

Plymouth Age Concern t/a Age UK Plymouth



Health and Safety Handbook

Prepared by

Citation Ltd

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Amendment Record

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Introduction

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Plymouth Age Concern are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Plymouth Age Concern's main place of business.

Plymouth Age Concern are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up-to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Plymouth Age Concern's management and reviewed particularly following changes to the business and following accidents or incidents to ensure continual legal compliance. Citation will review the policy at the time of annual inspection.

In order for Plymouth Age Concern to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Plymouth Age Concern encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

Health and Safety Policy Statement

The following is a statement of the Organisation's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Plymouth Age Concern to ensure so far as is reasonably practicable, the health, safety and welfare of all employees working for the company and other persons who may be affected by our undertakings.

Plymouth Age Concern acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

The Director will implement the health and safety policy and recommend any changes to meet new circumstances. Plymouth Age Concern recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Plymouth Age Concern looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Plymouth Age Concern will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The organisation will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

A signed copy of this statement is available on request.

Environmental Statement

We are committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

A signed copy of this statement is available on request.

Food Safety Statement

Employees have a statutory duty to take care of themselves and others who may be affected by their acts or omissions. To enable these duties to be accomplished it is Plymouth Age Concern intention to ensure that responsibilities for food safety matters are effectively assigned, accepted and fulfilled at all levels within our organisation.

As far as is reasonably practicable, we shall ensure that:

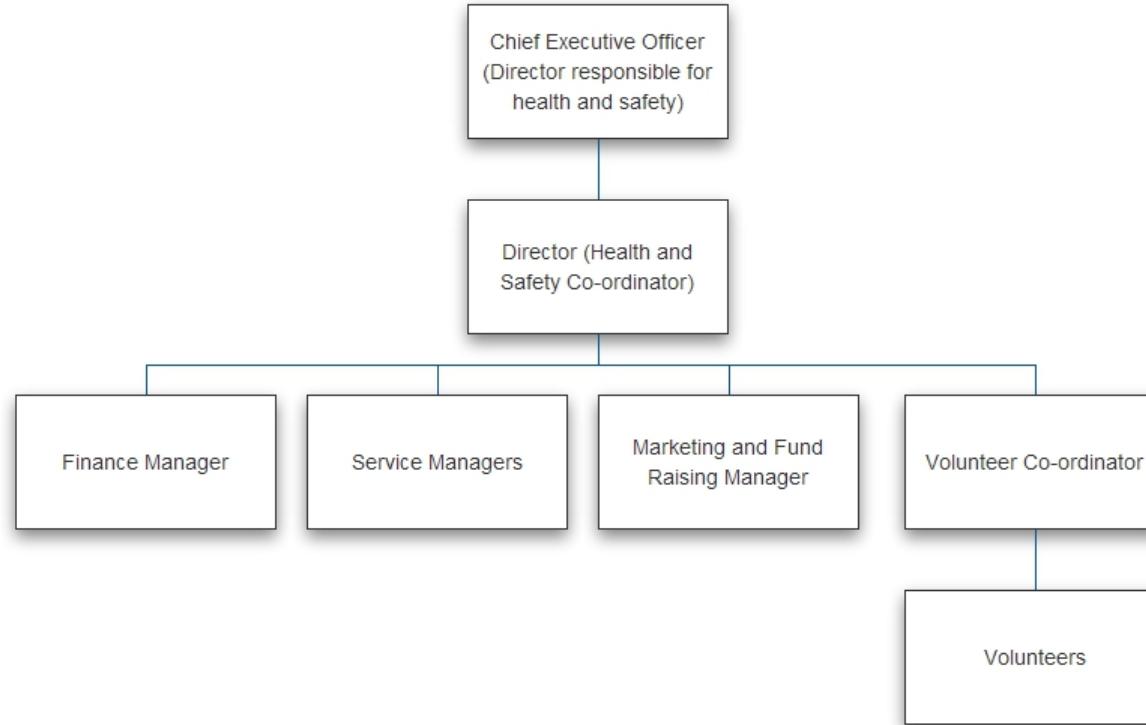
- Adequate resources are provided to ensure that proper provision can be made for food safety
- Risk assessments are carried out and periodically reviewed in accordance with the HACCP's
- Systems of work are provided and maintained that are safe and without risks to food safety
- Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risks to health
- All employees are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work, the safety of others who may be affected by their actions and the safety of food on the premises
- Where appropriate, health surveillance will be provided to employees
- The provision and maintenance of all plant, machinery and equipment to ensure it is safe and without risk to health or food safety
- The working environment of all employees is safe and without risk to health or food safety and that adequate provision is made with regard to the facilities and arrangements for their welfare at work
- The place of work is safe and that there is safe access to and egress from the workplace
- Monitoring activities are undertaken to maintain agreed standards
- All food prepared or stored on the premises complies with all food safety requirements and is of the nature, substance and quality demanded.

It is the duty of all employees at work:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and operate with us in fulfilling our statutory duties
- Not to interfere with or misuse anything provided in the interest of health and safety.

A signed copy of this statement is available on request.

Safety Management Structure



General Responsibilities

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all employees
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to employees where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

Employees Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

- All employees have a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of himself/herself and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, lifesaving equipment, signs or firefighting equipment
- Employees also have a duty to assist and co-operate with Plymouth Age Concern and any other person to ensure all aspects of health and safety legislation are adhered to.

Employees are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment
- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all employees to: -

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

Sub-Contractors/Self-Employed Personnel Responsibilities

Will be made aware of the organisation's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with Management to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

Information For employees

Information regarding health and safety law is provided in a number of ways:

- Employees are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is advisably completed with names of responsible persons. Alternatively a leaflet version of the Health and Safety Law poster is available and should be distributed to all staff
- Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employees health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the Organisation then the organisation will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions
- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any

relevant changes to health and safety. Management will disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

Access And Egress

Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of the Organisation. The safety and security of service users in particular, may be affected by breaches of security systems designed for their protection.

Associated Hazards

- Breaches of Security
- Vehicle movement
- Uneven surfaces/obstructed floors
- Snow, ice, leaves, algae, polished floors, wet floors
- Falling objects
- Trailing cables, loose carpets, etc
- Opening in the floor/ground
- Unsuitable/insufficient lighting.

Employees Responsibilities

Employees will:

- Remain vigilant and immediately report any suspected breaches of security
- Report to the Director, any situation where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems
- Follow advice and information given by the employer in relation to safe access and egress
- Wear appropriate footwear and take care when walking around the premises
- Not leave equipment, tools, cables and rubbish to cause obstructions or tripping hazards in work areas.

Accident Reporting

Description

There are many hazards present in all care establishments. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all employees together with the information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

Death

- Workers and non workers who have died of a work related accident.

Specified Injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:-
 - cover more than 10% of the body, or
 - cause significant damage to the eyes, respiratory system or other vital organs.
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:-
 - leads to hypothermia or heat-induced illness, or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over Seven-Day Injury

This is an injury, which is not major but results in the injured person being away from work or unable to carry out their normal duties for more than seven days. Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Occupational Disease

- Severe cramp of the hand or forearm
- Occupational dermatitis
- Any occupational cancer
- Occupational asthma
- Any disease attributed to occupational exposure to a biological agent.

Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g.:

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment
- Electrical short circuit or overload causing fire or explosion
- Collapse or partial collapse of scaffold over 5 metres high or which has been erected near water where there is the potential of drowning after a fall.

People Not at Work

- A member of the public or person who is not at work has died
- A member of the public or a person not at work has suffered an injury and is taken from the scene of the accident to hospital for treatment to that injury.

In addition Plymouth Age Concern will ensure that:

- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments (including where appropriate, service users risk assessments) will be reviewed and where necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm

- Accidents involving service users are reported to the relevant care authority in line with local protocols.

Employees Responsibilities

Any employees who is involved in, or aware of, an accident at work, must follow the accident reporting procedure and inform the Director or senior person on duty, either verbally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

Alcohol and Drugs Misuse

Description

There is evidence that the effects of drinking alcohol, or drug use or misuse, can reduce personal performance and potentially increase absence rates. Any form of drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

Associated Hazards

- Impairment of co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgment and sense of danger
- Heightened sense, and use of aggression towards others
- Overconfidence in potentially dangerous situations.

Disciplinary Procedures

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with Plymouth Age Concern's disciplinary or capability procedures
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

Employees Responsibilities

Employees will:

- Inform the Director if they are taking any prescription medications that may affect their ability to safely operate vehicles, equipment, machinery or to carry out any care related activities
- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs
- Seek help voluntarily if they recognise they have an alcohol or drug related problem

- Inform the Director if they are aware that any employees have an alcohol or drug related problem that is affecting their work. This will ensure that employees receive the necessary support and assistance.

Asbestos - For Those In Control Of The Premises (Duty Holder)

Description

Thousands of commercial, industrial, residential, agricultural, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials (ACMs). Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining. Asbestos is a prohibited substance and is classified as a Category 1 carcinogen.

Associated Diseases

- Asbestosis
- Mesothelioma
- Lung cancer
- Pleural thickening and pleural plaques.

These diseases can take between 15 to 60 years to develop and can prove fatal.

Work undertaken on asbestos containing materials is categorised as either: -

Licensable work: this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensable work they plan to undertake.

Non-Licensable work: this normally involves work with asbestos containing materials which is sporadic and of low intensity and will not, if determined by risk assessment, expose employees to asbestos fibres above the legal control limit. Anyone undertaking non-licensed work must be suitably trained and competent.

Notifiable Non-Licensed Work (NNLW): Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification: 1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials, 2. removal, without deterioration of non-degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic, 3. where the asbestos containing materials are in good condition and are being sealed or encapsulated 4. air monitoring and control or collection and analysis of asbestos samples.

Employees Responsibilities

Employees will: -

- Report immediately to the Director any damage to the building or building materials
- Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by Plymouth Age Concern and have been suitably trained
- Follow all information, instruction and training given to prevent injury or ill health.

Blood-Borne Viruses (BBV)

Description

Due to the nature of our work activities Plymouth Age Concern recognises that there is a potential risk of employees coming into contact with Blood-Borne Viruses (BBV), e.g. Hepatitis and Human Immunodeficiency Virus (HIV). Much depends on the nature of the exposure. Not all exposures result in infection. These arrangements are made to reduce the risk as low as is practicable.

To reduce the risks from these viruses the company will assess the potential and introduce controls to reduce the risk.

Associated Hazards

- Direct contact with infected blood
- Contact with soiled bedding or clinical dressings
- Spills and contact with body fluids
- Needle stick injuries.

Employees Responsibilities

Employees will: -

- Adhere to the Organisation's protocols and procedures applicable to infection control
- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning as per their level of training
- Report to the Director, in confidence, if they become aware that they have or are a carrier of a BBV if it is relevant to their employment
- Be aware of the location and proper use of personal protective equipment, and to use only the materials provided for disinfection or removal of a potential source of infection
- Control surface contamination during sanitising operations by containment and decontamination
- Dispose of all contaminated waste in accordance with the Organisation's procedures
- Ensure where appropriate, that all contaminated linen is suitably bagged
- Comply with standard precautions including the steps to be taken immediately following a potential exposure.

