



## Review Sheet



Last Reviewed  
13 Apr '21



Last Amended  
13 Apr '21



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

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This is an overarching policy and will support staff to meet their legal health and safety obligations. It has been reviewed and changes made across the content to wording, amendment of sentences, paragraphs and section structures. No material change in effect. References also updated to ensure they remain current.

Relevant legislation:

- 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 Manual Handling Operations Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- The Control of Substances Hazardous to Health Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: HSE, (2020), *Workplace Health and Safety Standards*. [Online] Available from: <https://www.hse.gov.uk/healthservices/hswpg.htm> [Accessed: 13/4/2021]
- Author: HSE, (2020), *Who regulates health and social care*. [Online] Available from: <https://www.hse.gov.uk/healthservices/arrangements.htm> [Accessed: 13/4/2021]
- Author: HSE, (2015), *Guidance on Domiciliary Care and Section 51 of the Health and Safety at Work etc Act (HSWA)*. [Online] Available from: [https://www.hse.gov.uk/foi/internalops/sims/pub\\_serv/071105.htm](https://www.hse.gov.uk/foi/internalops/sims/pub_serv/071105.htm) [Accessed: 13/4/2021]
- Author: HSE, (2021), *Health and social care services*. [Online] Available from: <https://www.hse.gov.uk/healthservices/index.htm> [Accessed: 13/4/2021]

Suggested action:

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

Equality Impact Assessment:

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



## 1. Purpose

**1.1** To set out the approach adopted by The Right Home Care Team Ltd to fulfil their legal duties and health and safety obligations.

**1.2** To identify the roles and outline individual responsibilities within The Right Home Care Team Ltd 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 The Right Home Care Team Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S6: Are lessons learned and improvements made when things go wrong?
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?

**1.4** To meet the legal requirements of the regulated activities that {The Right Home Care Team Ltd} 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 Manual Handling Operations Regulations 1992
- | The Regulatory Reform (Fire Safety) Order 2005
- | The Workplace (Health, Safety and Welfare) Regulations 1992
- | The Health and Safety (Miscellaneous Amendments) Regulations 2002
- | The Control of Substances Hazardous to Health Regulations 2002
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | All staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To ensure that The Right Home Care Team Ltd has a written statement of general policy, as required by the Health and Safety at Work etc. Act 1974, and to ensure that this is reviewed annually by TBC.

**3.2** This policy and procedure will be read alongside all of the health and safety policies, procedures and supporting documentation at The Right Home Care Team Ltd.



## 4. Policy

**4.1** The Right Home Care Team Ltd recognises that it has a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to its activities.

### **4.2 Statement of Intent**

The Right Home Care Team Ltd acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. The Right Home Care Team Ltd considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality Care and a safe working environment for our staff and those who work on our behalf. The Right Home Care Team Ltd will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy, The Right Home Care Team Ltd is committed to the following objectives:

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

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

- | HSE laws, regulations, approvals, licences and other legal requirements
- | International, national and regional standards
- | Industry codes and best practice

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- | Contractual requirements
- | Expectations of regulators and other key stakeholders

Systems and procedures will be made available to those working for and on behalf of The Right Home Care Team Ltd 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.

**4.4** The Right Home Care Team Ltd is charged with implementing this policy by use of a suitable safety management system.

TBC seeks and expects the full co-operation and support of The Right Home Care Team Ltd to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively.

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

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

A copy of the Health and Safety Policy 'Statement of Intent' is displayed in a prominent location at The Right Home Care Team Ltd and will be reviewed at least annually.

**4.5 Health and Safety Responsibilities in The Right Home Care Team Ltd****Executive**

- | The Right Home Care Team Ltd is responsible for safety in The Right Home Care Team Ltd and will monitor the Health and Safety Policy and Procedure on a regular basis
- | The Right Home Care Team Ltd 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 employees in order, as far as is reasonably practicable, to achieve and maintain high health and safety standards

**4.6 Safety Officer**

The Safety Officer is Vicki Allison, unless indicated otherwise by a notice on the main staff noticeboard of The Right Home Care Team Ltd. The responsibilities of Vicki Allison are to:

