

INSPIRED SUPPORT
HEALTH AND SAFETY POLICY



INSPIRED SUPPORT

Signed:

Designation:

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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 recognises that people are a key resource and we want to make sure that the health, safety and welfare of everyone is continuously improved.

Safe practice is very important when providing care. There are a number of legislative measures and regulations to support health and safety at work. These are intended to protect people in work, those using services and the wider public.

1. Health and safety legislation and regulations

Health and Safety at Work Act 1974

The Act covers a wide range of issues relating to workplace health, safety and welfare across different sectors. Statutory instruments have developed to support the implementation of the Act and provide an interface with European regulations. The HSE holds enforcement powers which can result in unlimited fines and prison sentences. Employees have a general obligation under the Act to take care of others and cooperate with employers' health and safety requirements.

In light of the coronavirus pandemic, there are additional procedures to follow. Please see [COVID-19 guidance for social care: Infection prevention and control](#).

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 these regulations may apply to cleaning materials and medications that may be dangerous if not used properly. Care providers must protect staff and service users from harm by ensuring that potentially dangerous substances are safely stored and that staff that use them are properly trained to do so.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995

Employers, the self-employed and 'responsible persons' (people in control of work premises) have an obligation to report death or serious workplace accidents, occupational diseases and specified dangerous occurrences (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 covers the preparation, storage and service of food. The local authority is responsible for enforcement through environmental health and Trading Standards. The Food Standards Agency (FSA) can intervene where local authorities fail to meet the requirements and in emergency situations.

The Human Rights Act

The Human Rights Act (HRA) came into force in October 2000. It enables individuals to enforce 16 of the fundamental rights and freedoms contained in the European Convention on Human Rights (ECHR) in British courts. This makes Parliament and public bodies more accountable to UK citizens through the courts. The fundamental rights include rights that impact directly on service provision in the health and social care sector.

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 fundamental to the ethical basis of care provision and critical to the protection of people's dignity. The Equality Act protects those receiving care and the workers that provide it from being treated unfairly because of 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 sets out the framework for data protection law in the UK. It updates and replaces the Data Protection Act 1998, and came into effect on 25 May 2018. It sits alongside the GDPR, and tailors how the GDPR applies in the UK - for example by providing exemptions. It also sets out separate data protection rules for law enforcement authorities, extends data protection to some other areas such as national security and defence, and sets out the Information Commissioner's functions and powers.

Legislation relating to safeguarding adults

- The Care Act 2014
- Mental Capacity Act 2005
- Sexual Offences Act 2003
- Public Interest Disclosure Act 1998

2. Policy Statement

Inspired Support recognises and accepts its responsibilities as a provider. It will ensure, so far as reasonably practicable, the health, safety and welfare of all its mentors, customers, visitors and any other persons affected by its activities. Health and safety is as important as other Inspired Support objectives and the purpose of the health and safety policy is to prevent accidents and cases of work-related ill health, and manage health and safety risks within the workplace.

The overall and final responsibility for health and safety is that of the Director, Richard Lamb - 07825 958024.

Day to day responsibility for ensuring this policy is put into practice is delegated to the service manager for Operations, Stu Herring - 07531 906026.

In the absence of both the Director and the Service Manager for Operations, the responsibility would fall to the Service Manager Autism Consultant, Mel Winship - 07956 327276.

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 believes that the prevention of all accidents involving personal injury or property loss and the prevention of work related ill health, is essential for the efficient operation of Inspired Support. Inspired Support will ensure that people are in safe, accessible surroundings that promote people's wellbeing.

Inspired Support complies with regulations and is committed to pursuing progressive improvements in health and safety matters and to the principle that legal requirements define 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. Inspired Support aims 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 details Inspired Support's 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.
- Safe arrangements for the use, handling, transport and storage of articles and substances, as required by the latest edition of COSHH regulations and implementing all control measures found to be necessary.
- 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 will make sure that this policy is followed and put into practice. All mentors will be told about this policy and made aware of where a copy may be obtained. They will be allowed the time to read it and given the opportunity to raise any queries on the contents of the policy with their area lead/director.

3. 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 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 have the necessary experience and capability to carry out the tasks they will be expected to undertake and to ensure that they are fully aware of any hazards which may arise whilst undertaking them and the precautions to be adopted.
- 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 by undertaking appropriate health and safety training courses.
- Make sure that mentors, contractors and visitors are aware of health and safety procedures that apply to them, including emergency, first aid and accident reporting procedures.
- Make sure that any defects in premises, plant and equipment are rectified or brought to the attention of the appropriate service manager without delay and unsafe equipment is put out of use.
- Make sure that adequate information, instruction and supervision is given to mentors so that work is carried out safely, bearing in mind the risks involved.
- 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.
- 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 do 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.

4. 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.

5. 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.

6. Safe Use of Equipment

All mentors must comply with all relevant instructions on the use of any items or equipment and adequate supervision will be provided to customers using portable power tools (see risk assessment).

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

7. Risk Assessments

Inspired Support operates from managed public buildings, therefore building risk assessments and maintenance (e.g. water temperatures, fire doors) are undertaken by building management.

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, and these will be filed in each service area. These will be reviewed to ensure they remain appropriate.

Where a concern about a customer's welfare is identified, the risks to that customer's welfare will be assessed, appropriate action will be taken to reduce the risks identified, and this will be recorded and regularly monitored and reviewed.

The information obtained through this process and the action agreed will then 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 which sets out the framework for supporting behaviours of concern.

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.

8. Fire Procedures and Drills

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.

9. COSHH (Control of Substance Hazardous to Health)

In accordance with the 1992 COSHH regulations, Inspired Support 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 glasses, gloves which Inspired Support will provide).

10. 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.