NOTE: Any worker who suspects that he/she may have been exposed to a blood borne infection through work, must seek professional advice and diagnostic testing.

Body And Fashion Jewellery

Description

The wearing of body jewellery and fashion jewellery at work could lead to injury or ill health. Body jewellery includes navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

Associated Hazards

- Infection/cross infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement in equipment or clothing
- Risk of standards of hygiene in clinical and in food preparation areas.

Note: the list of hazards associated with the wearing of jewellery is not exhaustive.

Employees Responsibilities

Employees responsibilities are to take care of themselves and others in work activities during which jewellery is worn and to have regard to the following: –

- Comply with the Organisation's jewellery policy
- Take care of themselves and others engaging in work activities where jewellery is permitted to be worn
- Ensure that jewellery where permitted, is unobtrusive when worn
- Report any instances of infection arising from piercing(s).

Care Home Outings

Description

Outings may include short visits to premises close to the Organisation, visits further afield, evening trips and charitable events.

Preparation and planning is the key to a successful and safe trip.

Note: Where appropriate, these arrangements should be read in conjunction with the arrangements for Minibus and Minibus outings.

Associated Hazards

- Unsuitable outings and activities
- Unsuitable transport arrangements
- Poor discipline
- Medical emergencies.

Employees Will:

- Comply with the Organisation's Policy and follow the associated protocols and procedures
- Maintain responsibility for all service users in their care throughout the entire trip
- Maintain good order and discipline at all times
- Report any concerns, mishaps or accidents in accordance with the Organisation's reporting procedures.

Challenging Behaviour And Distress

Description

Significant changes in a persons usual behaviour may occur when they become distressed, resulting in Challenging Behaviour - acts of verbal or physical aggression.

Staff should endeavour to be aware of the service user's history, diagnosis and known triggers to challenging behaviour.

Reasons for the causes of the distress may not be obvious. It is the carer's role to encourage the person to discuss their concerns with a view to calming the upset person, this may be achieved by:

- Acknowledging that the person is upset
- Asking the person if they wish to talk about what is upsetting them
- Asking the person if they wish to consult with someone else, i.e. another carer
- Listening carefully to what is being said
- Talking and reasoning with the person
- Using appropriate re-direction techniques (as per Challenging Behaviour training)
- Where appropriate, securing advice from the service users GP.

Stay calm at all times. If there is a risk of the person becoming physically aggressive, observe from a distance. Seek assistance if the behaviour continues. Ensure the Home Manager/Deputy is informed.

Avoiding/Diffusing Situations

Good practice dictates that wherever possible, dangerous or potentially dangerous situations should be anticipated and prevented. Where this is not possible, measures should be brought to bear to diffuse a potential situation, learn from it and amend practice accordingly.

Possible causes of problem behaviours are:

- Boredom and lack of environmental stimulation
- Too much stimulation, noise and general disruption
- Overcrowding
- Antagonism, aggression or provocation on the part of others
- A generally unsuitable mix of service users
- The rewarding of undesirable behaviour by attention
- The inability to protect oneself against harm as a result of a mental disorder.

General preventative measures that we will adopt are as follows:

- Keeping service users fully informed of what is happening and why
- Giving each service user a defined personal space and a secure locker for the safekeeping of possessions
- Ensuring access to open space
- Organising the home to provide quiet rooms, recreation rooms and visitors rooms
- Ensuring access to a telephone
- Providing structured activities by professional staff
- Encouraging energetic activities for younger service users
- Providing training for staff in the management of disturbed behaviour
- Monitoring the mix of service users
- Developing nurse/service user allocation systems
- Applying and monitoring any individual programme consistently
- Ensuring that service users' complaints are dealt with quickly and fairly
- Seclusion will not be an option of treatment as a matter of policy.

Restraint

It is not permitted for any member of staff to grab or hold a service user in an attempt to manage challenging behaviour. The use of mechanical aids of restraint are not permitted – under any circumstances. Sedation is only to be administered by a qualified medical practitioner (GP). Staff must not take instruction in the use of sedation over the telephone. The medical practitioner must attend in person.

In order to lead the service user away from other people or property at risk, it is acceptable for a member of staff to place one or both hands on the shoulders of the upset person. This must be without force and in a way that demonstrates care.

In extreme circumstances, holding the service user by the upper arm may be an acceptable preventative measure, if, for example, a person is causing serious physical injury to themselves or others. Staff should be satisfied that such immediate action is necessary in order to prevent the person harming themselves or others.

The Home Manager must be informed of incidents of restraint, which must be thoroughly documented and written into the service user's daily notes. Care Plans and risk assessments to be reviewed and amended where necessary.

Employees Responsibilities

- Take care of their own health and safety at work and that of others who may be affected by their acts or omissions

- Co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards
- To safeguard at all times, the confidentiality of information relating to service users and staff
- To maintain the confidentiality of all electronically stored personal data in line with the Data Protection Act
- To comply with responsibilities regarding access to health records.

Compressed Gas Cylinders

Description

Accidents involving gas cylinders can be very serious and may result in major injuries or death.

The term 'gas cylinder' includes varying types of pressure vessel used to transport and store gas under pressure. They are used for different purposes. e.g., oxygen supply, anaesthetic gas supply, in heating appliances and in fire fighting appliances.

Associated Hazards

- Fire and explosion
- Manual handling
- Unsecure or unstable gas cylinders
- Accidental release or leaks of hazardous substances
- Cold surfaces.

Employees Responsibilities

Employees Will:

- Undertake training in the safe use of compressed gas and follow information and instruction provided
- Wear any personal protective equipment (PPE) issued
- Report any damage to cylinders or attachments
- Do not drop, roll or drag gas cylinders
- Use equipment provided by the Organisation to handle cylinders.

Construction, Design And Management (CDM) 2015 Responsibilities

Description

- The Construction (Design and Management) (CDM) Regulations 2015 cover a very broad range of construction activities such as building, civil engineering, construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures
- Under the CDM Regulations, legal duties apply to the following duty holders; Clients, Designers, Contractors and Workers for all construction projects even for simple, short duration work. Additional duty holders called 'Principal Designer' and 'Principal Contractor' are legally required to be appointed where projects involve or are likely to involve more than one Contractor working on the project at any time. CDM applies to both non-domestic and domestic premises.

Employees Responsibilities

Employees are those who work for Contractors and for all projects they will:

- Take care of their own health and safety and to others who may be affected by their actions
- Read and understand health and safety information provided to them
- Follow site rules
- Attend any relevant induction or training courses
- Report any accidents, incidents or risks that might be a danger to themselves and others
- Liaise with the site safety representative on health and safety matters
- Co-operate with others and follow reasonable directions from duty holders.

Contractors

Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors, including self-employed workers, may be employed to undertake a variety of jobs on our behalf including maintenance, repairs, installation, construction, window cleaning, engineering. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract.

Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors activities may put the client's own employees at risk.

Associated Hazards

- Movement of site traffic
- Excavations
- Working at height
- Manual handling injuries
- Hazardous materials/substances
- Contaminated land.

Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any method statements with the person in charge of the site before work commences
- Must inform Plymouth Age Concern of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations and industrial guidance

- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant
- Must report all accidents to the client immediately so that they can record the incident in the accident book.

Employees Responsibilities

Employees will:

- Immediately report any unsafe practices or concerns to the senior person present.

Control of Substances Hazardous to Health (COSHH)

Description

Using or handling hazardous substances and medicines or drugs at work may put employees health at risk. Employers are legally required in terms of the Control of Substances Hazardous to Health Regulations (COSHH), to control exposure to hazardous substances and to prevent ill health to employees and others who may be exposed.

Hazardous substances include: -

- Substances used directly in work activities (e.g. medicines, cleaning agents, disinfectants, paints, adhesives etc,)
- Naturally occurring substances (e.g. latex, dust)
- Biological agents (e.g. bacteria and other micro-organisms)
- Substances generated during work activities (e.g. fumes, dust, waste).

Effects from exposure to hazardous substances can range from mild irritation to acute or chronic illness or even death.

Associated health issues may include: -

- Skin irritation
- Asthma or other lung disease
- Loss of consciousness
- Infection from bacteria and/or micro-organisms
- Cancer
- Possible irreversible effects, e.g. infertility.

N.B. This list is not exhaustive.

Plymouth Age Concern will also consider the risks to other persons who may come into contact with hazardous substances, particularly vulnerable groups, e.g. service users, visiting children and women of childbearing age, and will implement the necessary controls to minimise or eliminate harm.

Note: controls need to include not exceeding any assigned legal Workplace Exposure Limits (WEL) or that exposure to asthmagens, carcinogens and mutagens are reduced to as low as is reasonably practicable.

Employees Responsibilities

Employees will: -

- Take part in training programmes
- Observe container hazard symbols and instructions
- Follow safe working practices when using hazardous substances
- Report any concerns to the Director or senior person on duty
- Wear, use correctly and maintain any Personal Protective Equipment (PPE) and respirable protective equipment (RPE) provided
- Return all hazardous substances to their secure location after use
- Observe all control measures correctly.

Dermatitis

Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkalis
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

Employees Responsibilities

- Observe hazard symbols and instructions displayed on product containers

- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary
- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

Diabetes

Description

In the UK, 1.4 million people are diagnosed with diabetes mellitus. It is likely that more people have the condition, but have yet to be formally diagnosed. Diabetes is the leading cause of blindness in the country and can lead to serious complications such as heart disease, kidney failure and stroke.

For each affected employee, the level of treatment will vary greatly from individual to individual and within each individual from day to day. It may therefore be necessary to seek specialist advice.

Symptoms Associated With Diabetes

- Weakness, faintness or hunger
- Palpitations and muscle tremors
- Strange actions or behaviour where the casualty may seem confused or drunk, belligerent or may even be violent
- Sweating
- Pallor
- Cold clammy skin
- A strong pulse
- Deteriorating level of response
- Shallow breathing.

The person may have a warning card (medic – alert) or bracelet, sugar lumps, tablets or an insulin syringe (which may look like a pen) among their possessions.

Employees Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Furthermore, diabetic employee's responsibilities include :-

- Alerting the employer if their condition is having an adverse effect on their day-to-day ability to work or increase the likelihood of an accident
- Notifying the employer and the DVLA if:
 - receiving treatment with insulin where the job entails driving any type of vehicle or
 - receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).

If the condition is managed by diet or non-insulin medication (or both) there is no obligation to inform the DVLA provided the employee is free from certain diabetes related complications, listed on the DVLA website, or has not been advised to do so by their GP, specialist or optician.

- Co-operation with the management arrangements for health and safety
- Following any training, guidance and instruction provided by the employer.

Disciplinary Rules

Description

Plymouth Age Concern believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employees Responsibilities

Employees will:

- Co-operate with their employer and conduct themselves in a way that does not create risk of harm to themselves and others
- Follow instruction and safe systems of work
- Not misuse or interfere with anything provided for health, safety and welfare
- Report any identified hazards or unsafe practices to the employer
- Wear personal protective equipment (PPE), as identified by risk assessment.

