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THIS POLICY IS FOR:	All Staff including Agency Workers (temporary workers), Commissioners and Service Users

## HEALTH AND SAFETY

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# HEALTH AND SAFETY POLICY & PROCEDURE

## 1. PURPOSE

- 1.1 To describe the arrangements adopted by Nursing Direct to ensure it fulfils its legal duties and health and safety obligations.
- 1.2 To identify the roles and outline individual responsibilities within Nursing Direct for the effective management and monitoring of the requirements of the Health and Safety at Work Act 1974 and its subordinate legislation.
- 1.3 To support Nursing Direct in meeting the Key Lines of Enquiry and Quality Statements as set out by the Care Quality Commission (CQC).
- 1.4 To meet the legal requirements of the regulated activities that {Nursing Direct} is registered to provide:
  - The Care Act 2014
  - Civil Contingencies Act 2004
  - The Electricity at Work Regulations 1989
  - The Food Safety and Hygiene (England) Regulations 2013
  - The Gas Safety (Installation and Use) Regulations 1998
  - The Hazardous Waste (England and Wales) Regulations 2005
  - Health and Safety at Work etc. Act 1974
  - The Health and Safety (First Aid) Regulations 1981
  - Management of Health and Safety at Work Regulations 1999
  - The Regulatory Reform (Fire Safety) Order 2005
  - The Workplace (Health, Safety and Welfare) Regulations 1992
  - The Health and Safety (Miscellaneous Amendments) Regulations 2002
  - The Control of Substances Hazardous to Health Regulations 2002
  - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
  - The Manual Handling Operations Regulations 1992 (as amended 2002)

## 2. SCOPE

- 2.1 The following roles may be affected by this policy:
  - All Staff including Agency Workers
- 2.2 The following Service Users may be affected by this policy:
  - Service Users
- 2.3 The following stakeholders may be affected by this policy:
  - Family
  - Advocates
  - Representatives
  - Commissioners
  - External health professionals
  - Local Authority
  - NHS

## 3. OBJECTIVES

- 3.1 Nursing Direct has a written statement of general policy, as required by the Health and Safety at Work etc. Act 1974, which is reviewed annually by the Registered Manager.
- 3.2 This policy and procedure is implemented alongside all of the health and safety policies, procedures and supporting documentation at Nursing Direct.

## 4. POLICY

- 4.1 The Registered Manager will oversee compliance with this policy, delegating day-to-day responsibilities as appropriate.
- 4.2 The Registered Manager seeks and expects the full co-operation, unwavering commitment, and support of Nursing Direct to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy, are implemented effectively.
- 4.3 Nursing Direct recognises that it has a responsibility to ensure that reasonable precautions are taken to ensure that working conditions are safe, healthy and comply with all statutory requirements and codes of practice relating to its activities.
- 4.4 Nursing Direct reviews its health and safety procedures as often as necessary and at least annually, to ensure that they reflect legal responsibilities.
- 4.5 This policy and procedure is made available to those working for Nursing Direct so that they are aware of their individual health and safety obligations.
- 4.6 The Health and Safety Policy 'Statement of Intent' at Nursing Direct will be ratified and signed by the Registered Manager to signify the commitment of Nursing Direct to ensuring that the successful management of health and safety is of paramount importance.
- 4.7 A copy of the Health and Safety Policy 'Statement of Intent' is displayed in a prominent location at Nursing Direct office Healthcare Limited and will be reviewed at least annually by the Registered Manager to maintain its relevance and effectiveness throughout.

#### 4.8 STATEMENT OF INTENT

Nursing Direct acknowledges its responsibilities as an 'Employer' under the Health and Safety at Work etc. Act 1974 and other relevant legislation. Nursing Direct considers that a safe working environment is crucial for achieving safe, high-quality care and provides a safe working environment for its staff including Agency Workers and those who work on its behalf.

As an employer, Nursing Direct is committed to its staff, including Agency Workers health, safety, and welfare, as far as is reasonably practicable. It accepts responsibility for those affected by its actions and will meet statutory duties. Comprehensive risk assessments will cover all care packages and work settings to maintain a safe environment and reduce accidents, incidents, illnesses, and near misses.

Nursing Direct expects staff including Agency Workers to share this commitment by complying with policies and procedures, and to understand that they too have legal and moral obligations to themselves and to one another.

