

# Health And Safety Policy

**Date of Review:** November 2018

**Date of Next Review:** November 2019

**Chief Executive Officer's Signature:** .....  .....

# ACCURO (CARE SERVICES)

## Health And Safety Policy

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### HEALTH AND SAFETY POLICY

#### The Health & Safety Executive (HSE)

Accuro (Care Services) recognises the Health & Safety Executive (HSE) as the independent body providing health and safety information and instruction to employers. The Health and Safety at Work Act 1974 places a statutory duty on employers to ensure, so far as reasonably practicable, the health, safety and welfare of all its staff and other people who may be affected by its activities, e.g. service users, visitors or contractors. The HSE requires employers to display a Health and Safety Law poster at its premises. The Health and Safety Law poster is displayed at our Tocher House site located at Start Hill, Near Bishop's Stortford, Essex, CM22 7TA.

#### 1. Statement Of General Policy

In pursuance of Section 2 (3) of the Health and Safety at Work Act 1974, this policy together with any appendices, is intended to assist management and staff with the effective implementation of Health and Safety in their operations of work.

Accuro (Care Services) is committed to the ongoing process of providing a working environment that will ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees, and for the health and safety of persons, other than its employees, who may be affected by any work undertaken on behalf of Accuro (Care Services). This will include volunteers, service users, contractors, visitors and members of the public.

In maintaining its stated commitment, Accuro (Care Services) will actively work towards the development of a health and safety culture within the organisation by:

- ensuring that staff are able to contact the Health and Safety Officer
- seeking the co-operation and involvement of all levels of the workforce
- ensuring that any equipment used in Accuro (Care Services) premises is safe and appropriately maintained
- conducting risk assessments of its services and activities to identify and manage any hazards, prevent incidents and accidents injurious to health.
- effective implementation of this policy
- ensuring any incidents or near incidents are recorded, investigated and reported to the Trustees and if appropriate to the Health & Safety Executive
- ensuring that adequate resources are made available to meet our obligations
- providing suitable and sufficient health and safety related training
- developing strategies to deal with any identified work-related health risks

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- The Chair of the Board of Trustees will ensure that health and safety is a regular agenda item at all Board of Trustee Meetings, and that either the Chief Executive or the Health and Safety Officer provides an update at these meetings in relation to the status of health and safety training for staff, any near-misses, accidents or reportable occurrences. Failure by any Accuro (Care Services) employees or volunteers to comply with the terms of this safety policy will be regarded as a breach of safety procedures and could result in disciplinary action being taken by Accuro (Care Services).

Full support of the aims and principles of this policy, and its appendices, is given by the Governing Board of Trustees who will be kept fully apprised of all current health and safety issues.

## **2. Organisational Arrangements And Responsibilities**

### **2.1 Chief Executive Officer**

Ultimate responsibility for Health and Safety at work with Accuro (Care Services) rests with the Board of Trustees of Accuro (Care Services), whilst the day to day responsibility rests with the Chief Executive Officer.

The Chief Executive Officer in conjunction with the Office Co-ordinator will arrange regular reviews and updating of safety procedures covering the areas of work Accuro (Care Services) undertakes.

The Office Co-ordinator has the role of the Health and Safety Officer. They are responsible for putting into place arrangements whereby he/she, as the Health and Safety Officer, is notified as quickly as possible, of any major accidents and/or dangerous occurrences that may occur.

The Health and Safety Officer will carry out routine inspections of the head office in order to identify hazards and ensure that work under their control is being undertaken in a safe manner.

### **2.2 Staff And Volunteers**

All staff and volunteers have a duty to take reasonable care for their own health and safety whilst at work and they must also consider the health and safety of others who might be affected by what they do or fail to do.

All accidents and/or dangerous occurrences that occur will be recorded and reported to the Health and Safety Officer. Appropriate investigations will be carried out in order to establish the cause and to prevent re-occurrence.

Staff are expected to positively support any such investigations. Staff will be an integral part of the internal communications for the training, instruction and

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dissemination of information to employees and volunteers in matters associated with health and safety.