- | Maintain safety records
- | Ensure staff and Service User risk assessments are in place, proportionate and up to date
- | Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences
- | Record and monitor accident, incident and near miss statistics
- | Keep a watching brief on changing safety legislation
- | Report directly to TBC of The Right Home Care Team Ltd on matters of health and safety
- | Ensure that the obligations of The Right Home Care Team Ltd with respect to assessment, control and monitoring of hazardous substances are met
- | 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, using the form attached to that policy
- | Ensure that Derbyshire County Council is informed of any accidents or incidents involving Service Users that meet their local reporting requirements
- | Ensure that the CQC is notified in line with statutory reporting requirements

**4.7 Team Manager (where this differs from the Registered Manager)**

Where there are no designated team managers, TBC fulfils this role. Team managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

A team manager will:

- | Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits and firefighting equipment

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- | Ensure that all staff are aware of the Health and Safety Policy and Procedure, have access to the QCS Online system and are aware of the QCS Mobile App
- | Keep up to date with health and safety matters applicable to the operations of The Right Home Care Team Ltd
- | Investigate all accidents with the assistance of TBC, with a view to the prevention of further occurrences
- | Ensure 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

**4.8 Supervisors**

Supervisors have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Supervisors must ensure that all tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.

Accidents must be reported immediately to the Team Manager or TBC. Particular regard will be paid to:

- | Equipment and its usage to ensure that it is safe and does not endanger health
- | The provision of safety arrangements for the handling, storage and movement of materials, equipment and substances
- | Supplying sufficient information, instructions, training and supervision to enable staff to avoid hazards and contribute positively to their own health and safety at work
- | Inspecting, on a regular basis, 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
- | Ensuring that staff and visitors are aware of emergency procedures, and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practised

**4.9 Staff**

Employees 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 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 their line manager of any work situation where there is a serious and/or immediate danger to staff and to identify any shortcomings in the health and safety arrangements for protecting staff and others
- | Report conflict between the demands of safety and their job and will raise the matter immediately with their supervisor
- | 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
- | Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities
- | To follow the Lone Working Policy and report any personal safety concerns to The Right Home Care Team Ltd
- | Ensure that they understand the system at The Right Home Care Team Ltd for reporting incidents, accidents and other health and safety risks, and that they use these systems when necessary and to ensure that they read, understand and follow all appropriate health and safety policies, procedures and other documentation at The Right Home Care Team Ltd, and attend scheduled training sessions

**4.10 Health and Safety Poster**

The Right Home Care Team Ltd will display a Health and Safety Poster and ensure it is kept up to date. Vicki Allison, as the Health and Safety Officer, will have their name clearly displayed.

**4.11 First Aid**

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The Right Home Care Team Ltd have undertaken an assessment of first aid needs and provided sufficient equipment and suitably trained personnel accordingly at The Right Home Care Team Ltd.

**5. Procedure****5.1 Risk and Hazard Management**

- | Risk assessments will be carried out to evaluate and adequately control hazards, to ensure the health, safety and welfare of staff and others who may be affected by the work activities of The Right Home Care Team Ltd
- | Risk assessments will be recorded on the appropriate The Right Home Care Team Ltd document in accordance with the Risk Assessment Policy and Procedure at The Right Home Care Team Ltd
- | Arrangements will be made for putting into practice the preventative and protective measures that follow on from the risk assessment
- | Risk assessments will be regularly monitored and reviewed to ensure they remain suitable and sufficient. They are updated in accordance with legislative and contractual requirements, standards and codes of practice
- | The outcomes of risk assessments will be readily available and communicated to staff. Staff receive instructions and training associated with the level of risk identified and the control measures taken to prevent or control risks
- | Service Users and employees are involved in the development of risk assessments and The Right Home Care Team Ltd will seek their feedback and act on any concerns
- | Risk assessments in relation to Service Users will be kept in the Service User's home and staff informed of their location

**5.2 Accident and Incident Reporting**

- | In the event of an accident/incident, staff will ensure that a detailed entry of the event is recorded on an accident form and will notify their line manager who will subsequently determine, in conjunction with the Health and Safety Committee at The Right Home Care Team Ltd, where appropriate, if notification is required under [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)
- | Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work or additional control measures are necessary. This must be written down and the conclusions clearly defined and acted upon
- | As a learning organisation, The Right Home Care Team Ltd will use the information to prevent re-occurrences, where reasonably practicable
- | If an accident, incident or near miss involves a Service User, Derbyshire County Council's Safeguarding Team will be informed as will the CQC. The Right Home Care Team Ltd will be aware of their requirements in relation to the Duty of Candour.

**5.3 Monitoring Compliance and Effectiveness**

Line managers will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to TBC for review.