Through the implementation of the Health and Safety Policy, Nursing Direct is committed to the following objectives:

- To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff including Agency workers, Service Users, contractors, and others who work on its behalf
- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- The provision and maintenance of equipment and systems of work that are safe
- Putting in place arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances are in place
- Providing information, instructions, training, and supervision as is necessary to ensure health and safety at work for its employees and other persons.
- Health and safety policy, standards, and management systems (including procedures and work instructions) will be defined, documented, implemented, and maintained
- Creating for staff including Agency workers, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised, or mitigated through good management practices, effective human resources policies and staff development.
- Ensuring, as far as reasonably practicable, that risks associated with travel by staff including Agency workers for Nursing Direct are appropriately managed.
- Making sure that all staff, including Agency workers, are aware of their health and safety responsibilities and know what is expected of them and what they must do to discharge the responsibilities assigned to them.
- Providing access for staff, including Agency workers to appropriate training and development to enable them to discharge competently the responsibilities assigned to them.
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff including Agency workers, Service Users, and commissioners in implementing the Health and Safety Policy and Procedure.
- To have in place arrangements to plan, implement, monitor, and review measures to address risks arising from the activities of Nursing Direct.
- To strive to continuously improve the health and safety performance at Nursing Direct.
- Ensuring the appointment of a competent person to support Nursing Direct in meeting its statutory health and safety duties.
- To provide sufficient resources with which Nursing Direct can effectively discharge their duties in maintaining a healthy and safe working environment for all who work and live in the premises of Nursing Direct.

4.9 Nursing Direct will undertake to continually review and develop its safety management systems, processes and procedures as often as necessary and at least annually, to ensure that they reflect legal responsibilities associated with applicable:

- Health and safety law, regulations, approvals, licences, and other legal requirements
- International, national, and regional standards
- Industry codes and best practice
- Contractual requirements
- Expectations of regulators and other key stakeholders

Systems and procedures are made available to those working for and on behalf of Nursing Direct so that they are aware of their individual health and safety obligations.

A health and safety management structure is implemented to support the delivery of health and safety policies, systems, objectives, and targets, to review health and safety performance and respond to health and safety incidents.

#### HEALTH AND SAFETY RESPONSIBILITIES OF NURSING DIRECT

##### 4.10 HEALTH AND SAFETY EXECUTIVE

- Nursing Direct effectively monitors and is responsible for the safety within all active care packages and all of its practice operational areas including all of its HR and other areas within the office.
- Nursing Direct is sufficiently informed on health and safety matters to ensure that sufficient resources are available to provide any health and safety equipment, clothing, information, and training for staff including Agency Workers, in order, as far as is reasonably practicable, to achieve and maintain high health and safety standards.

##### 4.11 SAFETY OFFICER

The Safety Officer at Nursing Direct is the Registered Manager who serves as the central points of contact for addressing all health and safety concerns.

##### 4.12 CLINICAL LEAD TEAM

Clinical leads have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

###### Clinical Leads will:

- Ensure that all Staff including Agency Workers maintain safety records and have access to the relevant information regarding health and safety within care plans, assessments, and care protocols as appropriate to specific service users.
- Ensure that Service User's risk assessments are in place, proportionate and up to date covering all health and safety aspects.
- Regularly inspect equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance.
- Implement, when necessary, Personal Emergency Evacuation Plans (PEEPs) to address specific individual needs, ensuring that staff and visitors are aware of emergency procedures
- Ensure that the obligations of Nursing Direct with respect to assessment, control and monitoring of hazardous substances are met and that good housekeeping standards are applied.
- Periodically review all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment, bearing in mind all health and safety factors. This includes equipment within the Service User's home.
- Carry out regular safety checks and audits. Report directly to the Registered Manager on matters of health and safety, where applicable.
- Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences.

Accidents must be reported immediately to Nursing Direct and particular regard will be paid to:

- Equipment and its usage to ensure that it is safe and does not endanger health.
- The provision of safety arrangements for the handling, storage and movement of materials, equipment, and substances
- Supplying sufficient information to enable Staff including Agency Workers to avoid hazards and contribute positively to their own health and safety at work.

#### 4.13 **MANAGEMENT TEAM**

Where there are no designated managers, the Registered Manager fulfils this role. The management team within Nursing Direct have responsibility to provide leadership and to promote responsible attitudes towards health and safety. A manager will:

- Ensure that staff including Agency Workers are given induction training, including the precautions and procedures appropriate to their specific jobs.
- Ensure that staff including Agency Workers are aware of the location of first aid boxes, fire exits and firefighting equipment.
- Ensure that staff including Agency Workers have access to the Health and Safety Policy and Procedure.
- Record and monitor accidents, incidents and near miss statistics.
- Ensure that Local Authorities, CCG's, and other relevant professionals are informed of any accidents or incidents involving Service Users which meet their local reporting requirements.
- Ensure that the CQC is notified in line with statutory reporting requirements.
- Ensure that the recording of specified incidents is carried out in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by ensuring that the Accident and Incident Reporting Policy and Procedure is followed and that all accidents are recorded and monitored to ensure safety within the Nursing Direct.
- Keep up to date with health and safety matters applicable to the operations of Nursing Direct
- Proactively managing safety by conducting regular risk assessments. These assessments are an integral part of Nursing Direct 's safety management approach.
- Prioritising the safety of service users, Staff including Agency Workers, and visitors by ensuring that everyone is well-informed about emergency procedures.