### 2.3 General Premises Arrangements

Accuro (Care Services) will ensure the premises it uses for its services, activities and general business are kept clean, hygienic and safe.

In the case of premises which Accuro (Care Services) regularly hires for its services and activities, it will put in place an agreement with the premises owner which shows that arrangements are in place for the following:

- access to the building
- ensuring security of staff, service users and equipment
- adequate heating, lighting (inside and outside, as appropriate) and ventilation
- access to clean drinking water
- toilet
- managing cleaning and hygiene
- waste disposal (including clinical waste).

## 3. Safety Procedures

### 3.1 Fire & Evacuation Procedures

Accuro (Care Services) operates a range of services from several different locations.

Scheme Co-ordinators at each location will be expected to produce, test and review fire evacuation instructions for each location and provide a copy of such instructions to the Health and Safety Officer. A written log of all evacuations and fire drills is required. In cases where Accuro (Care Services) hires premises to run a project for people with a learning disability, the responsibilities of the owner of the premises to maintain fire safety equipment will also be made clear within the premises hire agreement.

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

The company does not require persons to attempt to extinguish a fire, but extinguishing action may be taken if it is safe to do so. Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

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Employees are encouraged to report any concerns regarding fire procedures, so the organisation can investigate and take remedial action if necessary.

All visitors should be escorted to the assembly point by their host. It is important that they do not leave the area before notifying the senior person present.

The senior person present will meet and liaise with the emergency services and any other interested parties, giving them pertinent information related to the emergency, such as location and details of emergency, location and presence of hazardous and flammable materials and head count statistics.

All staff should ensure that they are aware of the emergency exit routes from any rooms in which they work at Accuro (Care Services) head office, currently Tocher House. These are as follows:

### **Downstairs**

- From Reception use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park
- From Training Room 1 use the Fire Exit at the rear of the room by the patio area and walk around the back of the building to the assembly point at the west end of the car park
- From Syndicate Room 1/Asset Storage Room use the Fire Exit in the Syndicate Room, enter Training Room 1 and walk around the back of the building to the assembly point at the west end of the car park
- From the Conference/Dining Room use the nearest Fire Exit – either to the front entrance and walk to the assembly point at the west end of the car park or to the Kitchen, and exit the side of the building and walk to the assembly point at the west end of the car park
- From the Kitchen use the Fire Exit and walk to the assembly point at the west end of the car park
- From the General Storage Rooms use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park
- From the toilet use the Fire Exit to the front entrance and to the assembly point at the west end of the car park

### **Upstairs**

- From the toilets walk down the stairs and use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park

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- From the Office walk down the stairs and use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park
- From Syndicate Room 2 walk down the stairs and use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park
- From Syndicate Room 3 walk down the stairs and use the Fire Exit to the front entrance and walk to the assembly point at the west end of the car park
- From Training Room 2 use the Fire Exit at the rear of the room and walk down the outside staircase, around the side of the building and to the assembly point at the west end of the car park

Please make sure you tick yourself in/out **as soon** as you enter/leave the building **every day** – the name sheet is kept in Reception at Tocher House. The Fire Alarm will be tested weekly at 9.30 am every Friday morning.

The Fire Warden at Accuro (Care Services) head office is Maria Fuller.

### 3.2 Control Of Substances Hazardous to Health (COSHH)

In accordance with the 1992 COSHH Regulations (Control of Substances Hazardous to Health), Accuro (Care Services) recognises its duty to conduct risk assessments related to hazardous substances, e.g. cleaning chemicals.

Following a COSHH risk assessment, the following action will be taken:

- in the first instance, action is taken to remove the need for the hazardous substance
- if this is not possible, action is taken to find a replacement for the hazardous substance, with a substance which does not have any hazardous properties
- if this is not possible, a further risk assessment of the hazardous substance will show instructions for safe use and storage, and any personal protective equipment (PPE) required (e.g. safety spectacles, gloves) which the charity will provide.

