
- | Provide accident, incident and near miss statistics
- | Keep a watching brief on changing safety legislation
- | Report directly to HWCGS Care (T/A Segal Gardens)
- | Conduct full investigations of accidents with a view to the prevention of future occurrences
- | Ensure that the obligations of HWCGS Care (T/A Segal Gardens) with respect to assessment, control and monitoring of hazardous substances are met
- | Ensure that the recording of accidents is in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by ensuring that the Accident and Incident Reporting Policy and Procedure is followed and that all accidents are recorded, using the form attached to that policy
- | Ensure that the reporting of all accidents that meet RIDDOR reporting requirements is achieved in a timely manner

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- | Ensure that St Helens is informed of any accidents or incidents involving Service Users that meet their local reporting requirements
- | Ensure that the QQC is notified in line with statutory reporting requirements

4.7 Team Manager (where this differs from the Registered Manager)

Where there are no designated team managers, Mr Damian Cummings Gillian Gilmore fulfils this role. Team managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

A team 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 firefighting equipment
- | Ensure that all staff are aware of the Health and Safety Policy and Procedure, have access to the QCS Online system and are aware of the QCS Mobile App
- | Keep up to date with health and safety matters applicable to the operations of HWCGS Care (T/A Segal Gardens)
- | Investigate all accidents with the assistance of Mr Damian Cummings Gillian Gilmore, with a view to the prevention of further occurrences
- | Ensure that good housekeeping standards are applied
- | Periodically review 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

4.8 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 Team Manager or Mr Damian Cummings Gillian Gilmore.

Particular regard will be paid to:

- | Equipment and its usage to ensure that it is safe and does not endanger health
- | The provision of safety arrangements for the handling, storage and movement of materials, equipment and substances
- | Supplying sufficient information, instructions, training and supervision so as to enable staff 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
- | Ensuring that staff and visitors are aware of emergency procedures, and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practised

4.9 Staff

Employees have a duty under the Health and Safety at Work etc Act 1974 to comply with the following:

- | To do everything they can to prevent injury to themselves, fellow staff and others affected by their actions or omissions at work
- | 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
- | To inform their line manager of any work situation where there is a serious and/or immediate danger to staff and to identify any shortcomings in the health and safety arrangements for protecting staff and others
- | Any member of staff who is faced with a conflict between the demands of safety and their job should raise the matter immediately with their supervisor
- | To check that work areas and equipment are safe prior to use, and use any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any

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defective equipment which may cause an incident

- | Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities
- | Ensure that they understand the system at HWCGS Care (T/A Segal Gardens) for reporting incidents, accidents and other health and safety risks, and that they use these systems when necessary and to ensure that they read, understand and follow all appropriate health and safety policies, procedures and other documentation at HWCGS Care (T/A Segal Gardens), and attend scheduled training sessions

4.10 Health and Safety Poster

HWCGS Care (T/A Segal Gardens) will display a Health and Safety Poster and ensure it is kept up to date. Damian Cummings, Gillian Gilmore and Dave Hughes., as the Health and Safety Officer, will have their name clearly displayed.

4.11 First Aid

HWCGS Care (T/A Segal Gardens) will appoint a member of staff who will have responsibility for first aid. They will be trained in first aid to meet the requirements of HWCGS Care (T/A Segal Gardens). We will ensure that a first aid kit is available and checked on a regular basis as agreed by HWCGS Care (T/A Segal Gardens).

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**5. Procedure****5.1 Risk and Hazard Management**

- | Risk assessments will be carried out in order to evaluate and adequately control hazards, to ensure the health, safety and welfare of staff, and others who may be affected by the work activities of HWCGS Care (T/A Segal Gardens)
- | Risk assessments will be recorded on the appropriate document in accordance with the Risk Assessment Policy and Procedure at HWCGS Care (T/A Segal Gardens)
- | Arrangements will be made for putting into practice the preventative and protective measures that follow on from the risk assessment
- | Risk assessments will be regularly monitored and reviewed to ensure that they remain 'live' documents. They will be updated in accordance with legislative and contractual requirements, standards, codes of practice etc.
- | The outcomes of risk assessments will be readily available and communicated to staff. Staff will receive instructions and/or training associated with the level of risk identified and the control measures taken to prevent or control risks
- | Service Users will be involved in the development of risk assessments and HWCGS Care (T/A Segal Gardens) will seek their feedback and act on any concerns

5.2 Accident and Incident Reporting

- | In the event of an accident/incident, staff will ensure that a detailed entry of the event is recorded on an accident form and will notify their line manager who will subsequently determine, in conjunction with the Health and Safety Committee at HWCGS Care (T/A Segal Gardens) where appropriate, if notification is required under [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)
- | Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work or additional control measures are necessary. This must be written down and the conclusions clearly defined and acted upon
- | As a learning organisation, HWCGS Care (T/A Segal Gardens) will use the information to prevent reoccurrences, where reasonably practicable

5.3 Monitoring Compliance and Effectiveness

Line managers will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to Mr Damian Cummings Gillian Gilmore for review.