The policy document itself will be reviewed by TBC and The Right Home Care Team Ltd on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at The Right Home Care Team Ltd. This review may include:

- | Audit
- | Risk Assessment
- | Systematic inspections
- | Incident and accident statistics
- | Sickness and ill health statistics

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- | Risk registers

Items identified as requiring significant amendment will be referred for authorisation before being actioned to The Right Home Care Team Ltd who is responsible for health and safety on behalf of The Right Home Care Team Ltd.

**5.4 Health and Safety Policies and Procedures**

The Right Home Care Team Ltd will ensure that staff have access to the Health and Safety Policies at The Right Home Care Team Ltd via the QCS system and are aware of the QCS mobile app as a way of accessing policies and procedures. These policies will be reviewed by TBC to ensure they dovetail with both the procedures at The Right Home Care Team Ltd and any local or contractual procedures.

Care Workers will be provided with a Staff Handbook when they start work with The Right Home Care Team Ltd and all staff will undertake an induction which will include Health and Safety training, policies and procedures. The Right Home Care Team Ltd will follow the Care Certificate standards for new care staff.

**6. Definitions****6.1 Risk Assessment**

- | A risk assessment identifies all significant risks associated with a company's operations through 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

**6.2 Safe System of Work**

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

**6.3 As Far as Reasonably Practicable**

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

**6.4 Competent Person**

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

**6.5 Hazard**

- | A hazard is anything that has the potential to cause harm, e.g. chemicals, electricity, working from ladders, noise etc.

**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

- | Health and Safety is everybody's responsibility and staff must escalate concerns to their line manager. Where concerns are not acted upon staff must follow The Right Home Care Team Ltd Whistleblowing Policy
- | Managers need to be aware of their roles and responsibilities with regard to the effective use of health and safety management systems and the impact that this has on staff and Service Users
- | Managers to ensure that staff have access to this document and training in the key areas which relate to their roles so that they can effectively implement this procedure through their work to ensure effective safe service delivery

**Key Facts - People affected by the service**

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

- | You and your family have a right to be cared for by The Right Home Care Team Ltd who has policies in place to support them





## Further Reading

There is no further reading for this policy, but we recommend the 'underpinning knowledge' section of the review sheet to increase your knowledge and understanding.



## Outstanding Practice

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

- 1 Having a robust health and safety management system in place brings focus to service provision. It provides structure and effective service delivery
- 1 Having an open line of communication between management and staff enables information to flow and the continual improvement of management systems which are fit for purpose. This system should be seen as a live document to ensure that it adapts to changing circumstances enabling it to be current and meaningful
- 1 The wide understanding of the policy is enabled by proactive use of the QCS App



## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Health and Safety Policy Statement of Intent - HR02	When a signed health and safety statement is required	QCS
Health and Safety Policy Review and Approval Form - HR02	When written confirmation is required that the Health and Safety Policy and Procedure has been read and understood.	QCS

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The Right Home Care Team Ltd as an employer, is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities and we will take steps to ensure that our statutory duties are met at all times. The Right Home Care Team Ltd expects all staff, visitors, contractors and other employers who work at The Right Home Care Team Ltd to share this commitment by complying with the policies and procedures at The Right Home Care Team Ltd and to understand that they too have legal and moral obligations to themselves and to one another.

The Right Home Care Team Ltd acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. The Right Home Care Team Ltd considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality Care and a safe working environment for our staff and those whose work on our behalf.

The Right Home Care Team Ltd will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy and Procedure, The Right Home Care Team Ltd is committed to the following objectives:

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

The Right Home Care Team Ltd will undertake to continually review and develop our safety management systems, with the overarching aim of conducting our activities in a manner that does not affect the health and safety of any staff, contractors, visitors or members of the public.

The other members of The Right Home Care Team Ltd and I are committed to this policy and to the implementation and maintenance of the highest standards of health, safety and welfare within The Right Home Care Team Ltd. We expect every member of The Right Home Care Team Ltd to share this commitment and to work together to achieve it.

This Policy statement will be reviewed at least annually.

Signature of Accountable Officer/The Right Home Care Team Ltd

Printed Name:

Date:

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**Health and Safety Policy Reviewed and Approved**

**Signature (Registered Provider):**

**Date:**

**Health and Safety Policy Received and Noted**

**Signature:**

**Name and Role:**

**Date:**