

POL12 Health and Safety Policy and Procedure

Serendipity Healthcare Ltd
Unit 5 Millennium Way, Dunston, Chesterfield, Derbyshire, S41 8ND



1. Purpose

- 1.1 To comply with Health and Safety law, regulation, and quality standards.
- 1.2 To set out the approach of Serendipity Healthcare Ltd to fulfilling the requirements of legislation on health and safety.
- 1.3 To support Serendipity Healthcare 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?
EFFECTIVE	E2: How does the service make sure that staff have the skills, knowledge, and experience to deliver effective care and support?
EFFECTIVE	E6: How are people's individual needs met by the adaptation, design, and decoration of premises?

- 1.4 To meet the legal requirements of the regulated activities that Serendipity Healthcare Ltd is registered to provide:

- The Care Act 2014
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Electricity at Work Regulations 1989
- The Food Safety and Hygiene (England) Regulations 2013
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

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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 Care Professionals

Local Authority

NHS

3. Objectives

3.1 To ensure that Serendipity Healthcare Ltd has written a statement of general purpose with respect to the Health and Safety at Work Act 1974. This is known as a “statement of Intent”

3.2 This policy and procedure should be read alongside all health and safety policies, procedures and supporting documentation at Serendipity Healthcare Ltd.

4. Policy

4.1 Serendipity Healthcare Ltd recognises that it has responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to the activities of Serendipity Healthcare Ltd.

4.2 Statement of Intent – Serendipity Healthcare Ltd acknowledges and accepts the responsibilities placed on it as an ‘Employer by the Health and Safety at Work Act 1974 and other relevant legislation. Serendipity Healthcare Ltd considers that a safe working is pre-requisite to achieving the safe, high-quality care and a safe working environment for our staff and those who work on our behalf. Serendipity Healthcare Ltd will provide and maintain a healthy and safe working environment to minimise the number of occupational accidents, illnesses and near misses. Through the implementation of the Health and Safety Policy, Serendipity Healthcare 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

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- Arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances are in place
- Providing information, instructions, training, and supervision as is necessary to ensure the health and safety at work for its employees and other persons
- The health and safety policies, standards, and management systems (including procedures and work instruction) will be defined, documented, implemented, and maintained
- Creating for staff, as far as practicable, a working environment where potential work-related stressors are avoided, minimised and or mitigated through good management practices, effective human resources policies and staff development
- Ensuring as far as reasonably practical, that risks associated with travel by staff for Serendipity Healthcare 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 display the responsibilities assigned to them
- Providing access for staff to appropriate training and development to enable the to display competently the responsibilities assigned to them
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Service Users, and commissioners in implementing the Health and Safety Policy.
- To have in place arrangements to plan, implement, monitor, and review measures to address risks arising from the activities of Serendipity Healthcare Ltd
- To strive to improve continuously the health and safety performance at Serendipity Healthcare Ltd
- Appointing a competent person to support Serendipity Healthcare Ltd to meet its statutory duties
- Serendipity Healthcare Ltd will provide necessary resources to discharge its duty in fulfilling the duty placed upon it in respect of health, safety and welfare of all persons who live, work, and visit Serendipity Healthcare Ltd establishments

4.3 Serendipity Healthcare Ltd will review its health and safety systems and procedures at least Annually to ensure they reflect legal responsibilities associated with applicable

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

Systems and procedures will be made available to those working for and on behalf of Serendipity Healthcare Ltd so that they are aware of their individual health and safety obligations

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

4.4 Serendipity Healthcare Ltd is charged with implementing this policy by using a suitable safety management system

The Registered Manager will seek to seek and expect the full co-operation and support of Serendipity Healthcare Ltd to ensure that the Health and Safety Policy 'Statement of Intent' at Serendipity Healthcare Ltd will be ratified and signed by Serendipity Healthcare Ltd. This signifies the commitment of Serendipity Healthcare Ltd to ensuring that the successful

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management of health and safety is of paramount importance within Serendipity Healthcare Ltd

A copy of the Health and Safety Policy 'Statement of Intent' will be displayed within the reception area at Serendipity Healthcare Ltd.

4.5 Health and Safety Responsibilities in Serendipity Healthcare Ltd

Executive

- Serendipity Healthcare Ltd is responsible for safety in Serendipity Healthcare Ltd and will monitor the Health and Safety Policy on a regular basis
- Serendipity Healthcare Ltd will be sufficiently apprised of health and safety matters to ensure that sufficient resources are available to provide a health and safety equipment, clothing, information, and training for employees in order, as far as reasonably practicable, to achieve and maintain a high standard of safety proficiency.

4.6 Safety Officer

The Safety Officer is the Business Manager, unless indicated otherwise. The responsibilities of the Business Manager are to:

- Maintain safety records
- Ensure staff and Service Users risk assessments are in place, proportionate and up to date
- Investigate accidents, incidents and near misses
- Keep a watching brief on changing safety legislation
- Report directly to Serendipity Healthcare Ltd
- Conduct full investigations of accidents with a view to the prevention of future occurrences
- Ensure that the obligations of Serendipity Healthcare Ltd with respect to assessment, control and monitoring of hazardous substances are met
- Ensuring that the recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) by ensuring that the Accident and Incident Reporting Procedure is followed and that all accidents are recorded.
- Ensure that all accidents which result in absences from work for more than 7 days (not including the day of the accident) are reported within 15 days to the Health and Safety Executive
- Ensure that any accidents or incidents involving Service Users are reported to the relevant Local Authority
- Ensure that CQC is notified in line with statutory reporting requirements

4.7 Manager (Where this differs from The Registered Manager)

Where there are no designated managers, the Registered Manager fulfils this job role.