Display Screen Equipment (DSE)

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

Associated Health Issues

- Musculoskeletal injuries
- Work related upper limb disorders (WRULD)
- Repetitive Strain Injury (RSI)
- Visual fatigue and headaches
- Stress.

Employees Responsibilities

Employees will:

- Inform the Director in confidence as soon as possible, if a health problem arises through the use of display screen equipment
- Work in accordance with any advice or guidance given by the Organisation
- Familiarise themselves with the contents of the relevant risk assessments
- Request Plymouth Age Concern to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

Doors

Description

All doors within the premises must be designed, installed and maintained, so that employees and visitors can utilise them without risk of injury.

Associated Hazards

- Fire/Products of combustion
- Slips, trips and falls
- Object movement
- Struck by moving object
- Entrapment.

Employees Responsibilities

- Not to chock or wedge fire doors open
- Report any damage to doors, fixings or signs to the employer
- Report any accidents or near misses to the employer.

Driving At Work

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collisions the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated Hazards

- The driver: with no competency, no training, poor fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage.

Mobile Telephones

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone whilst driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones other than via hands free kits, or similar hand-held devices whilst driving. The prohibition also applies when stationary at traffic lights or other delays that may occur.

Mobile Phone Use

If mobile phones are used whilst driving it is important that the phone is held in a cradle.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:

- Only use the phone when it is safe to do so
- Understand how your phone operates

- Only acknowledge incoming calls on a hands-free system where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so. Only use the mobile phone when it is essential to do so and do not talk longer than is necessary
- Whenever possible, drivers should not make outgoing calls whilst driving
- When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Employees Responsibilities

- Employees must follow any advice, information, instruction and training given by the employer
- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Employees must provide to the Director a copy of their driving licence, on request and declare any driving convictions. Employees using their own vehicles for work should also provide a copy of their insurance certificate and a valid MOT certificate for the vehicle where applicable
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and The Highway Code, be conscious of road safety and demonstrate safe driving
- Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved
- Employees must inform the Director if they become aware of any medical condition or take medication that might affect their ability to drive
- Promptly report defects, hazards and concerns to the Director
- Personal Safety – staying safe in your vehicle.

Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you

- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you are female and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable, e.g., AA, RAC.

Drugs And Medicinal Preparations

Description

Drugs and medicinal preparations (medicines) are used in the treatment, cure, prevention, or diagnosis of disease, or used to otherwise enhance physical or mental well-being. Medicines may be prescribed for a limited duration, or on a regular basis for the treatment of chronic conditions. Medicines can be dangerous if misused.

Associated Hazards

- Unauthorised access to medicines
- Misuse of medicines
- Mal-administration of medicines
- Medicinal allergies
- Cytotoxic properties.

Employees Responsibilities

Some products may have a sensitising effect or cause allergic reactions to employees and certain products may have harmful effects to expectant mothers and their unborn child.

Employees will: -

- Only administer medicines if they have received suitable training and have been authorised to do so
- Follow local protocols for the receipt, storage, administration and disposal of drugs
- Not eat or drink in areas where medicines or drugs are used or handled
- Inform the Director of any medical conditions or allergies that may be worsened by exposure to certain medicinal preparations or drugs
- Inform (female employees) the Director as soon as they are, or suspect that they are, pregnant.
- Wear appropriate personal protective equipment (PPE) where required by risk assessment
- Wash hands after handling drugs/products even when protective clothing has been used
- Report any failings or hazards that affect safety.

All staff must follow safety procedures and report any failings or hazards that affect safety.

Electricity

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care. Not only is there a potential for harm, but loss of power supply could impact our ability to conduct business and force temporary closure.

Associated Hazards

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines.

Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Plymouth Age Concern is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

Employees Responsibilities

Employees have a responsibility for: -

- Co-operating with management arrangements for electrical safety in the workplace
- Visually checking equipment before use for any obvious defects such as cable or casing damage or scorch marks
- Reporting any defects, faults or dangerous activities
- Using equipment only in line with the manufacturers operating instructions e.g. jet washer used with additional RCD or RCBO protection
- Complying with safety rules and use work permits/lock out procedures as applicable
- Not bringing personal electrical equipment onto company premises without prior authorisation from management. If allowed, any such equipment must be tested in accordance with company procedures.
- Gaining permission before using extension leads or adaptors.
- Switching off any non-critical equipment when not in use.
- Not attempting repairs to electrical appliances or circuits unless qualified to do so.
- Exercising caution when placing drinks near to appliances or power outlets.

Emergency Plan

Description

In the event that an emergency situation cannot be contained, it may be necessary to fully evacuate the Organisation. Complementary to the Organisation's Fire Safety Arrangements, an Emergency Evacuation Plan will make specific our post incident arrangements for the ongoing care of our service users and employees.

Associated Hazards

- Fire and explosion
- Flood
- Bomb threat
- Catering disruption
- Failure of gas supply
- Disruption of electrical supply.

Employees Responsibilities

Employees will: –

- Attend training in the actions to be taken in the event of an emergency/ emergency evacuation
- Immediately raise the alarm on discovering an emergency situation
- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Only use emergency equipment if trained and authorised to do so.

Epilepsy

Description

Epilepsy is defined as having repeated seizures, which start in the brain. A brief disturbance to the brain's normal electrical activity causes the nerve cells to fire off random signals. The result is like an electrical storm that causes a temporary overload in the brain.

There are many different kinds of seizure. Some end in seconds while others may last several minutes. People affected might lose awareness of what is happening or where they are during a seizure and they may lose consciousness altogether. Each person's experience of epilepsy is unique.

Recognition Of Minor Epilepsy

- Sudden 'switching off'; the casualty may be staring blankly ahead
- Slight and localised twitching or jerking of the lips, eyelids, head or limbs
- Odd 'automatic' movements such as lip smacking, chewing, or making noises.

Associated Hazards

Some jobs can carry considerable risk to a person who has frequent seizures and their colleagues. These can include working: -

- At heights or underground
- Near open water
- On heavy, unguarded machinery or driving
- With hot ovens or open fires
- With high voltage/open circuit electricity.

Employees Responsibilities

- Co-operate with the employer in relation to health and safety arrangements
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

Employees suffering from Epilepsy have an additional duty to:

- Alert the employer if his/her epilepsy is having an adverse effect on his/her day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement
- To follow any training, guidance and instruction provided by the employer.

Events Safety

Description

The health and safety arrangements for individual events organised at the premises may need to vary for each event. Therefore, robust planning and management are fundamental to the success of an event.

Note: This arrangement covers events taking place either wholly or partially in the open air or in marquees or other temporary structures. The general safety advice is however also pertinent for small events taking place indoors.

Associated Hazards

- Poor venue design such as marquees, fencing
- Lack of employees/volunteer/contractor competence
- Delivery, installation or removal of equipment and services
- People management
- Traffic management
- Medical emergencies and major incidents
- Waste management.

Note: food safety may need to be considered.

Employees Responsibilities

Employees will:-

- Comply with the arrangements put in place for the event
- Report any unsafe situations or acts to the person in charge at the event.

Fire

Description

Fire prevention is an important obligation for all businesses. Plymouth Age Concern has a responsibility for ensuring the health, safety and welfare of all employees, service users and others who may have access to the workplace. This responsibility extends to adjoining businesses and premises. These general duties include safety in relation to fire hazards arising from the work processes and activities, as well as general fire safety in the workplace.

It is the responsibility of Plymouth Age Concern to ensure that all employees, service users, visitors and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire regulations.

Associated Hazards

- Smoke and toxic fumes
- Reduced oxygen
- Flames and heat
- Collapse of buildings.

The Three Main Causes Of Fire Are:

- Arson
- Faulty or misused electrical wiring and equipment, inc. plugs and adaptors
- Smoking or smoking materials.

Employees Responsibilities

Employees will:

- Attend basic training in fire prevention and the action to take in the event of fire
- Co-operate with the Organisation's arrangements for fire prevention in the workplace.

Be aware of:

- The actions to be taken on discovery of fire and on hearing the alarm
- The location of fire alarm call points within the premises and the method of operation

- The location of firefighting equipment within the premises and the method of operation of all escape routes within the premises
- The purpose of fire resisting doors and their locations within the premises
- Evacuation procedures for the premises and the location of the assembly point
- Practice and promote fire prevention
- Report any concerns regarding fire safety to the Director so that any shortfalls can be investigated and remedial action taken
- Immediately raise the alarm on discovery, or suspicion, of a fire
- Not chock or wedge fire doors open.

Plymouth Age Concern does not expect employees to fight fires, however extinguishing action can be undertaken if it is safe to do so and you have been trained.

On no account should a closed room be opened to fight a fire.

Fire Action

If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The Senior Person Present will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- "*We have a fire at Plymouth Age Concern*" and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Call the fire service immediately to every fire or on suspicion of a fire.

On Notification Of A Fire

- The Senior Person Present will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The Senior Person Present will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

Use the nearest available exit.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.

Fire Action in service users Homes

If you discover a fire in a service users house

Leave the house immediately **and only if this can be done without taking personal risks**, take any service users to a place of safety.

Telephone the fire service immediately by:

When the fire service reply, give the response distinctly:

- Dialing 999 or 112 on a mobile
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- We have a fire at and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Liaise with the fire officer in attendance.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property and extinguishing the fire.

First Aid In The Workplace

Description

People at work can sustain an injury or become ill. It is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate First Aid cover is essential - it can save lives and prevent minor injuries becoming major ones.

Associated Injury Or Ill Health Issues

- Bodily injuries: blows, cuts, scratches, bites, impact, crushing, stabs, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

Appointed Persons Are Responsible For:

- Only administering the level of First Aid for which they are trained
- Calling for the appropriate medical assistance.

Employees Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, employees will:

- Co-operate with management arrangements for First Aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the Director or senior person on duty.

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been properly installed or maintained. When gas does not burn properly, toxic carbon monoxide is produced.

Associated Symptoms

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

Employees Responsibilities

Employees will:-

- Co-operate with the Organisation's arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the Director or senior person on duty.

Glass and Glazing

Description

The Health and Safety at Work etc Act does not specifically mention glazing, but the introduction of the Workplace (Health, Safety and Welfare) Regulations included requirements for glazing, for which the duty to comply will fall to the Organisation.

Associated Hazards

- Cuts and lacerations from exposed edges or broken glass panels
- Eye injuries from small flying glass particles
- Food contamination
- Light fitting breakages

Employees Responsibilities

- Report all damaged or broken glazing
- All accidents and incidents must be reported as per the Plymouth Age Concern accident reporting procedure.

Hand Protection – Latex Gloves

Description

Latex products are durable, flexible and give a high degree of protection against microorganisms, whilst giving the wearer sensitivity and control. However, over the last 20 years, the health risks associated with exposure to natural rubber latex (NRL) have become more widely recognised, and there has been an increase in the number of reported cases of asthma and skin complaints, which may be attributed to NRL.