The policy document itself will be reviewed by Mr Damian Cummings Gillian Gilmore and HWCGS Care on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at HWCGS Care (T/A Segal Gardens). This review may include:

- | Audit
- | Risk assessment
- | Systematic inspections
- | Incident and accident statistics
- | Sickness and ill health statistics
- | Risk registers

Items identified as requiring significant amendment will be referred for authorisation before being actioned to HWCGS Care who is responsible for health and safety on behalf of HWCGS Care (T/A Segal Gardens).

5.4 Health and Safety Policies and Procedures

HWCGS Care (T/A Segal Gardens) will ensure that staff have access to the Health and Safety Policies at HWCGS Care (T/A Segal Gardens) via the QCS system and are aware of the QCS mobile app as a way of accessing policies and procedures. These policies will be reviewed by Mr Damian Cummings Gillian Gilmore to ensure that they dovetail with both the procedures at HWCGS Care (T/A Segal Gardens) and



any local or contractual procedures.



6. Definitions

6.1 Risk Assessment

- | A risk assessment identifies all significant risks associated with a company's operations through assessing the likelihood and probability that harm may occur and how this will be managed to keep individuals free from harm

6.2 Safe System of Work

- | This is a safe method of carrying out a task, a bit like a step by step guidance to safe working practices. Not all tasks can eliminate harm completely. However, by having a safe system of work in place, the likelihood of harm is greatly reduced through various control measures

6.3 As Far as Reasonably Practicable

- | This refers to the degree of risk in a particular activity or environment which can be balanced against the time, trouble, cost and physical difficulty of taking measures to avoid the risk

6.4 Competent Person

- | A competent person is someone who has sufficient skills, knowledge and experience to complete the task

6.5 Hazard

- | A hazard is anything that may cause harm, e.g. chemicals, electricity, working from ladders, noise etc.



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Managers need to be aware of their roles and responsibilities as regards the effective use of health and safety management systems and the impact that this has on staff and Service Users
- | Managers can find an overview of different safety systems across the health and social care sector in relation to their organisations and the measures it puts in place to manage this
- | Managers to ensure that staff have access to this document and training in the key areas which relate to their roles so that they can effectively implement this procedure through their work to ensure effective safe service delivery



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | You and your family have a right to be cared for by HWCGS Care (T/A Segal Gardens) who has policies in place to support you



Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- 1 Having a robust health and safety management system in place brings focus to service provision. It provides structure and effective service delivery
- 1 Having an open line of communication between management and staff enables information to flow and the continual improvement of management systems which are fit for purpose. This system should be seen as a live document to ensure that it adapts to changing circumstances enabling it to be current and meaningful
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Health and Safety Policy Statement of Intent - HR01	When there are more than 5 employees.	QCS
Health and Safety Policy Review and Approval Form - HR01	When written confirmation is required that the Health and Safety Policy has been read and understood.	QCS

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HWCGS Care (T/A Segal Gardens) as an employer, is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities and we will take steps to ensure that our statutory duties are met at all times. HWCGS Care expects all staff, visitors, contractors and other employers who work at HWCGS Care (T/A Segal Gardens) to share this commitment by complying with the policies and procedures at HWCGS Care (T/A Segal Gardens) and to understand that they too have legal and moral obligations to themselves and to one another.

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- 1 To strive to improve continuously the health and safety performance of HWCGS Care (T/A Segal Gardens)
- 1 Appointing a competent person to support HWCGS Care (T/A Segal Gardens) to meet our statutory duties

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HWCGS Care (T/A Segal Gardens) will undertake to continually review and develop our safety management systems, with the overarching aim of conducting our activities in a manner that does not affect the health and safety of any staff, contractors, visitors or members of the public.

The other members of HWCGS Care (T/A Segal Gardens) and I are committed to this policy and to the implementation and maintenance of the highest standards of health, safety and welfare within HWCGS Care (T/A Segal Gardens). We expect every member of HWCGS Care (T/A Segal Gardens) to share this commitment and to work together to achieve it.

Signature of Accountable Officer/HWCGS Care

Printed Name:

Date:

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Health and Safety Policy Reviewed and Approved**Signature (Registered Provider):****Date:****Health and Safety Policy Received and Noted****Signature:****Name & Role:****Date:**