### 3.3 Safe Use Of Equipment & Portable Appliance Testing (PAT)

Accuro (Care Services) will maintain an inventory of all items and equipment (over £100) owned by the charity in relation to its services and activities, for insurance purposes, showing their approximate value.

All staff must comply with all relevant instructions on the use of any items or equipment in relation to any of Accuro (Care Services) services and activities.

The Chief Executive officer will ensure that all portable electrical items used



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during its services and activities undergo Portable Appliance Testing (PAT). Accuro (Care Services) will maintain records to show PAT has been carried out for electrical items owned by the charity. In the case of electrical items not owned by the charity, an agreement with the owner of the items will be established to ensure PAT is carried out.

Staff should report any problems found with items or equipment to the relevant person, e.g. their line manager or Health and Safety Officer.

### 3.4 Lone Working

The company will ensure, so far as is reasonably practicable, that employees and self-employed contractors who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Employees will be given all necessary information, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone.

Employees will be required to follow safe working procedures including:

- when working alone, e.g. in an isolated area of a building with all doors closed, ensure that someone is aware of your presence
- check that work being done has been subject to risk assessment and check the assessment yourself – some work may have been identified as requiring the assistance of a second person
- if possible and arranged beforehand, keep in regular contact with someone else, e.g. use a mobile phone to call into the office every couple of hours indicating your movements
- do not put yourself at risk; if you do not feel safe discuss the situation with your immediate manager.

### 3.5 Display Screen Equipment

All reasonable steps will be taken by the company to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the company will carry out an assessment of each user's workstation and implement necessary measures to remedy any risks found as a result of the assessment.

The company will arrange for the provision of free eye tests when requested and at regular intervals thereafter or where a visual problem is experienced, at no cost to the employee.

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Employees working with display screen equipment (DSE) should comply with the instructions and training given regarding safe workstation set-up and use, including the need for regular changes of activity or breaks and the use of the equipment provided.

Employees should inform their Manager of any disability or health condition which may affect their ability to work using DSE or be affected by working with DSE. In addition, they should also report to their Manager any discomfort or health concern believed to be associated with the use of DSE. Any health information will be treated confidentially.

### 3.6 Infection Control

For some work activities, staff/volunteers may be at risk of infection or of spreading infection. The company aims to prevent the spread of infection through work-based activities by adopting suitable control measures.

Employees/volunteers must:

- follow any procedures set out and good hygiene practices
- wear personal protective equipment (PPE) as directed.

It is important to remember that infection can also be passed onto people from staff. Staff/volunteers should notify their Manager if they develop any infectious disease that may affect work or people around them, for example:

- skin infections or exposed areas of infestation
- severe respiratory infection (e.g. pneumonia, TB)
- severe diarrhoea
- jaundice
- hepatitis
- chicken pox, measles, mumps, rubella
- HIV.

Managers will need to discuss with the individual suitable controls. In some cases, employees may need to be referred to an Occupational Physician or their GP for advice.

Staff/volunteers should also report any illness or disease which has been contracted through work. In some circumstances if a staff member contracts a disease whilst at work, this is reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations). Certain diseases including Leptospirosis, Hepatitis, TB, and Tetanus are specifically required to be reported.

Confidentiality will always be maintained in relation to an employee/volunteer who is known to have any infectious disease. No health information will be



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disclosed without the written consent of the employee/volunteer concerned and any breach of such confidentiality, either inside or outside the organisation, will be regarded as a disciplinary offence and may result in disciplinary action.

### 3.7 Manual Handling

To prevent injuries and long-term ill-health from manual handling the company will ensure that operations which involve manual handling are eliminated, so far as is reasonably practicable. Where it is not practical the company will carry out an assessment to determine what control measures are required to reduce the risk to an acceptable level. In considering the most appropriate controls, an ergonomic approach to designing the manual handling operation will optimise the health, safety and productivity associated with the task.

Adequate information and training will be provided to persons carrying out manual handling activities including details of the approximate weights of loads to be handled and objects with an uneven weight distribution

No employee will be required to lift any item that they do not feel confident of doing without risking personal injury.

