



1. Purpose

- 1.1** To comply with all environmental legislation and industry best practice.
1.2 To ensure that Serendipity Healthcare Ltd is aware of its responsibility and maintains compliance.
1.3 To support Serendipity Healthcare Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?
SAFE	S5: How well are people protected by the prevention and control of infection?
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?
WELL-LED	W5: How does the service work in partnership with other agencies?

- 1.1** 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
 - Dentists Act 1984
 - The Hazardous Waste (England and Wales) Regulations 2005
 - Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
 - Health and Safety at Work etc. Act 1974
 - Management of Health and Safety at Work Regulations 1999
 - The Workplace (Health, Safety and Welfare) Regulations 1992
 - The Health and Safety (Miscellaneous Amendments) Regulations 2002
 - General Data Protection Regulation 2016
 - Data Protection Act 2018
 - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
 - Coronavirus Act 2020

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 Managers and Department Heads of Serendipity Healthcare Ltd take all reasonable steps to meet their responsibility under Environmental Law as documented in this policy.

3.2 To ensure that staff, Service Users and those who use the premises of Serendipity Healthcare Ltd are protected and kept safe by having environmental procedures in place to mitigate harm.

3.3 To ensure that staff and Service Users are informed about the environmental impact of their decisions relating to the service.

4. Policy

4.1 Serendipity Healthcare Ltd acknowledges the importance of the environment we live in, and that of the wider environment.

4.2 Serendipity Healthcare Ltd is committed to its responsibility to support the wider environment, which in turn supports each individual's health and wellbeing.

4.3 Serendipity Healthcare Ltd will work to integrate environmental considerations into its business decisions and adopt greener alternatives, wherever possible, throughout its operations.

4.4 Serendipity Healthcare Ltd recognises that the decisions it makes on a day-to-day basis have an impact on both the wider and immediate environment.

Serendipity Healthcare Ltd is committed to reducing the impact on the environment by:

- Complying fully with all relevant legal requirements, codes of practice and regulations
- Improving efficiency and reducing waste
- Reducing air, water and land pollution
- Minimising the use of non-sustainable resources
- Support viable initiatives and ideas by staff and Service Users to support the environment
- Promoting positive change with all stakeholders
- Identifying and managing environmental risks and hazards



- Establish targets to measure the continuous improvement in its environmental performance

5. Procedure

5.1 Responsibilities

- Serendipity Healthcare Ltd and its employees have a responsibility to protect the environment
- The Registered Manager is responsible for ensuring that the environmental policy is disseminated
- The Registered Manager is responsible for ensuring that the procedures attached to this policy are followed

5.2 Training and Awareness

- All Staff will receive suitable training to enable them to deal with their specific areas of environmental control
- Service Users will have access to information in a format that is relevant to them on how individuals can make positive environmental change to help the service meet its objectives
- All staff, Service Users, visitors and contractors will be reminded to adhere to any warnings or signs in relation to hazards

5.3 Inclusion

- Serendipity Healthcare Ltd will encourage suggestions to improve the environment where they are possible, and will engage Service Users and staff in taking these forward
- Where Serendipity Healthcare Ltd have environmental objectives, Service Users, partners, clients, suppliers and subcontractors will be consulted and included in their implementation

5.4 Working Efficiently and Minimising Waste

- Appropriate recycling bins will be available for recycling (where possible) within the waste management process. Members of staff must ensure that health and safety is adhered to in the first instance for the safe disposal of waste, and that confidential waste is disposed of securely
- Serendipity Healthcare Ltd will promote responsible purchasing, ensuring that requests and purchases are carefully planned and match needs
- All staff should ensure that taps are not left running, and electrical equipment and lights are turned off where they are not in use, without compromising the safety of individuals

5.5 Reducing Pollution

- Ensuring environmentally friendly and sustainable resources are purchased wherever possible, whilst maintaining standards of cleanliness and other health and safety requirements
- Where Serendipity Healthcare Ltd purchases/leases vehicles, these will be used only when necessary
- Where vehicles are no longer fit for operational use, more environmentally efficient models should be scoped for purchase where financially viable
- All medical and chemical products will be used and disposed of in accordance with all relevant legal requirements, codes of practice and regulations



5.6 Assessing and Monitoring

- Serendipity Healthcare Ltd is responsible for the physical environment of Serendipity Healthcare Ltd and will identify and manage environmental risks and hazards
- Targets to measure the continuous improvement in the environmental performance of Serendipity Healthcare Ltd will be regularly reviewed and changes made accordingly

5.7 Speaking Out

- All stakeholders are encouraged to speak out where they see environmental hazards or have concerns
- Staff can raise concerns to team leaders, and any hazard will be reported immediately to the Registered Manager
- Service Users may make a complaint as well as report to a member of staff

6. Definitions

6.1 ISO 14001

- This is an international standard for environmental management
- It sets out a system of predetermined objectives by which to attain this standard
- This standard is externally audited and accredited, which gives stakeholders confidence that Serendipity Healthcare Ltd is maintaining a high standard of environmental management practice

6.2 Greener Alternatives

- Consider the impact that the operations of Serendipity Healthcare Ltd has on its carbon footprint, and ways to reduce that impact on the environment
- This could be sourcing more locally to reduce emissions, installing solar panels, and using suppliers who themselves care for the environment and maintain high standards, i.e. ISO 14001

6.3 Environment

- The planet - all living and non-living naturally occurring matter
- Also determined as air, water and land

6.4 Pollution

- Something introduced into the environment (usually chemical) which has harmful or poisonous effects

6.5 Corporate Social Responsibility

- Corporate Social Responsibility, often abbreviated "CSR," is a corporation's initiatives to assess and take responsibility for the company's effects on environmental and social wellbeing
- The term generally applies to efforts that go beyond what may be required by regulators or environmental protection groups

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