In addition to being present in gloves, NRL is present in some plasters and wound dressings, catheters and urinary sheaths, carpet backing, some shower curtains, window insulation and clothing elastics – this list is not exhaustive.

Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including:

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin in areas exposed to latex. The symptoms can be due to contact with the product, on some occasions the symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – localised or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects will occur almost immediately and in rare cases cause a severe reaction known as an anaphylactic shock
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring between 10-24 hours after exposure, can worsen over the next 72 hours. Chemical additives used in the manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product that is capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause the symptoms to recur
- Respiratory sensitisation - Proteins in powdered latex gloves can leach into the powder, which can become airborne and subsequently be inhaled when the gloves are removed.

Employees Responsibilities

- Comply with this policy and follow the associated protocols/procedures/safe systems of work for their areas of work and responsibility
- Report any allergic reactions to the employer.

Additional Information

- Wearing any form of protective glove may have adverse effects upon the hands
- Using antiseptic or germicidal agents, or continuously washing and drying the hands with detergents or soaps after wearing gloves may dry out the skin by depletion of the natural oils
- Powders or other lubricants that make the gloves easier to put on may irritate the skin. Sweating or rubbing under the gloves may also contribute to skin irritation
- When the skin becomes injured it is important to remember that it cannot act as a barrier and protect the body from infection and common contact allergens
- Gloves should only be worn for activities when personal protective equipment is the only feasible form of protection. When using gloves, appropriate hand care is essential to minimise reactions.

Hand Tools

Description

Tools that are hand held and are powered manually. Categories of hand tools include (but are not limited to) wrenches, pliers, cutters, striking tools, struck or hammered tools, screwdrivers, clamps, snips, saws, drills and knives. Outdoor tools such as garden forks, pruning shears, and rakes are additional forms of hand tools.

The greatest hazards posed by hand tools result from misuse and improper maintenance e.g.

- If a chisel is used as a screwdriver, the tip of the chisel may break and fly off, hitting the user or other employees.
- If a wooden handle on a tool, such as a hammer or an axe, is loose, splintered, or cracked, the head of the tool may fly off and strike the user or other employees.
- If the jaws of a wrench are sprung, the wrench may slip.
- If impact tools such as chisels, wedges, or drift pins have mushroomed heads, the heads may shatter on impact, ejecting sharp fragments toward the user or other employees.
- Iron or steel hand tools may produce sparks that can be an ignition source around flammable substances

Associated Hazards

- Ejected materials
- Cuts, splinters , punctures.
- Falls
- Sparks and fire

Employees should:

- Carry all sharp tools in sheath or holsters
- Examine each tool for damage or wear before use
- Tag worn, damaged or defective tools "Out of Service" and do not use them
- Do not use a tool if the handle surface has splinters, burrs, cracks or splits
- When handing a tool to another person, direct sharp points and cutting edges away from yourself and the other person
- Do not carry sharp or pointed hand tools such as probes or knives in your pocket unless the tool or your pocket is sheathed
- Do not perform "make-shift" repairs to tools or manufacture 'homemade' tools for work

- Do not throw tools from one location to another or from one employee to another
- Transport hand tools only in tool boxes or tool belts
- Wear the appropriate personal protective equipment provided, usually safety goggles, gloves, and safety footwear
- Understand any Risk assessments or Safe Systems of Work provided for the use of the tools.

Hand Washing

Description

Good hand hygiene lies at the heart of any personal hygiene routine as hands come into direct contact with food and may become contaminated by handling raw foods, waste, in the process of using the toilet or from contact with others infected with food poisoning agents or food borne disease or be carriers themselves.

Associated Hazards

- Cross contamination
- Physical and chemical contamination.

Relevant Staff Should:

- Follow all training given in relation to hand washing
- Use the facilities provided to ensure a good standard of hand hygiene
- Report to management any problem or fault with the hand washing facilities
- Keep hand wash facilities clean and tidy and dispose of used paper towels in the waste bin provided.

Hazard Reporting

Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated Hazards

- Tripping on trailing wires or loose floor coverings
- Faulty electrical fittings
- Unguarded edges
- Obstructed emergency exit routes.

N.B. This list of hazards is not exhaustive.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employees tripped over a trailing cable but no injury occurred.

Employees Responsibilities

- Employees are to use the hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace; this is to be done verbally and in writing using the forms provided.
- When a hazard has been identified, it must be reported immediately to your Supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as is reasonably practicable, to prevent injury or unsafe conditions.

Health Surveillance

Description

Health surveillance is conducted by observing and communicating and systematically watching for early signs of work-related ill health in workers exposed to certain health risk. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees exposure to a health risk, where this has been identified by a risk assessment.

Health surveillance is necessary where: -

- There is an identifiable disease or health condition may occur
- There are valid techniques available to detect the early signs of the disease or health effect
- and these techniques do not pose a risk to employees.

It requires the implementation of certain procedures to achieve this, including simple methods carried out by employer who has been trained (e.g. looking for skin damage on hands), or issuing health screening questionnaires, or technical checks (e.g. audiology tests) undertaken by an occupational health professional or more involved medical examinations (e.g. lung function tests).

Some hazardous substances will require health surveillance as a condition of use e.g. lead, asbestos, ionising radiation.

Health surveillance records should be kept confidential by Human Resources or an occupational health professional for forty years and include: -

- Surname and forename
- Permanent address
- Sex
- Date of birth
- National Insurance Number
- Date of commencement of present employment
- A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance.

Recorded details of each health surveillance check should include:

- the date they were carried out and by whom
- the outcome of the test/check
- the decision made by the occupational health professional in terms of fitness for task and any restrictions required. This should be factual and only relate to

the employees functional ability and fitness for specific work, with any advised restrictions.

Associated Hazards

- Noise
- Whole body or hand-arm vibration
- Solvents
- Fumes
- Dusts
- Biological agents
- Other hazardous substances
- Silica dust
- Asbestos
- Work in compressed air
- Ionising radiation
- Diving
- Electromagnetic Field
- Metal working fluids
- Confined space
- Lead
- Night work
- Welding fume

Health Effects

Examples include:-

- Dermatitis
- Occupational Asthma
- Hand arm vibration
- Asbestosis
- Hearing loss

Employees Responsibilities

All employees will: -

- Advise Senior Manager of any significant health issues
- Report any significant changes in their health to Senior Manager in intervals between health surveillance sessions
- Cooperate with health surveillance programmes where a risk assessment has established the requirement
- Cooperate with other risk reduction measures for the protection of their health
- Attend health surveillance appointments or organise in advance for a change of appointment time if original is inconvenient
- Attend appropriate training in relation to workplace hazards and health surveillance.

Housekeeping

Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

Employees Responsibilities

Employees must:

- Co-operate with management arrangements for good housekeeping in the workplace
- Follow any guidance and instruction given to prevent injury or ill health
- Report to the employer any hazardous or dangerous situations.

Information, Instruction, Supervision and Training

Description

Preventing accidents and ill health caused by work is a key priority for Plymouth Age Concern. Health and safety information, instruction, supervision and training helps the Home to ensure its employees are not injured or made ill by the work undertaken, promotes a positive safety culture where safe and healthy working becomes second nature to everyone and enables the Home to meet its legal duty to protect the health and safety of its employees.

Employees Responsibilities

Employees will: -

- Attend all training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training.

Kitchen Safety

Description

Kitchen safety is important to the health and well-being of employees and service users. Plymouth Age Concern recognises that many accidents occur in kitchens as a result of the combination of work processes, equipment and the working environment, and so will ensure that safety procedures are considered and followed, in order to reduce injuries.

Personal hygiene is an important element of food safety and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness, personal habits and the wearing of suitable protective clothing. If personal hygiene rules are not applied, food may be exposed to the risk of contamination.

Associated Hazards

- Machinery, equipment and cooking processes
- Manual handling
- Cleaning chemicals
- Hot liquids and surfaces

- Wet floors
- Naked flame
- Unauthorised access
- Poor personal hygiene (food safety).

Employees Responsibilities

Employees will:

- Comply with this policy and follow the associated protocols, procedures and safe systems of work for their areas of work and responsibility
- Not interfere with any safety device used on equipment
- Report any faulty equipment to management
- Ensure any food or drink that is accidentally spilt is cleaned up immediately and the appropriate warning signs displayed in prominent positions
- Familiarise themselves with COSHH assessments and safe handling of chemicals before use
- Wear any personal protective equipment (PPE) provided.

In addition, all employees (food handlers) must comply with the following:

- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing their nose
- Long hair will be tied back and preferably covered
- Food handlers must not spit, sneeze or cough over food
- Cuts and sores must be covered with a waterproof (preferably highly visible) dressing
- Jewellery will be kept to a minimum when preparing and handling food – a plain wedding ring and sleeper earrings are acceptable.

Reporting Illness/Exclusion

- Employees must report to their supervisor if they, or anyone with whom they have been in close contact, are suffering from diarrhoea, stomach upset or vomiting
- Food handlers should also report scaling, weeping or discharging lesions on an exposed part of their skin

- Food handlers suffering from any of the complaints listed above will be excluded from food handling duties until they have fully recovered.

Ladders and step ladders

Description

Over a third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect selection and use of equipment.

By conducting a risk assessment, it may be determined that ladder use is acceptable for work of short duration (less than 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps and necessary control measures and training are adhered to.

Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or over stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

Safe use of ladders

- Ladders should be appropriate for the job and not exceed 9 metres in length
- Ladders should comply with British/European Standards, ladders purchased should conform to EN131 Professional.
- Domestic equipment should not be used
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion
- Footpads must be in good condition
- Ladders should have slip-resistant rubber or plastic feet
- Ladders must be free of missing/loose rungs

- Ladders should be regularly inspected, and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base
- During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest
- Ladders should be positioned one metre out at the base for every four metres in height
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping
- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs
- There should only be one person on the ladder at any one time
- Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- employees should be fully trained in ladder use
- Never use ladders near power lines or in strong winds.

Safe Use of Stepladders

- Stepladders should be of robust construction and in good condition, any replacements purchased should conform to EN131 Professional.
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time
- The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Employees Responsibilities

Employees will: -

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material
- Report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Advise the employer of any health issues, which may affect the ability to work at height.

Laundry Work

Description

There are many hazards associated with the operation of a laundry and it is our policy to ensure, so far as is reasonably practicable, that risks to the health and safety of employees and others who may access this area are adequately controlled.

Associated Hazards

- Use of machinery (bodily injury)
- Manual handling of heavy bags or containers (musculo-skeletal injury)
- Soiled laundry (exposure to pathogens)
- Environmental issues (heat, ventilation)
- Wet or cluttered floors (slips, trips, falls)
- Hot water (burns and scalds)
- Chemical cleaners (occupational dermatitis)
- Fire.

Employees Responsibilities

Employees will:-

- Comply with protocols, procedures and safe systems of work for their areas of work and responsibility
- Use equipment as instructed and following manufacturer's guidelines
- Not interfere with any safety device used on machinery
- Carry out periodic checks on operation of interlocking devices
- Report any faulty equipment to employer
- Familiarise themselves with COSHH assessments and safe handling of chemicals before use
- Wear personal protective equipment (PPE) as provided
- Follow safe working procedures for handling of soiled laundry
- Refrain from eating or drinking in the work area, and to follow hand-washing protocols.