#### 4.14 **STAFF INCLUDING AGENCY WORKERS**

All staff including Agency Workers have duties under the Health and Safety at Work etc. Act 1974 and will:

- Do everything, they can, to prevent injury to themselves, fellow Staff including Agency Workers and others affected by their actions or omissions at work.
- Follow company procedures, in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- Inform Nursing Direct of any work situation where there is a serious and/or immediate danger to Staff including Agency Workers and to identify any shortcomings in the health and safety arrangements for protecting staff including Agency Workers and others.
- Report conflict between the demands of safety and their job and will raise the matter immediately with Nursing Direct.
- Check that work areas and equipment are safe prior to use and use any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any defective equipment which may cause an incident.
- Ensure that they understand the protocol at Nursing Direct for reporting incidents, accidents and other health and safety risks, when necessary and to ensure that they read, understand, and follow all appropriate health and safety policies, procedures, reporting systems and other documentation at Nursing Direct.
- Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities

#### 4.15 **First Aid**

Nursing Direct will undertake a risk assessment of first aid needs and provided the service user and/or next of kin with guidance as to any equipment required in the home. Once the necessary equipment is confirmed as in the home, this will be included in the risk assessment with guidance for the staff including Agency Workers to locate first aid, when necessary.

## 5. **PROCEDURE**

### 5.1 **Risk and Hazard Management**

- Risk assessments will be carried out to evaluate and adequately control hazards, to ensure the health, safety and welfare of Staff including Agency Workers and others who may be affected by the work activities of Nursing Direct
- Risk assessments will be recorded on the appropriate Nursing Direct document in accordance with the Risk Assessment Policy and Procedure.
- Arrangements are in place for putting into practice the preventative and protective measures that follow on from the risk assessment.
- Risk assessments will be regularly monitored and reviewed to ensure they remain suitable and sufficient.
- The outcomes of risk assessments will be communicated to Staff including Agency Workers through the updated care plans and risk assessments so that safety can be implemented within care practice.
- All service users, staff, and agency workers are actively involved in assessing risk factors within the service. Nursing Direct seeks feedback from everyone and takes prompt action on any concerns raised.
- Risk assessments in relation to Service Users will be kept in the Service User's home and Staff including Agency Workers are informed of their location.

### 5.2 **Accident and Incident Reporting**

- In the event of an accident/incident, Staff including Agency Workers will ensure that a detailed entry of the event is recorded on an accident form and will notify their manager who will subsequently determine, where appropriate, if notification is required under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013).
- Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work or additional control measures are necessary. This must be documented clearly for Staff including Agency Workers.
- As a learning organisation, Nursing Direct will use the information to prevent re-occurrences of incidents or accidents, where reasonably practicable
- Nursing Direct reviews its incidents, accidents, and complaints through a specifically designed system called Radar Healthcare which supports the easy documentation, management and response process to health and safety risks across the company.
- In the event of an accident, incident, or near miss involving a Service User, Nursing Direct will promptly inform the relevant Local Authorities, CCGs, and other service providers. Additionally, when applicable, we will notify the Service User's Safeguarding team, and the Care Quality Commission (CQC) as required.
- Our commitment extends to meeting the Duty of Candour obligations in line with regulatory requirements.

### 5.3 **Monitoring Compliance and Effectiveness**

- Management will undertake ongoing monitoring to ensure staff including Agency Workers comply with this policy and relevant laws, regulations, and guidance, including industry best practices.
- Any observations for improvement will be escalated to the Registered Manager and Quality Assurance team for review.

- The policy will be reviewed by Nursing Direct on regular basis and the effectiveness of this policy will also be monitored by Nursing Direct. This review may include:
  - Audit
  - Risk assessment
  - Systematic inspections
  - Incident and accident statistics
  - Risk registers
- Identified areas requiring significant amendment will be referred for authorisation before being actioned for improvement.

