


INSPIRED SUPPORT

HEALTH AND SAFETY POLICY



INSPIRED SUPPORT

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| Signed: |  | Designation: | Director |
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INTRODUCTION BY THE DIRECTOR

This introduction to health and safety has been developed to assist in promoting dignity in social care. Inspired Support values people as a key resource and strives to continuously enhance everyone's health, safety, and welfare.

Ensuring safety is crucial when delivering care. Various legislative measures and regulations exist to support health and safety in the workplace. These are designed to protect people in work, those using services, and the wider public.

1. Health and safety legislation and regulations

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- [Health and Safety at Work Act 1974](#)

The Act addresses various aspects of workplace health, safety, and welfare across different sectors. Supporting the implementation of the Act, statutory instruments have been developed to align with European regulations. The HSE possesses enforcement powers that may lead to unlimited fines and imprisonment. Employees are obligated under the Act to consider the wellbeing of others and comply with their employers' health and safety protocols.

- [Manual Handling Operations Regulations 1992 \(amended 2002\)](#)

Manual handling is a major issue for care providers as people with limited mobility need to be assisted safely to move and transfer. It is important this is done in a way that respects the dignity of the individual. While employers are required to ensure that they comply with the regulatory framework, this does not mean that an individual's human rights can be disregarded.

- [Control of Substances Hazardous to Health 2002](#)

In the care sector, regulations may apply to cleaning materials and medications that could be harmful if misused. Care providers must ensure the safety of staff and service users by securely storing potentially hazardous substances and providing proper training for staff who handle them.

- [Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995](#)

Employers, the self-employed, and those in control of work premises must report deaths, serious accidents, occupational diseases, and near misses to the HSE.

- [Health and Safety \(First Aid\) Regulations 1981](#)

Employers must ensure that first aid equipment and trained first-aiders are present in the workplace and that employees are aware of first aid arrangements.

- [Food Safety Act 1990, Food Safety \(General Food Hygiene\) Regulations 1995 and Food Safety \(Temperature Control\) Regulations 1995](#)

The Food Safety Act regulates food preparation, storage, and service. Local authorities enforce it via environmental health and Trading Standards. The Food Standards Agency (FSA) can step in if local authorities fall short or during emergencies.

- [The Human Rights Act](#)

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- The Human Rights Act (HRA), effective since October 2000, allows individuals to enforce 16 rights from the **European Convention on Human Rights** (ECHR) in British courts. This holds Parliament and public bodies accountable to UK citizens. These fundamental rights directly impact health and social care services.

Human rights underpin our social care legislation and some of them are particularly relevant, including:

- Article 3: Freedom from torture and inhuman or degrading treatment
- Article 5: Right to liberty and security
- Article 8: Respect for your private and family life

- [Equality Act 2010](#)

Anti-discriminatory practice is crucial for ethical care provision and safeguarding individuals' dignity. The Equality Act ensures fair treatment for both those receiving care and the care workers, protecting against discrimination based on any characteristics that are protected under the legislation. The 'protected characteristics' are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race – this includes ethnic or national origins, colour or nationality
- religion or belief – this includes lack of belief
- sex
- sexual orientation.

The Equality Act replaces previous anti-discrimination legislation and regulations.

Regulations that prohibit discrimination in employment:

- Employment Equality (Sexual Orientation) Regulations 2003
- Employment Equality (Religion or Belief) Regulations 2003
- Employment Equality (Age) Regulations 2006 – prohibit discrimination in employment on grounds of age for those of working age, it is irrelevant whether the discrimination is because you are young or old.

● Data Protection Act (DPA) 2018 and the General Data Protection Regulation

The DPA 2018 establishes the framework for data protection law in the UK. It replaces the Data Protection Act 1998 and came into force on 25 May 2018. It operates alongside the GDPR, adjusting its application in the UK by providing exemptions. It also outlines separate data protection rules for law enforcement authorities, extends data protection to areas such as national security and defence, and specifies the functions and powers of the Information Commissioner.

- Legislation relating to safeguarding adults
- The Care Act 2014
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- Public Interest Disclosure Act 1998

1. Policy Statement

Inspired Support acknowledges its responsibilities as a provider. It will ensure, as far as reasonably practicable, the health, safety, and welfare of all mentors, customers, visitors, and other persons affected by its activities. The health and safety policy aims to prevent accidents and cases of work-related ill health, and manage health and safety risks within the workplace.