Legionella

Description

Legionellosis is a collective term for those diseases caused by legionella bacteria including the most serious, Legionnaire's disease as well as the less serious Pontiac fever and Lochgoilhead fever.

Legionellosis can affect anyone who inhales small droplets of water (aerosols) from water systems, e.g. showers that are contaminated with legionella bacteria.

Associated Hazards

The risk of someone contracting legionellosis depends on:-

- **The presence of Legionella bacteria:** the conditions that encourage Legionella bacteria to multiply include poorly maintained systems, ineffective control measures, presence of rust, sludge, scale, etc. and water temperatures between 20 – 45 deg C
- **The means of creating and disseminating breathable aerosols**, e.g. from spas, showers, taps, fire sprinkler systems, water jets, hose pipes, atomisers, fountains and hot water systems, etc
- **The person:** The disease/fever can affect anyone however some people are at higher risk than others e.g. those people over 50, smokers, heavy drinkers, diabetics, those with respiratory problems and immune system impairments.

Employees Responsibilities

Employees must:-

- Co-operate with Plymouth Age Concern's arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by Plymouth Age Concern to prevent ill health
- Report to the Director any disease diagnosed as Legionnaires' disease
- Report to the Director, any hazardous or dangerous situations.

Lifting Equipment And Lifting Operations

Description

"Lifting equipment" as defined in the Lifting Operations and Lifting Equipment Regulations (LOLER) regulations, means "work equipment for lifting or lowering loads and includes its attachments used for anchoring, fixing or supporting it".

Lifting equipment in care homes includes hoists, passenger and stair lifts, vehicle tail lifts and hydraulic tables. The equipment can be either hand-operated or mechanically/electrically powered. Lifting accessories such as slings and chains are also included.

By choosing appropriate equipment and using it effectively, the risk of an incident or sustaining an injury is greatly reduced.

Note: The use of hoists is covered more fully in the arrangement for People moving and handling.

Associated Hazards

- Lifting equipment being overloaded, causing collapse
- Equipment striking other objects or people
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives.

Employees Responsibilities

All employees are responsible for the safe use of lifting equipment and should only carry out work for which they have been trained. The following controls must be adhered to:-

- Lifting equipment should only be used for the task for which it is designed
- Before use, ensure lifting equipment and associated accessories are marked with their safe working load
- Only use equipment and associated accessories if they hold a current test certificate
- Use all lifting equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the lifting operation being undertaken
- Isolate and immediately report any damaged, misused, non-inspected or faulty work equipment.

Lighting

Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated Hazards

- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

Emergency Lighting

Emergency lighting may be needed to illuminate an escape route in an emergency evacuation (escape lighting), or to allow continued working or help evacuation of areas deficient in natural light, should the normal lighting fail (standby lighting).

Escape lighting will be provided to: -

- Clearly indicate the escape route
- Allow safe movement along the route and through exits
- Ensure fire-fighting equipment, call-points and other emergency gear can be readily located and any instructions seen.

Escape lighting should come on within five seconds of the failure of normal lighting, and provide at least 1-lux luminance at floor level. While this will seem 'gloomy', it is sufficient for safe movement during an emergency. The aim is to provide a similar level of lighting as moonlight.

The area immediately outside the final exit should be illuminated, to help dispersal of those leaving the premises in a hurry during night-time hours. For most purposes, a back-up lighting duration of between one and three hours should be satisfactory.

Employees Responsibilities

Employees must: -

- Report any defective lighting to the employer
- Report any discomfort experienced as a consequence of lighting in the workplace
- Co-operate with management arrangements for workplace lighting.

Lone Working

Description

Lone workers can be anyone who works by his/herself without direct contact or supervision. Examples include a person working on their own in a workshop, plant room, undertaking gardening activities or making Organisation visits.

Associated Hazards

- Accidents
- Fire
- Violence whilst at work
- Manual handling activities
- Transport breakdown/accident en-route
- Severe weather conditions
- Unwarranted tracing of Organisation address via vehicle registration
- Injury received whilst entering unsafe premises
- Lack of adequate visibility, due to poor lighting.

Employees Responsibilities

Employees who are recognised as lone workers will: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the Director
- Provide information on their whereabouts during working hours, to the senior person on duty
- Report all incidents relating to lone working using Plymouth Age Concern reporting procedure.

Maintenance

Description

Plant and equipment requires regular maintenance (including cleaning and adjusting) to ensure that it remains in safe working order.

Associated Hazards

- Unexpected start-up of equipment during maintenance activity
- Entrapment in moving parts causing bodily injury
- Exposure to substances hazardous to health during maintenance work.

Employees Responsibilities

Employees will: -

- Only carry out maintenance activities on equipment or machinery if trained and authorised to do so
- Not undertake any maintenance activity that they believe is beyond their capability
- Follow instruction, guidance and safe systems of work in respect of equipment or machinery maintenance
- Make full and proper use of all personal protective equipment (PPE) that has been issued.

Manual Handling

Description

Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying. Load means, e.g. equipment, materials or substances.

Manual handling is one of the most common causes of injury at work and causes over a third of all workplace injuries which include work related Musculoskeletal Disorders (MSDs) such as upper and lower limb pain/disorders, joint and repetitive strain injuries.

Manual handling injuries can occur anywhere in the workplace.

Associated Hazards Include:

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

Employees Responsibilities

Employees will: -

- Attend manual handling training sessions as required and apply the knowledge gained from training to their daily work
- Follow the safe systems of work designed and introduced by the Organisation and do not deviate from this without good reason
- Not undertake any manual handling operation that is beyond their capability
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use mechanical aids that have been provided for use and for which you have been trained. Any faults with mechanical aids should be immediately reported to the Director
- Assist and co-operate with the process of the assessment of risk
- Report all accidents, injuries and near misses involving handling activities – however trivial
- Inform the Director if normal manual handling duties cannot be undertaken because of injury, illness or any other condition
- Report any unsafe practices at work.

Minibus And Minibus Outings

Description

Minibus outings are an important addition to the services we provide in the Organisation. The safe use of minibuses must take into account not only the roadworthiness of the vehicle and the competence of the driver, but must include arrangements to ensure the care and safety of service users during the outing.

Associated Hazards

The principal hazards associated with the use of a minibus are: -

- Vehicle suitability, including seats and restraints/wheelchair restraints
- Loading and unloading of passengers
- Misuse or failure of tail lift
- Insufficient supervision of passengers
- Road Traffic Accident or vehicle breakdown.

Employees Responsibilities

- Drivers must have a valid drivers licence for the class of vehicle they are driving
- Drivers must inform the employer if they become aware of any medical condition or take medication that might affect their ability to drive
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose and is in a safe mechanical condition
- Drivers must comply with traffic legislation, be conscious of road safety and demonstrate safe driving
- Escorts must be aware of and comply with the findings of the outing risk assessment
- Escorts must comply with information, instruction and training given by the competent person in relation to minibus safety procedures
- Drivers and escorts must not be under the influence of alcohol or drugs
- Escorts must not smoke, or permit anyone else to smoke, in the minibus.

Additional Information

Seating: All passengers in the vehicle must be seated fully and squarely on a seat with armrests down, or in a wheelchair, and seatbelts applied.

Wheelchair restraints: The majority of minibuses now use the Unwins 4 point restraint system for securing wheelchairs within the vehicle. This comprises a pair of non-adjustable tongue and buckle restraints for the front and a pair of adjustable Karabiner hooks or tongue and buckle restraints for the rear.

Passenger restraints: All seats within the vehicle, including seats in the front and wheelchairs, must have their own passenger restraint/seatbelt. All seatbelt fixings must provide for a lap and diagonal effect. It is not acceptable for service users to travel in a wheelchair in the minibus, with a lap belt only. In an accident scenario, lap belts can lead to internal or spinal damage.

Missing service users

Description

Plymouth Age Concern recognises from time to time service users may leave their usual living area or may leave the building. There are a number of reasons why service users may decide to leave.

It is essential that each incident is fully investigated to establish cause, and that issues are addressed in such a way as to minimise the likelihood of recurrence.

Risk reducing measures will take account of a service users right to exercise independence, to make choices and to take reasonable risks.

Associated Hazards

- Physical attacks
- Verbal abuse
- Injury to service users
- Depression
- Stress.

Person In Charge's Responsibilities

The person in charge will: -

- Organise a search of the buildings and outbuildings
- Ensure the whereabouts of the rest of the service users, particularly any special friends of the missing person.

If the search is successful: -

- Counsel the service users about letting supervising employees know if he/she intends leaving the area
- Record the event in the service users care profile
- Review and revise as necessary the service users specific risk assessment.

If the search is not successful: -

- Inform the Proprietor of the Organisation
- Complete a missing persons form
- Take a statement from the member of employees who was supervising any service users

- Phone the police and give an accurate description of the service users including details of where they might be going
- Agree with the Proprietor when to notify the next of kin. The decision will be based on the age, distance from the Organisation and relationship with the service users and so on.

Employees Responsibilities

If you suspect any service users are missing, conduct a brief search of the immediate area. Look in any adjacent rooms and the nearest toilet, if not too far away. Call out for the service users and ask for an answer.

If he/she is not found notify the person in charge without delay.

Mobile Telephones

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during use.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:-

- Only use the phone when it is safe to do so
- Understand how your phone operates and utilise the one-touch speed-dial facility
- Only acknowledge incoming calls on a hands-free system, where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

General Use Of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Monitoring, Inspection And Review

Description

There is a legal requirement to monitor and review health and safety arrangements. This enables organisations to assess how effectively risks are controlled in order to implement improvements, where required, and to develop a positive health and safety culture and safe working environment. The frequency of monitoring and review will be decided by the level of risks, competence of people, legal requirements, results of accidents and recommendations by manufacturers or suppliers of equipment.

Monitoring includes:-

- Checking compliance in following the Plymouth Age Concern Health and Safety Policy, control measures stated in risk assessments and safe systems of work
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Checking competence of workers
- Checking the wellbeing and health of workers.

Employees Responsibilities

Employees must:-

- Check equipment, including any personal protective equipment supplied, is safe before use
- Co-operate with management arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Report any hazards or defects to the employer immediately.

New And Expectant Mothers

Description

Plymouth Age Concern is committed to protecting the health and safety of all new and expectant mothers. The phrase "new and expectant mother" means an employee who is pregnant, or who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated Hazards

- Physical agents (e.g. handling service users, violence, standing for long periods of time)
- Biological agents (e.g. blood borne viruses)
- Chemical agents (e.g. medicines and drugs)
- Working conditions (e.g. workload or stress).

Employees Responsibilities

Employees will:-

- Report to the Director as soon as pregnancy is confirmed
- Follow advice and information given by the Organisation in relation to safe working practices
- Report any hazardous situation to the Director so that arrangements for the appropriate remedial action can be taken
- Co-operate with arrangements for health and safety and use all protective and safety equipment provided by the Organisation.