Employees who have a medical condition that may prevent them undertaking a task should notify their Manager beforehand. Should you become injured whilst handling anything then this must be reported to your Manager, so it can be suitably investigated.

### 3.8 Personal Protective Equipment

The company provides personal protective equipment (PPE) when the risk presented by a work activity cannot be eliminated or adequately controlled by other means. When it is provided, it is because health and safety hazards have been identified that require the use of PPE and it is therefore necessary to use it to reduce risks to a minimum.

Employees provided with PPE must:

- wear the PPE as instructed or where indicated by signage
- maintain it in good condition
- ensure the PPE fits correctly, is comfortable and fully adjusted
- report any defects to your Manager.



### 3.9 Smoking And Vaping

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or

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separating smokers and non-smokers within the same airspace does not stop potentially dangerous exposure.

It is the policy of the company that all of its workplaces are smoke-free and that all employees have a right to work in a smoke-free environment.

Smoking and vaping is prohibited throughout the entire workplace with no exceptions. This policy applies to all employees, volunteers and visitors, and all are obliged to adhere to and facilitate the implementation of the policy.



### 3.10 Stress At Work

The Health and Safety Executive defines stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health.

Stress at work can come about for a variety of reasons. It may be excessive workload, unreasonable expectations, or overly-demanding work colleagues. As a Charity that wishes to exercise its duty of care Accuro (Care Services) try to ensure that you are in a pleasant working environment and that you are as free from stress as possible.

Employees who experience unreasonable stress which they think may be caused by work should raise their concerns with their Manager or through the company’s grievance procedure. If deemed appropriate, the company may provide access to confidential counselling for employees affected by stress caused either by work or external factors.

Following action to reduce the risks, they shall be reassessed. If the risks remain unsustainable by the employee concerned, efforts shall be made to reassign that person to other work for which the risks are assessed as tolerable.

### 3.11 Training For Health And Safety

Training in health and safety is a legal requirement and also helps create competent employees at all levels within the company to enable them to make a far more effective contribution to health and safety, whether as individuals, teams or groups.

All employees will receive **induction training**.

Such training will cover:

fire procedures, warning systems, actions to be taken on receiving warning, locations of exits/escape routes, evacuation and assembly procedures, first

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aid/injury reporting procedures, names of first aiders/appointed persons, instruction on any prohibition areas (i.e. no smoking), issue of protective clothing/equipment and its use, instruction under COSHH, mandatory protection areas and thorough instruction applicable to their particular duties at work.

Training needs will be reviewed because of job changes, promotion, new activities or new technology, following an accident/incident and performance appraisal.

Records of training will be kept for all employees.

Employees must:

- participate in the induction training activities they have been required to attend or carry out
- work according to the contents of any training they receive
- ask for clarification of any points they do not fully understand
- not operate hazardous plant or equipment, use hazardous chemicals or carry out any hazardous activity unless they have been appropriately trained and instructed.

### 3.12 Driving

Driving is an integral part to some roles within the company and as such requires driving on company business. Driving has inherent risks associated with it which drivers should be made aware of.

The company is committed to reducing the risks its staff face or create when driving at work and requires its entire staff to play their part, whether they use a company vehicle, their own or a hire vehicle.

#### Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as; limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive

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- any accidents / incidents that occurred whilst driving on behalf of the company.

Before driving, drivers must

- review the need to travel
- have a valid licence for the vehicle they are driving and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow enough time to drive allowing for traffic, poor weather and rest breaks
- ensure enough rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety.

Whilst driving, drivers must

- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- always remain in control of the vehicle
- not smoke in a company vehicle
- never use any hand-held electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls.

#### 4. Staff Ratios (section 8 Risk Assessments)

Risk assessments are completed to determine the precise staffing ratios needed to deliver an activity involving people with a learning disability.

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The minimum ratio for a service or session will be clearly recorded on the session staffing list, risk assessment or other session record.

