



## Review Sheet



Last Reviewed  
25 Feb '20



Last Amended  
25 Feb '20



Next Planned Review in 12 months, or  
sooner as required.

Business impact



**MEDIUM 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:

This policy outlines the overarching health and safety policy for a service and has a 'statement of intent' template available in the forms section. It has been 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, (2020), *Workplace Health and Safety Standards*. [Online] Available from: <https://www.hse.gov.uk/healthservices/hswpg.htm> [Accessed: 25/2/2020]
- Author: HSE, (2020), *Who regulates health and social care*. [Online] Available from: <https://www.hse.gov.uk/healthservices/arrangements.htm> [Accessed: 25/2/2020]
- Author: HSE, (2015), *Guidance on Domiciliary Care and Section 51 of the Health and Safety at Work etc Act (HSWA)*. [Online] Available from: [https://www.hse.gov.uk/foi/internalops/sims/pub\\_serv/071105.htm](https://www.hse.gov.uk/foi/internalops/sims/pub_serv/071105.htm) [Accessed: 25/2/2020]
- Author: HSE, (2020), *Health and social care services*. [Online] Available from: <https://www.hse.gov.uk/healthservices/index.htm> [Accessed: 25/2/2020]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Ensure the policy is discussed in planned supervision sessions with relevant staff
- Ensure relevant staff are aware of the content of the whole policy

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



## 1. Purpose

1.1 To comply with Health and Safety law, regulations and quality standards.

1.2 To set out the approach of Bliss Home Care Ltd to fulfilling the requirements of legislation on health and safety.

1.3 To support Bliss Home Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge and experience to deliver effective care and support?
EFFECTIVE	E6: How are people's individual needs met by the adaptation, design and decoration of premises?
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?

1.4 To meet the legal requirements of the regulated activities that Bliss Home Care Ltd 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
- | 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)



## 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



## 3. Objectives

**3.1** To ensure that Bliss Home Care Ltd has a written statement of general policy with respect to the Health and Safety at Work etc. Act 1974. This is known as a "Statement of Intent".

**3.2** This policy and procedure should be read alongside all health and safety policies, procedures and supporting documentation at Bliss Home Care Ltd.



## 4. Policy

**4.1** Bliss Home Care Ltd 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 Bliss Home Care Ltd.

### **4.2 Statement of Intent**

Bliss Home Care Ltd 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. Bliss Home Care Ltd 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 who work on our behalf.

Bliss Home Care Ltd 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, Bliss Home Care Ltd 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 for its employees and other persons
- | The health and safety policies, 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 Bliss Home Care Ltd 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 Bliss Home Care Ltd
- | To strive to improve continuously the health and safety performance at Bliss Home Care Ltd
- | Appointing a competent person to support Bliss Home Care Ltd to meet its statutory duties
- | Bliss Home Care Ltd will provide necessary resources to discharge its duty in fulfilling the duty placed upon it in respect of health, safety and welfare of all persons who live, work and visit the Bliss Home Care Ltd establishments

**4.3** Bliss Home Care Ltd will review its health and safety systems and procedures at least annually to ensure that they reflect legal responsibilities associated with applicable:

- | Health and Safety Executive (HSE) laws, regulations, approvals, licences and other legal requirements
- | International, national and regional standards
- | Industry codes and best practice
- | Contractual requirements

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- Expectations of regulators and other key stakeholders

Systems and procedures will be made available to those working for and on behalf of Bliss Home Care Ltd 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 BLISS HOME CARE Ltd.** is charged with implementing this policy by using a suitable safety management system.

Vanessa Savino will seek and expect the full co-operation and support of Bliss Home Care Ltd 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.

Vanessa Savino will have day-to-day responsibility for ensuring compliance with this policy.

The Health and Safety Policy 'Statement of Intent' at Bliss Home Care Ltd will be ratified and signed by BLISS HOME CARE Ltd.. This signifies the commitment of Bliss Home Care Ltd to ensuring that the successful management of health and safety is of paramount importance within Bliss Home Care Ltd.

A copy of the Health and Safety Policy 'Statement of Intent' will be displayed within the reception area at Bliss Home Care Ltd. This will be signed and dated by the (most senior person in the company) at least annually.