Noise

Description

Hearing damage caused by exposure to noise at work can be permanent and incurable. Hearing loss is usually gradual due to prolonged exposure to noise.

Associated Hazards

- Use of, or proximity to, noise generating plant or work equipment (e.g. gardening, maintenance machinery, work equipment used during construction works).

Employers are required by the Control of Noise at Work Regulations to comply with the following noise exposure values: -

Lower Exposure Action Values: -

- Daily or weekly exposure of 80dB(A)
- Peak sound pressure of 135dB(C).

Upper Exposure Action Values: -

- Daily or weekly exposure of 85dB(A)
- Peak sound pressure of 137dB(C).

There Are Also **Exposure Limit Values (ELV)** Which Must Not Be Exceeded: -

- Daily or weekly personal noise exposure of 87dB(A)
- Peak sound pressure of 140dB(C).

The ELV should account for any hearing protection provided and worn.

Employees Responsibilities

Employees will: -

- Comply with signs and notices identifying hearing protection zones
- Wear hearing protection where identified by risk assessment. Use, keep clean and store hearing protection as instructed and as trained to do. Report any faults of the hearing protection to the Director
- Report any noisy areas or equipment to the Director
- Attend hearing checks (audiometric testing), where required.

Oxygen

Description

Oxygen is necessary for life and the air we breathe contains about 21% oxygen, however if misused, oxygen can also be dangerous.

Oxygen behaves differently to air, compressed air, nitrogen and other inert gases. It is very reactive. Pure oxygen at high pressure such as from a cylinder can react violently with common materials such as oil and grease. Other materials may catch fire spontaneously. Nearly all materials including textiles, rubber and even metals will burn vigorously in oxygen. Therefore even a small increase in the oxygen level in the air to 24% can create a dangerous situation.

Medical Application

Oxygen has a therapeutic use and may be prescribed for individual service users.

Mis-administration of oxygen to vulnerable persons could result in, or exacerbate, respiratory failure.

Associated Hazards

- Oxygen enrichment from leaking equipment
- Use of materials not compatible with oxygen
- Use of oxygen in equipment not designed for oxygen service
- Incorrect or careless operation of oxygen equipment
- Mis-administration of therapeutic oxygen.

Employees Responsibilities

Employees will: -

- Comply with written protocols for administration of oxygen
- Never permit smoking or naked flame where oxygen is being used
- Only deliver oxygen if trained and authorised to do so
- Comply with the directions of the medical prescription
- Report any adverse incidents and any faults with the equipment.

Passenger Lifts

Description

Passenger lifts are defined as any plant certified for lifting people and loads from one level to another. The equipment is mechanically/electrically powered. This arrangement applies where employers have responsibility for passenger lifts within their premises.

Associated Risks

- Passenger lifting equipment being overloaded, causing collapse
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives
- Trapping of passengers between floors.

Employees Responsibilities

All employees are required to act safely and responsibly when using a passenger lift and report any faults or damage immediately.

- Equipment should only be used for the task it was designed for, and improvisation should not be practised
- Use all passenger lift equipment in line with any manufacturer's guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the operation being undertaken
- Report any damaged, misused, non-inspected or faulty work equipment
- Record any faults or damage immediately.

People Moving And Handling **Including The Use Of Slings And Hoists**

Description

Unlike inanimate loads, people when handled, can help (or hinder) the manual handling operation. They may feel pain and anxiety, and may become agitated or aggressive, affecting the way they are handled. Physically or mentally frail persons, who seem to be capable and willing to help at the start of a movement, may suddenly find themselves unable to continue. How carers react in these circumstances can affect whether they or the persons in their care are injured.

All service users should be encouraged to do as much as possible for themselves to reduce risks to employees and to encourage rehabilitation and independence.

Note: This Policy is complementary to, and should be read in conjunction with, the Organisation's Policies for 'Manual handling' 'Work equipment' and 'Lifting equipment'.

Associated Hazards

- Inappropriate choice of handling equipment for the service users
- Failure or collapse of hoists/slings
- Misuse of hoists/slings
- Challenging behaviour by service users

Employees Responsibilities

Employees involved with people handling activity will: –

- Attend people handling training at least annually
- Keep up to date with service users' moving and handling care plans
- Report any changes in the service users health or ability that may necessitate a review of the moving and handling plan
- Follow safe systems of work designed and introduced by the Organisation
- Visually inspect slings for signs of wear and tear prior to each use
- Only use mechanical aids that have been provided by the Organisation, and for which they have received training
- Isolate and report any damaged, misused, non-inspected or faulty lifting equipment
- Report all accidents, injuries and near misses involving people handling activities – however minor.

Personal Hygiene – Food Areas

Description

Personal hygiene is an important part of food hygiene and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness and the use of suitable protective clothing. If personal hygiene rules are not applied, food may be exposed to the risk of contamination.

Reporting Illness/Exclusion

Staff are encouraged to report if they or anyone in their household are suffering from diarrhoea, stomach upset or vomiting. Food handlers suffering from any of the complaints listed above will be excluded from food handling duties until they have fully recovered.

Employees (Food Handlers) Responsibilities

All employees must comply with the following:-

- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing your nose
- Hair should be tied back and preferably covered
- Food handlers should not spit, sneeze or cough over food
- Food handlers should not smoke in a food preparation area
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food – a plain wedding ring and sleeper earrings are acceptable.

Personal Protective Equipment

Description

Personal protective equipment (PPE) is supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

PPE includes protective gloves, aprons, overalls, hearing protection, eye protection and face masks.

Associated Hazards

- Worn or damaged PPE
- Misuse of PPE
- Incorrect selection of PPE.

Employees Responsibilities

Employees will:-

- Make full and proper use of all PPE that has been issued
- Inspect all PPE before use to ensure it is suitable, clean and undamaged
- Store all PPE securely at all times and report any defective immediately to the Director
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct PPE is being worn and fits correctly.

Personal Safety – Staying Safe In Your Vehicle

Description

There are no hard and fast rules with regards to personal safety as most people will approach a given situation quite differently and have a different perspective on the level of risk they feel exposed to.

There is a greater chance of being hurt in a road accident than becoming a victim of violent crime and people are less likely to become victims of crime whilst they are at work. However, government statistics suggest vehicle related crime is on the increase. For these reasons provide the following, practical steps to help raise awareness of driver safety whilst at work and at leisure: -

Associated Hazards

- Personal injury
- Theft
- Damage to property.

Plan Ahead

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park
- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility

- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown On The Motorway

- Try to reach the hard shoulder and ring the vehicle breakdown services. Advise them if you are female and alone
- Switch on hazard warning lights
- If someone stops, ring the police and give them the vehicle registration details. If the driver approaches, inform him/her you have contacted the police who will be arriving shortly. Avoid opening doors or windows to converse with strangers
- If you make the decision to get out of your vehicle and await breakdown assistance on the verge at the side of the motorway (this is dependant on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not sign written with your breakdown service colours/livery, for example, AA, RAC etc.

Employees Responsibilities

- The roadworthiness of the vehicle, the load, and the wearing of seat belts by passengers
- Employees are responsible for their own safety and welfare and should report any medical conditions that may affect their ability to drive
- Promptly report defects, hazards and concerns to their management.

The intention of the above is to raise awareness of risk and formalise what may be viewed as 'common sense' advice. Following these practical steps, paying attention to your surroundings and remaining vigilant are part of a positive attitude to ensure safety and protect possessions.

Pest Control

Description

Pests can be divided into three groups: - rodents, insects and birds. They can enter the building via open doors and windows as well as gaps in building structures, looking for warmth, food and shelter. Unfortunately they can spread disease, viruses, bacteria and parasites so any infestation requires urgent action. Pests also cause damage to premises and equipment by their habits, for example burrowing and gnawing.

Associated Hazards

- Bacterial contamination (bacteria on the pest or in droppings)
- Physical contamination (droppings, eggs, hair and dead bodies)
- Cross contamination (bacteria left on surfaces and utensils)
- Chemical contamination (poor and uncontrolled use of insecticides)
- Damage to premises.

Employees Responsibilities

Employees will:-

- Ensure windows and doors are kept closed when not in use
- Follow cleaning schedules to ensure that premises are kept clean and tidy
- Clear up all spillages and food debris immediately
- Follow procedures for storage and regular stock rotation to help identify any pest activity that may be present
- Do not allow waste receptacles to overflow, especially those in external areas
- Inform the Director of any evidence of infestation
- Do not interfere with any measures taken by the Organisation to control pest infestation.

Portable Electrical Appliances

Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated Hazards

- Damaged appliance (casing, cable or plug) that may result in electric shock or fire
- Trailing cables that may result in trips and falls or cause cable damage
- Appliances brought into the Organisation that may be unsafely wired.

Employees Responsibilities

Employees Will:-

- Use portable electrical equipment as trained and instructed
- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Immediately stop work if faults are found and report any defects to the supervisor
- Not carry out any repairs or adjustments to equipment unless trained to do so
- Take care of the equipment that has been provided
- Disconnect the equipment from the supply before making any adjustments
- Ensure that equipment is plugged into the correct supply by an approved method, do not attempt to use a makeshift temporary connection
- Ensure that appliances brought into the Organisation by service users are submitted for inspection prior to being put into use.

Prevention And Control Of Infection

Description

Due to the nature of work undertaken, there may be a risk to employees and members of the public of exposure to physical and biological hazards.

Infection control is an important part of an effective risk management programme to improve the quality of care to our service users as well as the occupational health of staff. It is our policy to seek to minimise the risks to employees, service users and any others who may be affected by exposure to infection in the workplace.

Associated Hazards

- Exposure to viruses and human pathogens in blood/body fluids
- Sharps/needle stick incidents
- Cross infection
- Contact with clinical waste.

Note: the above list of hazards is not exhaustive.

Employees Responsibilities

Employees will: –

- Take care of themselves and others in respect of work activities that give rise to the potential for infection
- Follow training, guidance and instruction given, to prevent injury or ill health
- Use appropriate resources to minimise infection
- Be aware of and follow policies and procedures
- Report any health issue, which may affect their ability to work
- Report any accident, incident or near miss via completion of an accident report
- Cover all cuts and abrasions with suitable waterproof dressing and wear gloves, where necessary
- Use any equipment provided, including PPE as trained to do so
- Challenge inappropriate hygiene practice
- Report to the Director any hazardous or dangerous situations
- Co-operate with the Organisation's arrangements for health and safety.