### 5. First Aid

Accuro (Care Services) is committed to providing enough provision for first aid to deal with accidents and injuries that arise at work. To achieve this objective the company will appoint and train a suitable number of first aid personnel to cover all work patterns.

If you are interested in becoming part a first aider or appointed person, please inform your Manager.



Should you require first aid treatment, please contact your nominated first aider/appointed person. Please ensure all accidents have been recorded accordingly. At Accuro (Care Services) head office the nominated First Aiders are Michelle Turner and Alison McKeown.

A correctly stocked first aid box will always be available, one at each of the sites used by Accuro (Care Services). If you use any of the contents, please inform the persons responsible for the contents. Portable first aid kits will be available for staff members required to work away from the normal workplace, where access to facilities may be restricted.

### 6. Accidents and Reportable Occurrences

Each club has been provided with their own accident book. Any incident or accident or near misses relating to health and safety occurring in relation to any activity of Accuro (Care Services), no matter how minor, and any action taken in respect of it should be recorded in the accident book and a copy passed as soon as practicable to the Health and Safety Officer at head office. The accident book for staff working at Accuro (Care Services) head office will be maintained by the Health and Safety Officer. The Chief Executive Officer and Trustees will review the incident or accident record as appropriate to determine if follow-up action is necessary to reduce or minimise any risk of re-occurrence.

The Trustees are responsible for reporting relevant matters under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). RIDDOR covers the following incidents:

- fatal accidents
- major injury accidents/conditions
- dangerous occurrences
- accidents causing 3 days or more incapacity from work
- certain work-related diseases.

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Records of all accidents/incidents are maintained on site at Accuro (Care Services) head office by the Health and Safety Officer. Failure to report is a criminal offence, which could result in prosecution, in accordance with the above regulations.

### 7. Audit

Health and safety practice, as reflected in the risk assessments, will be checked through audits. The Trustees are responsible for ensuring audits are completed and actions undertaken. Audit findings will be reported and reviewed by the Board of Trustees.

### 8. Risk Assessments

The Chief Executive Officer will ensure that all significant health and safety risks (to both employees and non-employees) arising from the work activities of Accuro (Care Services) are assessed to a suitable and sufficient standard, as required by the management of Health and Safety at Work Regulations. A register of risk assessments will be maintained by the Chief Executive Officer and a paper copy of the risk assessments will be held in the charity's head office.

Risk assessments will be used to identify priorities and set objectives for eliminating hazards and reducing risks and will be applied to all the premises where Accuro (Care Services) operates. Wherever possible risks will be avoided or eliminated through the appropriate selection and design of facilities, equipment and processes. If risks cannot be eliminated, they will be reduced, as far as is reasonably practicable, by the provision of physical controls, training and systems of work or, as a last resort, personal protective equipment.

Risk assessments will be reviewed every 12 months or sooner in the event of significant legislative changes, changes to the work or workplace to which an assessment relates, following any accidents or near misses which highlight inefficiencies in existing control measures.

The Chief Executive or the Delegated health and Safety Officer will report the incident/injury to the Health and Safety Executive (HSE) via the online report form (F2508) or if appropriate by telephone, for reporting fatal and specified injuries only (HSE Incident Contact Centre 0845 3009923 Monday to Friday 0830 – 1700 hours). This should then be confirmed in writing within 10 days. For more information, please see the Health and Safety Executive (HSE) website on [www.hse.gov.uk/riddor/](http://www.hse.gov.uk/riddor/).

All accidents should be investigated in order to identify causes and implement action to prevent a recurrence. It will be the responsibility of the Chief Executive Officer to ensure that investigations are completed and recorded.



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I hereby acknowledge receipt of a copy of the **Accuro (Care Services) Health And Safety Policy** and confirm that I have read this policy and agree to be bound by the conditions outlined therein.

**Signed:** .....

**Name:** .....

**Date:** .....

Please indicate in which role(s) you are involved with Accuro (Care Services) by deleting those which do not apply.

**Trustee**

**Volunteer**

**Paid Employee**

Once signed please detach this page and return it to Accuro (Care Services) head office.

Thank you.