Managers have the responsibility to provide leadership and to promote attitudes towards health and safety

- Ensure that all staff are aware of the Health and Safety Policy and Procedure
- Keep up to date with Health and Safety matters applicable to the operations of Serendipity Healthcare Ltd
- Investigate all accidents with the assistance of the Registered Manager with a view to the prevention of further occurrences
- Ensure that good housekeeping standards are applied

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- Ensure that periodically all new and existing equipment is checked and that maintenance schedules are in place and adhered to. This includes equipment within Service User's Home
- Carry out regular safety checks and audits

4.8 Team Leaders

Team Leaders have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Supervisions must ensure that all tasks carried out in their areas are performed with the upmost regard for the health and safety of all those involved.

Accidents must be reported immediately to the Manager or the Registered Manager. Regard will be paid to:

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

4.9 Staff

Employees have a duty under the Health and Safety at Work Act 1974 to comply with the following:

- To do everything they can to prevent injury to themselves, fellow staff and others affected by their actions or missions at work
- To follow company procedures to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive
- To inform their line manager of any work situation where there is a serious and /or immediate danger to staff and to identify any shortcomings in the health and safety arrangements for protecting staff and others
- Any member of staff who is faced with a conflict between the demands of safety and their job should raise the matter immediately with their Team Leader
- Checking work areas and equipment are safe prior to use, and using any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any defective equipment which may cause an incident
- Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities
- To follow the Lone Working Policy and report and personal safety concerns to Serendipity Healthcare Ltd
- To ensure that they understand Serendipity Healthcare Ltd system for reporting incidents, accidents and other health and safety risks and that they use these systems when necessary
- To ensure that they read, understand, and follow all appropriate Serendipity Healthcare Ltd health and safety policies, procedures and other documentation and attend scheduled training sessions

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4.10 Health and Safety Poster

Serendipity Healthcare Ltd will display a Health and Safety Poster and ensure it is kept up to date. Business Manager, as the Health and Safety Officer, will have their name clearly displayed

4.11 First Aid

Serendipity Healthcare Ltd will appoint a member of staff who will have responsibility for First Aid. They will be training in First Aid to meet the requirements of Serendipity Healthcare Ltd. We will ensure that a First Aid kit is available and checked on a regular basis as agreed by Serendipity Healthcare Ltd.

All community staff receive First Aid Awareness training annually and carry a first aid kit in their work bags.

5 Procedure

5.1 Risk Hazard Management

- Risk assessment 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 Serendipity Healthcare Ltd
- Risk Assessments will be recorded on Serendipity Healthcare Ltd's appropriate documents
- Arrangements will be made for putting into practice the preventative and protective measures that follow on from the risk assessment
- Risk Assessments will be regularly monitored and reviewed to ensure they remain 'live' documents. They will be updated in accordance with legislative and contractual requirements, standards, codes of practice.
- The outcomes of risk assessments will be readily available and communicated to staff. Staff will receive instructions and or training associated with the level of risk identified and the control measures taken to prevent or control risks
- Service Users will be involved in the development of risk assessments and Serendipity Healthcare Ltd will seek their feedback and act on any concerns
- Risk assessment in relation to service users will be kept within their care plan which is stored electronically and in the service users' home

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 occurrence form and will notify their manager who will subsequently determine, 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 defined and acted upon
- As a learning organisation, Serendipity Healthcare Ltd will use the information to prevent re-occurrences, where reasonably practicable

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- If an accident, incident or near miss involves a Service User's Safeguarding Team will be informed as well as CQC. Serendipity Healthcare 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 the Registered Manager for review

5.4 Health and Safety Policies and Procedures

Serendipity Healthcare Ltd will ensure that staff have access to Serendipity Healthcare Ltd's Health and Safety Policies. These Policies will be reviewed by the Registered Manager and Senior Management to ensure they dovetail both Serendipity Healthcare procedures and Any local or national contractual procedures. Care staff will be provided with a staff Handbook when they commence employment, and all staff undertake an induction which will include Health and Safety training, introduction to policies and procedures. Serendipity Healthcare Ltd will follow the Care Certificate Standards for new care staff.

6 Definitions

6.1 Risk Assessment

A risk assessment identifies all significant risks associated with a company's operations through assessing the likelihood and probability that harm may occur and how this will be managed to keep individuals free from harm

6.2 Safe System of Work

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

6.3 As Far as Reasonably Practicable

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

6.4 Competent Person

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

6.5 Hazard

A hazard is anything that may cause harm, e.g., chemicals, electricity, working from ladders, etc.

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7 Statement of Intent

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

Serendipity Healthcare Ltd acknowledges and accepts the responsibilities placed on it as an Employer by the Health and Safety at Work Act 1974 and other relevant legislation. Serendipity Healthcare Ltd considers that 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.

Serendipity Healthcare Ltd will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents and near misses.

Through the implementation of the health and safety policy, Serendipity Healthcare 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
- The health and safety policies, standards, and management systems (including procedures and work instructions) will be defined, documented, implemented, and maintained
- Creating for staff, as far as reasonably practicable a work 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 Serendipity Healthcare Ltd staff 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 adhere to the responsibilities assigned to them
- Providing access for staff to appropriate training and development to enable them to display competently the responsibilities assigned to them
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Service Users, and commissioners in implementing the health and safety Policy
- To have in place arrangements to plan, implement, monitor, and review measures to address risks arising from serendipity Healthcare Ltd activities
- To strive to improve continuously serendipity Healthcare Ltd health and safety performance

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- Appointing a competent person to support Serendipity Healthcare Ltd. to meet our statutory duties

Serendipity Healthcare will undertake continually review and develop our safety management systems, with the overarching aim of conducting our activities in a manner which does not affect the health and safety of any staff, contractor, visitors, or members of the public.

Reviewed 27th January 2022

Lisa Ward – HR Manager