### **4.5 Health and Safety Responsibilities in Bliss Home Care Ltd**

#### **Executive**

- BLISS HOME CARE Ltd. is responsible for safety in Bliss Home Care Ltd and will monitor the Health and Safety Policy on a regular basis
- BLISS HOME CARE Ltd. 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 Registered Manager, unless indicated otherwise by a notice on the main noticeboard of Bliss Home Care Ltd. The responsibilities of Registered Manager are to:

- Maintain safety records
- Ensure 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 Bliss Home Care Ltd
- Conduct full investigations of accidents with a view to the prevention of future occurrences
- Ensure that the obligations of Bliss Home Care Ltd 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 all accidents which result in absence from work for more than 7 days (not including the day of the accident) are reported within 15 days to the Health and Safety Executive
- Ensure that any accidents or incidents involving Service Users are reported to Epsom and Ewell
- Ensure that the CQC 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, Vanessa Savino 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

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- | Ensure that all staff are aware of the Health and Safety Policy and Procedure (a copy is on the noticeboards at Bliss Home Care Ltd), 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 Bliss Home Care Ltd
- | Investigate all accidents with the assistance of Vanessa Savino, with a view to the prevention of further occurrences
- | Ensure that good housekeeping standards are applied
- | Ensure that periodically all new and existing equipment is checked and that maintenance schedules are in place and adhered to. This includes equipment within the Service User's home
- | 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 Vanessa Savino. 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 to enable staff to avoid hazards and contribute positively to their own health and safety at work
- | Inspecting, on a regular basis, any equipment to ensure its efficiency and maintenance
- | Ensuring staff 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 must raise the matter immediately with their supervisor
- | Checking work areas and equipment are safe prior to use, and using any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any 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
- | To follow the Lone Working Policy and report any personal safety concerns to Bliss Home Care Ltd
- | To ensure that they understand the system for reporting incidents, accidents and other health and safety risks at Bliss Home Care Ltd and that they use these systems when necessary
- | To ensure that they read, understand and follow all appropriate Bliss Home Care Ltd health and safety policies, procedures and other documentation and attend scheduled training sessions

#### 4.10 Health and Safety Poster

Bliss Home Care Ltd will display a Health and Safety Poster and ensure it is kept up to date. Registered Manager, as the Health and Safety Officer, will have their name clearly displayed in a prominent place for all staff to see.

#### 4.11 First Aid

Bliss Home Care Ltd 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 Bliss Home Care Ltd. We will ensure that a First Aid kit is available and checked on a regular basis as agreed by Bliss Home Care Ltd.



### 5. Procedure

#### 5.1 Risk and Hazard Management

- | Risk assessments will be carried out 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 Bliss Home Care Ltd
- | Risk assessments will be recorded on the appropriate Bliss Home Care Ltd document in accordance with the Risk Assessment Policy and Procedure at Bliss Home Care Ltd
- | 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 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 Bliss Home Care Ltd will seek their feedback and act on any concerns
- | Risk assessments in relation to Service Users will be kept in the Service User's home and staff informed of their location

#### 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 Bliss Home Care Ltd, 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, Bliss Home Care Ltd will use the information to prevent re-occurrences, where reasonably practicable
- | If an accident, incident or near miss involves a Service User, Epsom and Ewell's Safeguarding Team will be informed as will the CQC. Bliss Home Care Ltd will be aware of their requirements in relation to the Duty of Candour.

#### 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 Vanessa Savino for review.

The policy document itself will be reviewed by Vanessa Savino and BLISS HOME CARE Ltd. on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at Bliss Home Care Ltd. 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 BLISS HOME CARE Ltd. who is responsible for health and safety on behalf of Bliss Home Care Ltd.

#### 5.4 Health and Safety Policies and Procedures

Bliss Home Care Ltd will ensure that staff have access to the Health and Safety Policies at Bliss Home Care Ltd 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 Vanessa Savino to ensure they dovetail with both the procedures at Bliss Home Care Ltd and any local or contractual procedures. Care Workers will be provided with a Staff Handbook when they start work with Bliss Home Care Ltd and all staff will undertake an induction which will include Health and Safety training, policies and procedures. Bliss Home Care Ltd will follow the Care Certificate standards for new care staff.



## 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 guide 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, etc.



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

#### Suzy Lamplugh Trust:

<https://www.suzylamplugh.org/>

#### HSE: Health and Safety in Care Homes:

<https://www.hse.gov.uk/pUbns/priced/hsg220.pdf>



## Outstanding Practice

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

- ┆ Bliss Home Care Ltd has a robust health and safety management system that provides structure and effective service delivery
- ┆ There are open lines of communication between management and staff which enables information to flow and the continual improvement of management systems which are fit for purpose. This system is seen as a live document to ensure that it adapts to changing circumstances enabling it to be current and meaningful
- ┆ The wide understanding of the policy is enabled by proactive use of the QCS App



### Key Facts - People affected by the service

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

- Service Users and their families have a right to be cared for by Bliss Home Care Ltd who has policies in place to support them



### Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Managers need to be aware of their roles and responsibilities about the effective use of health and safety management systems and the impact that this has on staff and Service Users
- Managers need 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
- Health and Safety is everybody's responsibility and staff must escalate concerns to their line manager. Where concerns are not acted upon staff must follow Bliss Home Care Ltd Whistleblowing Policy