#### 5.4 Health and Safety Policies and Procedures

- Nursing Direct will ensure that staff including Agency Workers have access to the Health and Safety Policies and Procedures and will offer support and guidance when requested.
- Staff including Agency Workers will be provided with an Agency Worker Handbook when they start work with Nursing Direct and all Staff including Agency Workers will undertake an induction which will include Health and Safety training, policies, and procedures.
- Nursing Direct will follow the Care Certificate standards for staff including Agency Workers.

#### 5.5 Health and Safety Responsibility

Health and safety are the responsibility of everyone, and staff including Agency Workers must escalate concerns to Nursing Direct. If concerns are not addressed, staff including Agency Workers, should follow Nursing Direct's Raising Concerns, Freedom to Speak Up, and Whistleblowing Policy and Procedure. Service users and their families have the right to receive care that prioritises their health and safety. Nursing Direct has established policies to support and uphold this commitment.

## 6. DEFINITIONS

### 6.1 Staff including Agency Workers

#### 6.1.1 Staff

Denotes the employees of Nursing Direct Healthcare Limited.

#### 6.1.2 Agency Workers

Refers to individuals who are contracted with Nursdoc Limited or another employment business as an Agency Worker (temporary worker) provided to Nursing Direct Healthcare Limited to perform care services under the direction of Nursing Direct.

### 6.2 Nursing Direct

Nursing Direct, also known as Nursing Direct Healthcare Limited, is the entity regulated by the CQC (Care Quality Commission) and responsible for the care service provision, contracted to provide homecare services to service users in their homes, in placements, essential healthcare facilities and in the community.

### 6.3 Nursdoc Limited

As the sister company to Nursing Direct Healthcare Limited, Nursdoc Limited acts as an employment business, specialising in providing staffing solutions to the healthcare sector.

### 6.4 CQC (Care Quality Commission)

CQC throughout this policy, the term "CQC" refers to the Care Quality Commission (CQC) which is the independent regulator of health and social care in England.

### 6.5 PEEP (Personal Emergency Evacuation Plans)

This is a plan, which details any support, assistance, or special arrangements to aid and ensure safety of an individual who is with disability/impairment including those with temporary health problems, within Nursing Direct if they may have difficulty in reacting to a fire alarm, or self-evacuating from a building in an emergency.

### 6.6 RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013)

This is a law/statutory instrument which regulates the statutory obligation which requires employers and other people in charge of work premises to report to HSE or the Local Authority and keep records of all injuries, diseases and dangerous occurrences (certain incidents with the potential to cause harm) including near misses that take place at work or in connection with work.

Though the regulations do not impose a specific obligation on staff, it sets them with a general obligation under section 7 of the health and safety at work etc. Act 1974 to take care of safety

### 6.7 Reportable injuries

Regulation 4 of RIDDOR lists "specified injuries" which must be reported. It includes

### 6.8 Dangerous occurrences

A dangerous occurrence is one which arises out of or in connection with work and could risk harm to others, however not all of these events need to be reported and HSE has detailed guidance on "dangerous occurrences" that must be reported under schedule 2 of RIDDOR.

### 6.9 Responsible person who should report under RIDDOR

An employer or the responsible person who is in control of work premises must report any work-related deaths and certain work-related injuries, cases of disease and dangerous occurrences and near misses involving employees/ workers wherever they work

### 6.10 HSE (Health and Safety Executive)

The health and safety Executive (HSE) is a British public body under Department for Work and Pensions (DWP), responsible for the encouragement, regulation and enforcement of workplace health, safety, and welfare. Its duties include assisting and encouraging people with matters relevant to the objectives of Health and Safety at work etc. Act 1974. The HSE focuses regulations of health and safety in the sectors of industries including health services, but Local Authorities are in general are responsible for the enforcement of Health and Safety legislation in offices and other parts of the service sector

### 6.11 As Far as Reasonably Practicable

This refers to the degree of risk in a particular activity or environment which can be balanced against the time, trouble, cost, and physical difficulty of taking measures to avoid the risk

### 6.12 Competent Person

A competent person is someone who has sufficient skills, knowledge, and experience to complete the task

6.13 **Hazard**


A hazard is anything that has the potential to cause harm.

6.14 **Risk Assessment**

A risk assessment identifies all significant risks associated with a company's operations through considering the likelihood and consequences of any harm that may occur as a result of contact with the hazard. A risk assessment also considers how this risk will be managed to reduce the risk of harm arising.

6.15 **Safe System of Work**

This is a safe method of carrying out a task, a bit like a step-by-step guide to safe working practices. Not all tasks can eliminate harm completely. However, by having a safe system of work in place, the likelihood of harm is greatly reduced through various control measures

COMPLETED DATE:	
SIGN OFF DATE:	
REVIEW DATE:	
SIGNED:	 Marc Stiff – Group Managing Director