

Age UK Kensington and Chelsea

Title	Health, Risk and Safety Policy	
Policy author and owner	Board	
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Age UK Kensington and Chelsea **Policy – Health, Risk and Safety** **(Incorporating Accident and Incident reporting)**

Age UK Kensington and Chelsea (AUKC) is committed to providing a safe working environment for all employees and visitors and safe environments in which people who use our services and their carers can spend time and flourish.

We regard the management of health and safety as a management priority. Proper oversight of health and safety issues is seen as an integral part of the efficient management of our activities and critical to our success, developing the professional culture of the organisation and establishing and maintaining reputation with every client.

It is our policy that all activities and work will be carried out in a safe manner, and we will ensure the health, safety and welfare of our employees and others who may be affected by our activities. We will provide suitable equipment, training, information, and supervision to make sure that we make our environment as safe as possible.

Risk assessments are a key component of our risk management programme and form an integral part of our approach to providing a safe working environment. We will ensure that all offices and external venues used to deliver services have been properly risk assessed and findings have been recorded and any necessary actions taken.

Where there is already equipment in place, it is our policy that the member of staff carrying out the assessment is responsible for checking that equipment has been properly maintained in compliance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER). No service can be provided until the member of staff is satisfied that all systems are in place for the service to be delivered safely.

We give a clear instruction that staff should not attempt to lift an older person unaided. In the event of a client falling or being unable to get out of the bath, staff are instructed to treat this as an emergency and call for an ambulance.

Principles

Our policy is based on the following principles:

1. Compliance with current Health and Safety legislation is regarded as the absolute minimum standard acceptable; and
2. All activities and work will be carried out in a safe manner, and we will ensure the health, safety and welfare of our employees and others who may be affected by our activities; and
3. The safety of the workplace, colleagues and clients is the responsibility of everyone and not solely a management responsibility; and
4. We will apply current best practice in Health and Safety management - specifically around the care of our clients; and
5. We will routinely carry out risk assessments in key areas, for example - COSHH including fire, as well as risk assessing each activity and service to ensure that employees and clients are kept safe from harm or injury; and
6. When incidents occur, we will comply with all our legal obligations in a speedy and transparent manner; and
7. We will observe the boundaries set down by the older person when entering their home and as agreed in their care plan however significant, safety issues will take both precedent and expediency.

Application

This policy and procedure are applicable to all staff employed by AUKC whether on substantive or fixed-term, permanent, bank or temporary contract of employment. Any contractors carrying out work on our premises, are required to carry out additional risk assessments and record their findings.

Standards

We will maintain the following standards:

1. Staff will be equipped and trained to perform their role, minimising risk of harm, infection, or accident. If in doubt, staff are under no obligation to perform tasks where they are unsure of their safety; and
2. We will keep premises as clean and safe places to work by following good hygiene practice and by following medical advice in the case of infectious diseases; and
3. To follow the fire regulations and comply with any drills arranged by the landlords/managing agents of any premises which we occupy; and
4. We will ensure that any handling, use, storage, and transport of hazardous substances is as safe as possible by substitution, setting and layout (including isolation), personal

protection, training, information, supervision, personal hygiene, and good housekeeping;
and

5. Under no circumstances should a member of staff attempt to lift an older person unaided;
and
6. If a situation arises where the older person expresses a preference to be assisted in ways which may pose a risk to their safety or that of their carer, where possible, the member of staff will work to identify a means of working that both upholds this policy and takes the older person's preferences into account; and
7. First-aid equipment will be kept on the premises, together with an appropriately trained member of staff will be designated to handle first aid requirements; and
8. A set of emergency numbers will be prominently displayed; and
9. All equipment acquired for use by our staff or volunteers will be bought with due regard for its intrinsic safety and all equipment will be kept in a good state of repair; and
10. All incidents involving employees and/or our clients, a copy of the Incident Record form will be distributed to the Chief Executive, HR and line manager.

Responsibilities

The Leadership team has overall responsibility for ensuring that health and safety is robust and for reviewing the policy periodically or where legislative changes are made. We will make sure that our managers are aware of the discipline procedures before taking any action, whether formally or informally.

The Chief Executive will be responsible for quarterly quality checking of all services. Sample checking of reports will be carried out to ensure corrective actions are completed and recorded, numbers and types of incidents within service and individual trends are identified.

The Quality, Performance Development and Human Resources Committee is responsible to the Board of Trustees for the monitoring and implementation of this policy and nominates a member/s of staff to report to senior managers and the Board on issues of health and safety.

The Finance and Risk Committee will review Accident, Incident and Near Miss reports on an annual basis.

The HR Manager will produce a regular report providing Incident, Accident and Near Miss data and report all relevant matters on RIDDOR reportable incidents/accidents online at www.hse.gov.uk/riddor.

The HR Manager is the nominated person who responsible for implementing the Health and Safety policy.

Service managers are responsible for ensuring that all their staff, people who use our services, contractors, visitors, and any other person that may be affected are aware of both the hazards present in the workplace and the identified control measures.

Service managers will ensure that all risk assessments are reviewed on a yearly basis as a minimum or following any incident/accident or changing need.

All employees are responsible for reporting any hazards or potential hazards to their line manager as quickly as possible and for taking all measures to protect others in the interim.

All employees, contractors and sub-contractors are required to cooperate with the organisation and their colleagues in implementing the policy and ensure that their own work is without risks to themselves and others as far as reasonably practicable.

Legislation

This policy is based on UK legislation as follows:

1. Health and Safety at Work Act 1974; and
2. Employer's Health and Safety Policy Statements (Exception) Regulations (1975); and
3. The Public Health (Infectious diseases) Regulations 1988; and
4. The reporting of incidents, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR); and
5. The Control of Substances Hazardous to Health Regulations 2002 (COSHH); and
6. Safeguarding Vulnerable Groups Act 2006; and
7. Health and Social Care Act 2008; and
8. The Food Safety Act 1990; and
9. The Data Protection Act 2018 and the General Data Protection Regulations 2016; and
10. Accessibility Regulations 2018.

Definition

The policy covers the recording of all incidents and accidents, whether injury is caused or not.

An incident for the purpose of this policy is any event, untoward or unusual, which is a deviation from the normal pattern involving employees, visitors or people who use our services which may then adversely affect their health, safety, or welfare at that time or later. For the purposes of this procedure, an accident is an incident.

Procedure

We have procedures for:

1. Risk Assessment; and
2. Managing Hazardous Substances; and
3. Hand Hygiene; and
4. Clinical Waste and Infection Control; and
5. Accident and Incident Reporting.

Responsibility and review of this policy

Responsibility for this policy rests with the Chief Executive (AUKC) and appointed Executive Responsibility Lead. The policy was approved in December 2021. It is due for review December 2024 or sooner if circumstances demand otherwise.