The Director, Richard Lamb (Level 2 – Health and Safety at Work) – 07825 958024, holds overall and final responsibility for health and safety.

Day to day responsibility for ensuring this policy is put into practice is delegated to the Health and Safety representative/Service manager, Mel Winship (Level 2 – Health and Safety at Work) – 07956 327276.

In the absence of both the Director and the Health and Safety representative/Service Manager, the responsibility would fall to the other Service Manager, Stu Herring – 07531 906026.

The service managers are further responsible for ensuring the continuing suitability and effectiveness of the monitoring and implementation of the Health and Safety policy.

Inspired Support aims to prevent accidents, injuries, property loss, and work-related ill health for efficient operation. We will ensure safe, accessible environments that promote wellbeing.

Inspired Support collaborates with an independent Health and Safety consultant to ensure compliance with regulations. The organisation is dedicated to continuously improving health and safety standards, adhering to the principle that legal requirements represent the minimum level of achievement.

Whilst recognising that each individual has a responsibility for their own and other people's safety, Inspired Support acknowledges that the main reason underlying accidents and ill health at work is lack of management control. We aim to ensure that customers are able to live their lives free from fear of injury due to unsafe systems of work. Inspired Support aims to ensure that all mentors work in a safe way at all times and report any hazards that they find. This document outlines our management control procedures.

Inspired Support respects the duties placed upon it by the Health and Safety at Work Act 1974. It will meet its responsibilities by paying particular attention to the risk assessment process and by providing and maintaining suitable and sufficient:

- Plant, equipment and systems of work that are safe and without risk to health.
- Ensuring safe procedures for the use, handling, transport, and storage of articles and substances, as mandated by the latest edition of COSHH regulations, and implementing all necessary control measures.
- Providing clear instructions and information and adequate training to ensure that mentors are competent to do their work.
- Information, training, instruction and supervision to allow all mentors to avoid hazards and contribute positively to their own health and safety at work.

- Providing personal protective equipment.
- Implementing emergency procedures including evacuation in case of fire or other significant incident.
- Safe places of work and access to them.
- Healthy working environments.

Inspired Support ensures this policy is implemented. All mentors will be informed about this policy, shown where to find it, and given time to read it. They can discuss any questions with their area lead or director.

1. Duties and Responsibilities

The Director of Inspired Support (Policy Maker) will:

- Ensure that the Certificate of Employers liability is displayed in a prominent place and is available for inspection.
- Ensure that there is an effective policy for health and safety in Inspired Support.
- Promote human rights and provide equality of opportunity.
- Provide equipment and systems of work that are safe and free from risks to health.
- Consider health and safety implications during decision making processes and policy development.
- Review how effective the policy is in partnership with an independent Health and Safety consultant, and make sure that any necessary changes are made annually.
- Be familiar with the basic requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and any other health and safety legislation which affects Inspired Support by undertaking appropriate health and safety training courses.
- Provide such information, instruction, training and supervision as may be necessary to ensure health and safety of all mentors and visitors.
- Ensure that all mentors are competent to carry out the tasks assigned to them and that they are fully informed of any potential hazards associated with these tasks, along with the necessary safety precautions to be followed.
- Make sure that adequate resources are made available to meet the needs of new health and safety legislation.
- Ensure there is a suitable number of adequately stocked first aid boxes within the service areas.
- To consider all health and safety factors when procuring equipment, obtaining new services, or when changing procedures. To ensure that all necessary safety precautions are taken and the necessary safety instructions have been understood.

Director/Service Managers/Area Leads (Implementers) will:

- Be responsible for the day to day management of health and safety in their activity area.
- Carry out risk assessments and implement measures identified through the risk assessment process.
- Be familiar with the basic requirements of the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and any other health and safety legislation which affects Inspired Support.