Risk Assessment

Description

In many workplaces there are risks, which may affect the health and safety of employees. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Risk Assessments Should Be Considered For:-

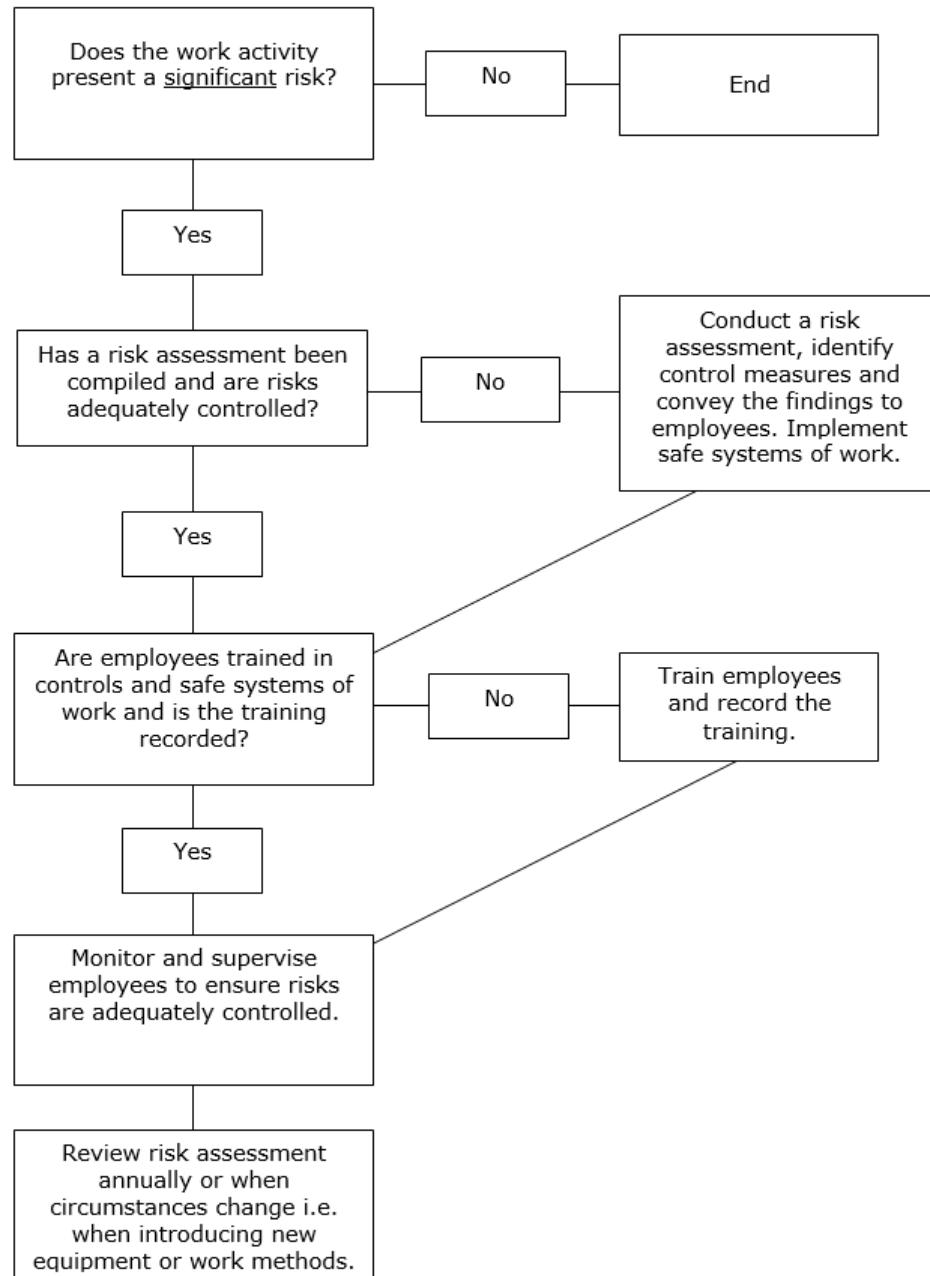
- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infection
- Work-related stress
- Workstations
- Other workplace hazards.

Employees Responsibilities

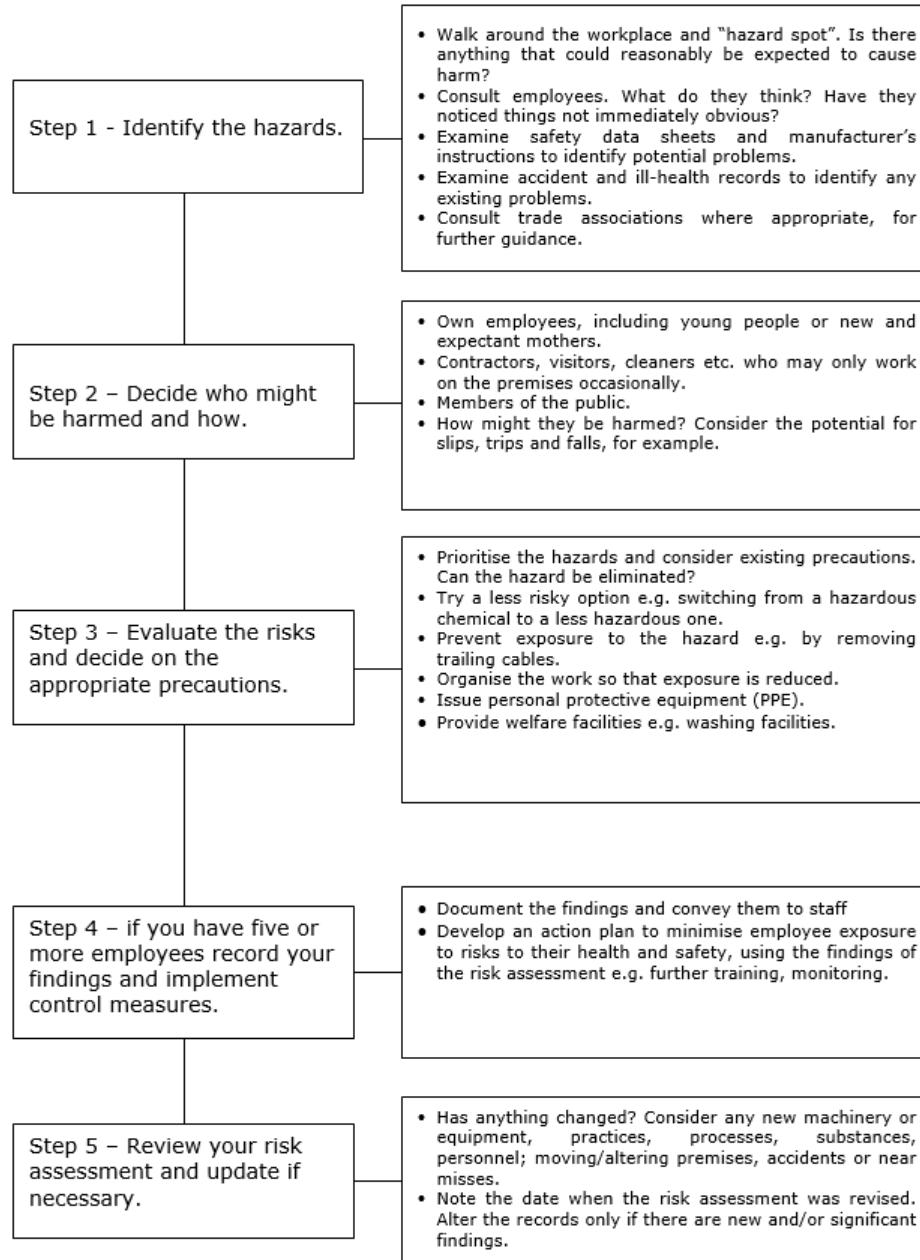
Employees will:-

- Co-operate with the Organisation's arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instruction given by the Organisation
- Comply with any control measures laid down within risk assessments.

Risk Assessment Flow Chart



Risk Assessment Process



Safety Signs

Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation, e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Plymouth Age Concern will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



Employees Responsibilities

- Familiarise yourself and comply with any signs and notices that are displayed
- Bring any defects to your line manager's attention
- Follow safe procedures
- Wear relevant personal protective equipment as indicated.

Smoking In The Workplace

Description

This policy is not concerned with the right of individuals to smoke, but with where they smoke whilst on company premises and the effects this may have upon the health, safety and wellbeing of others.

Plymouth Age Concern recognises the health issues connected with smoking, not only for smokers, but also for non-smokers affected by inhaling tobacco smoke in the course of their work.

We will comply with statutory duties in respect of smoking in the workplace, fulfil obligations to assess the risks associated with smoking in the workplace and take such steps as are reasonably practicable to provide a working environment that is safe and without risks to health.

In order for Plymouth Age Concern to control the hazards associated with the effects of second hand smoke on non-smokers and to reduce the risks of fire, compliance with our arrangements for smoking is critical.

Associated Hazards

- Exposure to the effects of tobacco smoke (ETS) - which may give rise to respiratory problems or could exacerbate an existing condition e.g. asthma
- Fire resulting in injury to those in and around the premises and damage to building.

Employees Responsibilities

Employees will:-

- Adhere to the Organisation's arrangements for smoking, follow instructions and comply with 'No Smoking' signage
- Not smoke anywhere within the Organisation or in designated company vehicles
- Take reasonable care for the health and safety of themselves and others
- Immediately report any breaches of the Organisation's smoking policy.

Stress

Description

It is Plymouth Age Concern's policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Plymouth Age Concern will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it. Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload. Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged
- Promotion prospects
- Racial or sexist remarks

- Personal relationships with other employees
- Travelling
- Job satisfaction
- Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise any concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

Vibrating Tools

Description

Vibration White Finger (VWF) is the most common symptom of Hand-Arm Vibration Syndrome (HAVS). It is possible to suffer from HAVS when using powered equipment, e.g. strimmers or mowers, depending on their design, condition and exposure period. The first sign of VWF is often when fingertips become white, or feel numb.

For HAVS there are prescribed legal Exposure Action Values (EAV) and Exposure Limit Values (ELV) where: -

- EAV is the amount of daily exposure (8 hours) to vibration at, which if reached or exceeded, employers are required to take action to reduce the risk
- ELV is the maximum amount of vibration which an employee may be exposed to in any single day (8 hours).

The legal values and levels for HAVS are: -

- Exposure Action Value (EAV) is **2.5 m/s² A (8)**
- Exposure Limit Value (ELV) is **5.0 m/s² A (8)**

Associated Health Issues

- Damage to blood cells
- Reduced circulation
- Nerve damage to the hands and fingers
- Loss of manual dexterity, grip, strength, etc.

Employees Responsibilities

Employees will: -

- Report tingling, numbness, pain and change of colour (white) in the fingers to the Director
- Report any loss of manual dexterity or loss of strength to the Director
- Use equipment provided and as trained
- Avoid gripping tools too tightly

- Wear personal protective equipment (PPE) provided
- Check all equipment before use
- Report all defective equipment to the Director.

Violence And Aggression

Description

Plymouth Age Concern recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support employees and monitor incidents to help address any potential problems.

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Employees whose job requires them to deal with the public can be at risk from violence.

Associated Hazards:-

- Physical attacks
- Verbal abuse.

This may result in:-

- Bodily injury
- Anxiety or stress
- Low morale
- Depression.

Employees Responsibilities

Employees will:-

- Attend appropriate training sessions if they are deemed to be at risk at work from violence or aggression
- Report any incidents of violent or threatening behaviour to the employer
- After any violent incident, employees are advised to complete an incident report form regarding the event. This form outlines who has been involved along with details of the situation that lead to the incident occurring
- Co-operate with management arrangements for dealing with violence and aggression at work.

Visit By An Enforcement Officer

The Health and Safety at Work Act. 1974 and associated legislation conveys powers on inspectors/fire officers who are appointed by the relevant enforcing authority to enforce statutory compliance.

Non-compliance may lead to prosecution but this is always seen as a last resort, except for:-

- Failure to comply with an Improvement or Prohibition Notice
- Failure to manage fire safety or notify the Fire Service of any significant risks on the premises
- A breach of law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers, service users or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal with adequately
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employees Responsibilities Include:-

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the Officer
- Following instruction and guidance given by the Director.

Waste Disposal

Description

Plymouth Age Concern has a legal 'duty of care' to ensure that it produces, stores, handles, transports and disposes of its business waste without harm to human health or the environment.

Examples of waste produced include:-

- Industrial waste, e.g., packaging, defective products, electrical waste, scrap metal, healthcare chemicals, batteries
- Pharmaceuticals, blood, sharps (blades, syringes), infectious waste
- Domestic wastes including sanitary hygiene wastes
- Food wastes
- Office waste, e.g. waste paper, empty printer cartridges, fluorescent tubes.

Associated Hazards Include:-

- Exposure to blood borne viruses (BBVs)
- Exposure to human pathogens
- Exposure to cytotoxic substances
- Needle-stick injuries
- Access or exposure to spent drugs/pharmaceutical products.

Additional Hazards

- Build up of combustibles presenting a fire hazard
- Health hazard due to possible vermin infestation
- Poor housekeeping presents a tripping hazard.

Employees Responsibilities

Employees will:-

- Adhere to all Organisation protocols and procedures applicable to the safe handling, segregation, storage, and disposal of healthcare waste
- Be responsible for their own hygiene

- Immediately report any spillage of bodily fluids and arrange for suitable isolation and cleaning as per their level of training
- Report any needle stick injury or other accidental contact with human pathogens or BBVs
- Not climb onto skips or other waste receptacles
- Inform the responsible person if waste receptacles are full and need emptying
- Not remove, or take for personal use, items from waste receptacles.

Water Temperature And Hot Surfaces

Description

The hot water distribution temperatures that are required for the control and prevention of legionella will lead to discharge temperatures in excess of 50°C. Hence, blending or mixing devices are required at the water outlets to protect vulnerable persons from scalding.

Outlets that are **only** accessible to employees, or where the hot water is used for processes, for example dishwashers, need not comply with the maximum temperatures in this guidance.

Associated Hazards

- Unblended, or failure of blending valves, at hot water outlets: -

Minor and major injuries, and even fatalities, may result if vulnerable persons come into contact with hot water. Burns and scalds are the most likely types of injury, in particular to persons with reduced mobility or a reduced sensitivity to temperature, as they may be unable to react quickly enough to prevent injury.
- Hot surface temperatures: -

High temperatures of circulating water in heating and hot water systems may also give rise to serious injuries and fatalities if vulnerable persons come into contact with e.g. space heaters including conventional radiators, thermal storage heaters, towel rails and other heating devices, as well as low level surface mounted pipe work.
- Work equipment: -

Such as hand held irons, bain-marie trolleys.

Employees Responsibilities

Employees will: -

- Co-operate with the Organisation's safe systems of work regarding hot surfaces and hot water temperatures in the premises
- Report immediately, any hazards or faulty equipment to the senior person on duty
- Use bathing thermometers provided to test bath/shower water
- Follow guidance, information, instruction and training given by the Organisation.

TABLE 1

Area	Recommended as a minimum	Options
Staff areas where visitor or client access is prevented by 'fail safe' locks.	None	Mechanical mixers. Thermostatic mixers. Thermostatic mixers with fail-safe devices.
Residents' and visitors' areas (hand basins).	Single lever or control mechanical mixers starting from cold with a tamperproof stop to limit full hot water flow.	Thermostatic mixers. Thermostatic mixers with failsafe devices.
Whole body immersion and lower maximum "safe" water temperature.	Thermostatic mixers with failsafe devices.	None.

TABLE 2

Maximum water temperatures	
Application	Maximum temperature °C
Bidet	44 °C
Shower	44 °C
Washbasin	44 °C *
Bath	44 °C

* For washbasins, washing under running water is assumed.

Welfare

Description

Welfare facilities are provided primarily for employees, but the provision extends to others who may use the premises infrequently, e.g. visitors and contractors. The Organisation's welfare facilities include provision of e.g. toilets, washbasins, doors, and passageways that are accessible for disabled persons.

Employees Responsibilities:

Welfare facilities provided and maintained by Plymouth Age Concern are for the benefit and safety of all employees and visitors. Employees have a responsibility to use them in a proper manner and not damage or misuse any equipment provided.

Personal responsibility should be taken for clearing personal waste and cleaning of utensils when eating or drinking on the premises.

Employees will:-

- Co-operate with the Organisation's arrangements for good housekeeping in the workplace
- Report to the Director or senior person on duty, any hazardous or dangerous situations including damage to floors, doors, windows, fixings, signs, defective lighting, and discomfort experienced as a consequence of lighting in the workplace
- Comply with the Organisation's smoking policy.

Wheelchair Use

Description

Wheelchairs, both transit type that can only be pushed by an attendant, and self-propelled (controlled by the user), are used in the Organisation. There may be a variety of makes and models including electric wheelchairs.

Plymouth Age Concern has a 'minimal lifting' policy with regard to the moving and handling of people. In general therefore no employee may attempt to manually move or lift a person from or to a wheelchair. Pushing, pulling or lifting a wheelchair constitutes manual handling and attendants or 'pushers' must therefore have attended appropriate manual handling training.

Associated Hazards

- Moving and handling of occupied wheelchair
- Instability and collapse of wheelchair
- Fall from chair during, e.g. muscular spasms, coughing, challenging behaviour
- Securing of wheelchair during minibus outings – see minibus policy
- Moving and handling of occupied wheelchair
- Instability and collapse of wheelchair
- Fall from chair during, e.g. muscular spasms, coughing, challenging behaviour
- Securing of wheelchair during minibus outings – see minibus policy.

Plymouth Age Concern expressly forbids the practice of assisting users up or down flights of stairs or steps. Such a practice could put both user and 'pusher' at risk of serious injury or even death.

Employees Responsibilities

No employee may act as an attendant or 'pusher', or in any other way assist a wheelchair user in using their wheelchair or attempt to carry out maintenance or repairs, unless they have received appropriate training, instruction and information which has been properly recorded.

Employees will: –

- Use wheelchairs safely and in accordance with the information, instruction and training provided by the Organisation
- Read and comply with the general risk assessment in place for the use of wheelchairs

- Read and comply with service users specific risk assessments relating to the use of wheelchairs
- Check wheelchairs for correct fitting/defects prior to use
- Immediately report to the person in charge of the Organisation: -
 - any faults or failing relating to the wheelchairs - do not attempt temporary alterations or repairs.
 - any accident or incident, irrespective of how minor, relating to the use of wheelchairs.

Work At Height

Description

A place is at height if a person could be injured falling from it, even if it is at or below ground level. Falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury. The regulations place duties on employers, the self-employed and any person who controls the work of others, these people become "Duty Holders".

Associated Hazards

- Unsafe or unstable access equipment or structures
- Fragile surfaces e.g. roofs
- Adverse weather during outdoor work at height
- Traffic - vehicle and pedestrian coming into contact with the work at height equipment.

Employees Responsibilities

Employees will:-

- Only work at height if they have been trained and authorised to do so
- Comply with training for working at height
- Only use the height access equipment identified in the risk assessment
- Make use of any personal protective equipment provided
- Comply with the safe system of work in respect of the work being undertaken
- Report any accidents, incidents and near misses to the Director.

Work Equipment

Description

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as beds, carpet cleaners, cooking ranges, tumble dryers, photocopiers and garden machinery are included.

Associated Hazards

- Dangerous/rotating parts of machinery
- Collapse of equipment
- Fire, overheating or explosion
- Unintended discharge of gas, liquid, vapour or other substance
- Failure of safety of controls on powered equipment
- Hot or cold surfaces
- Poor maintenance.

Employees Responsibilities

Employees will:-

- Use work equipment safely and in accordance with the information, instruction and training provided by the House
- Only use the equipment they are trained on
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the House's arrangements for the provision and use of work equipment
- Seek the permission of the Registered Manager before bringing any personal items of equipment to work, whether it is intended that they be used by themselves or others as part of work activities
- Make full and proper use of any personal protective equipment provided by the House
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the Registered Manager or senior person
- Inform the Registered Manager if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

Workplace Transport

Description

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix.

The management of workplace traffic falls into three distinct categories: -

- Managing external traffic movement
- Managing internal traffic movement
- Managing pedestrian traffic.

Accidents can occur when vehicles collide with other structures but the main concern is avoiding contact between pedestrians and vehicles as this accounts for hundreds of fatalities each year and many more serious injuries. All persons who operate vehicles in the workplace must be medically fit and trained in the safe operation of the vehicles they will be using. The vehicles must be maintained in a safe condition with regular checks being carried out by the operator and a competent service engineer.

Employees Responsibilities Include:-

- Being vigilant and conscious of the presence of pedestrians and other vehicles
- Following instructions from management
- Adhering to signs and procedures relating to direction, speed, parking, reversing, loading and unloading etc
- Reporting to management any defects or fault with the practises in place
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely.

Young Persons

Description

There are specific legal requirements and restrictions on those who employ young people or offer them work experience. A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)). Whilst children will not be offered employment in the Organisation they may attend for work experience if arranged by the local education authority.

After leaving school a Young Person must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness
- Unfamiliarity with their surroundings
- Being physically or psychologically less suited to certain tasks
- Their lack of skills and training.

Employees Responsibilities

Employees will: -

- Co-operate with the Organisation's arrangements for young people in the workplace
- Report any hazards to the Director
- Follow any guidance, information, instruction and training given by the Director.

Young people must: -

- Not undertake any tasks unless they have been trained
- Follow instruction and comply with safe working practices
- Ask the Director or senior member of staff if unsure about anything
- Make full and proper use of all PPE that has been issued to them
- Report any hazards or defects to the Director or a senior member of staff.

Receipt of health and safety handbook is on the next page

Receipt Of Health And Safety Handbook

Plymouth Age Concern have compiled a health and safety policy as legally required under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations, the full policy is available for inspection upon request.

To assist with the communication of information, the organisation will issue each employee with a reduced copy of the health and safety policy, this is in the form of a handbook. It is important that the contents of the handbook are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the employee health and safety handbook and will comply with all rules that are imposed in the interest of safety.

I acknowledge receipt of this Employee Handbook, which is the property of the Company, and which forms an integral part of my Contract of Employment. I agree that if I have been issued a hard copy version of the document, that there may be a charge incurred if not returned on leaving the business.

Name:-
Signature:-
Date:-
Email address:-

Please return this form to the Director