- Ensure that mentors, contractors and visitors are aware of health and safety procedures that apply to them, including emergency, first aid and accident reporting procedures.
- Ensure that any defects in premises, plant or equipment are promptly rectified or reported without delay and any unsafe equipment is taken out of use.
- Ensure that mentors are provided with adequate information, instruction and supervision to enable them to carry out their work safely, with full consideration of the associated risks.
- Take action against mentors, contractors or visitors who disregard health and safety procedures.
- Ensure the health and safety competence of mentors under their control and where possible, make sure that safety training is part of on-the-job training.
- Make sure that all accidents, causes of ill health and "near-misses" are properly recorded and reported, that investigations are carried out and any remedial action taken.
- Maintain safe access to and exit from, the workplace at all times.
- Carry out safety inspections of the workplace at intervals appropriate to the workplace risks.
- Consult with worker representatives on health and safety matters that affect them.

All mentors (Implementers) must:

- Be familiar with Inspired Support's and service specific Health and Safety Policy, safety arrangements, codes of practices and systems of work.
- Be responsible for their own health and safety and comply with all safety instructions and directions laid down.
- Assist in the risk assessment process.
- Comply with the Skills for care code of conduct and co-operate in the supervision process.
- Consider the safety of other people who may be affected by their acts or failure to act.
- Work in line with information, instruction and training provided.
- Not deliberately misuse or recklessly interfere with anything that has been given to them for health and safety reasons.
- Report to their area lead/director or building manager, without delay, any hazardous faults in plant and equipment, or problems with the existing safety arrangements.
- Not undertake any task where they have not been given permission and/or training.

NOTHING IN THIS HEALTH AND SAFETY POLICY WILL PREVENT ANY WORKER FROM STOPPING WORK IMMEDIATELY IN THE EVENT OF an IMMINENT and serious risk to their health and safety.

1. General Premises Arrangements

Inspired Support will ensure the hired premises it uses for its services, activities and general business are clean, hygienic and safe.

In the case of premises which Inspired Support regularly hires for its services and activities, Inspired Support will ensure with the premises owner the following:

- Access to the building.
- Escape routes are well signed and kept clear at all times.
- Evacuation plans are tested.
- Ensuring security of mentors, customers and equipment.
- Adequate heating, lighting and ventilation.
- Access to clean drinking water.
- Toilet facilities.
- Managing cleaning and hygiene.
- Waste disposal.
- Storage.

1. Electrical Testing

The Health and Safety Executive states that 25% of all electrical accidents involve portable appliances. Inspired Support requires that all portable electrical equipment used are tested by an electrician on an annual basis (PAT testing). Mentors must make regular checks before and after use to ensure that cables and flexes are undamaged and that appliances are in good working order. Evidence of maintenance and PAT testing must be held by Inspired Support.

1. Safe Use of Equipment

Mentors are required to follow all pertinent instructions on the use of items or equipment. Adequate supervision will be provided for customers using portable power tools, as outlined in the risk assessment.

Any problems with equipment should be reported to the relevant person (e.g. area lead, service manager, director).

1. Risk Assessments

Inspired Support operates from managed public buildings, with building maintenance (e.g. water temperatures, fire doors) handled by building management. Risk assessments are conducted for each individual site they operate from.

Risk assessments are activity specific and will be conducted as and when needed by a mentor who is competent to carry out the task and recorded on the relevant risk assessment form. We will complete relevant risk assessments and take action to identify the risks and hazards, and subsequent control measures, and these will be filed in each service area. These will be reviewed to ensure they remain appropriate.

When a concern regarding a customer's welfare is identified, an assessment of the associated risks will be conducted. Appropriate measures will then be implemented to mitigate the identified risks, and these actions will be documented and subject to ongoing monitoring and review.

The information obtained through this process, along with any agreed actions, will be shared with other mentors and relevant parties as appropriate, in order to safeguard and promote the welfare of the customer and/or their peers. Full details of Inspired Support's safeguarding procedures are set out in the safeguarding policy.

Inspired Support has a written positive and proactive support policy and a working with challenging behaviour policy which sets out the framework for supporting behaviours of concern including any behaviour which could be deemed challenging.

Inspired Support has an anti-bullying policy, and an equality, diversity and inclusion policy which covers our approach to the management of bullying and equal opportunities.

Inspired Support has a Managing Stress at Work Policy and Standard Operating Procedures which covers our approach to managing stress in the workplace. Individualised risk assessments will be completed in the instance of someone advising that they are experiencing work related stress.

1. Near Miss Procedure

A 'near miss' is an incident that could have resulted in serious injury, property damage, or a dangerous occurrence but did not, either by chance or timely intervention. This procedure outlines how to report, investigate, and address these incidents to enhance workplace safety and prevent future harm.

Why Near Miss Reporting is Important:

- **Proactive Safety:** The reporting of near misses is crucial for identifying potential hazards and system vulnerabilities before they lead to significant incidents.
- **Improved Safety Culture:** Encouraging near miss reporting promotes a culture of safety where mentors feel comfortable reporting concerns. Near miss reporting fosters a safety culture where mentors feel at ease sharing concerns.
- **Data Collection:** Near miss data provides valuable insights into workplace safety trends and can be used to improve safety practices. Near miss data offers valuable insights into workplace safety trends for improving safety practices.

The process for responding to a near miss should be:

- **Safety:** Ensure that everyone involved is safe and the area is secure before reporting.
- **Inform:** Notify the Area Lead or a member of the management team immediately.
- **Documentation:** Record the details of the near miss on an ABC form.

A thorough investigation must be conducted to determine the root causes of the near-miss incident, involving all affected individuals and relevant personnel. This process is critical to identifying and assessing the associated risks, ensuring that appropriate corrective actions can be implemented.

All near-miss incidents should be rigorously investigated to prevent recurrence, with corrective measures promptly applied. Additionally, the effectiveness of these controls must be periodically reviewed to ensure ongoing safety and risk mitigation.

1. Fire Procedures and Drills

Inspired Support's Fire Warden is Stu Herring (Fire Warden – Level 3). Inspired Support will approve the venue's fire safety policy and procedures prior to use of the premises.

The following is mandatory:

- Fire exit signage on relevant doors.
- Fire evacuation plan will be displayed including the details of the fire assembly points.
- Building management will conduct regular fire alarm, fire door and smoke detection tests.
- Emergency drills at least twice a year.
- Fire extinguishers throughout the venue which are checked annually.
- Fire exits are always kept clear and unlocked.

Procedures for mentors:

- All mentors must familiarise themselves with the location of fire exits, break glass points and fire assembly points at each venue.
- Mentors must give instructions to customers during fire drills.
- The Area Lead (or an appointed person in their absence) is responsible for taking the signing in sheet to the assembly point and taking a register to ensure that all customers have been accounted for.
- Mentors are responsible for identifying what support their allocated customers need in order that they can be supported in any emergency evacuation procedure. Should an individual customer need specific support, a risk assessment should be completed.

1. COSHH (Control of Substance Hazardous to Health)

In accordance with the 2002 COSHH regulations, Inspired Support recognises its duty to conduct risk assessments related to hazardous substances (e.g. cleaning chemicals).

In response to the findings of the COSHH risk assessment, the following actions will be taken to ensure safe handling and exposure control:

COSHH Control Measures Hierarchy

1. Elimination of Hazard

- Primary action: Remove the need for the hazardous substance entirely through process redesign or alternative methods.

2. Substitution with Safer Alternatives

- If elimination is not feasible, replace the hazardous substance with a non-hazardous or less hazardous alternative.

3. Risk Mitigation for Remaining Hazards

- Where substitution is impossible, a detailed risk assessment will specify:
 - **Safe handling procedures** (e.g., ventilation, spill protocols).
 - **Secure storage requirements** (e.g., locked cabinets, temperature control).
 - **Mandatory PPE** (e.g., safety glasses, gloves), which will be provided and maintained by Inspired Support.

1. Accidents and Incidents

The director is responsible for maintaining a system of record keeping which documents all reports of accidents, incidents and hazards.

All workers are responsible for reporting any accident, incident or hazard. The report should be made to the senior worker on duty at the time.

Reportable major incidents include:

- Death
- Major injuries
- Injuries that result in a visit to the hospital from the scene.
- Any injuries preventing work for more than 3 days.
- Dangerous occurrences (near miss) that could have resulted in injury but didn't.
- Disease.

When reporting any accident, incident or hazard to the Health and Safety Executive, the director should ensure that the correct notification method has been used. This is usually an initial phone call or email followed within 24 hours by RIDDOR form F2508. This form is available for completion online at the HSE website.

