

Provider's Name: Central Support Ltd – **Version number:** 2 – **Creation date:** 02/09/2024 –

Review date: 02/09/2025 –

Name of person reviewing/ reviewed this policy: Mohammad Abdulbasir

Health and Safety Policy and Procedure

1. Purpose

The purpose of this policy is to ensure compliance with health and safety laws, regulations, and quality standards. It outlines Central Support Ltd's approach to meeting the requirements of health and safety legislation. It supports Central Support Ltd in addressing key lines of inquiry related to effectiveness, safety, and leadership.

2. Scope

This policy may affect the following roles: All staff.

This policy may affect the following service users: All Service Users.

This policy may affect the following stakeholders: Family, Advocates, Representatives, Commissioners, External health professionals, Local authority, NHS.

3. Objectives

The objectives of this policy are:

- To establish a written statement of general policy in accordance with the Health and Safety at Work etc. Act 1974.
- To ensure a safe and healthy working environment for staff, service users, contractors, and others working on behalf of Central Support Ltd.
- To provide necessary resources and training to ensure the health and safety of employees and others.
- To maintain effective health and safety policies, standards, and management systems.
- To promote staff well-being and manage work-related stressors.
- To manage travel risks for staff.
- To ensure all staff understand their health and safety responsibilities and receive appropriate training.
- To foster communication, consultation, and cooperation on health and safety matters.
- To plan, implement, monitor, and review measures to address risks.
- To continuously improve health and safety performance.
- To appoint a competent person to support health and safety duties.
- To provide necessary resources for the health, safety, and welfare of all individuals associated with Central Support Ltd.

Policy

4.1 Central Support Ltd recognises its responsibility to provide and maintain safe and healthy working conditions that comply with statutory requirements and codes of practice.

4.2 Central Support Ltd acknowledges its obligations under the Health and Safety at Work etc. Act 1974 and commits to providing a safe working environment. The organisation will:

- Provide a safe and healthy working environment for staff, service users, contractors, and others.

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- Maintain safe premises, facilities, and equipment.
- Ensure safety in connection with the use, handling, storage, and transport of articles and substances.
- Provide necessary information, instructions, training, and supervision.
- Define, document, implement, and maintain health and safety policies, standards, and management systems.
- Address work-related stressors through effective management practices.
- Manage travel risks for staff.
- Communicate and consult on health and safety matters.
- Plan, implement, monitor, and review measures to address risks.
- Continuously improve health and safety performance.
- Appoint a competent person to support health and safety duties.
- Provide necessary resources for the health, safety, and welfare of all individuals associated with Central Support Ltd.

4.3 Central Support Ltd will review its health and safety systems and procedures annually to ensure compliance with legal responsibilities and industry standards. All employees will have access to these systems and procedures.

4.4 The Registered Manager is responsible for implementing this policy and ensuring its effective implementation. Full cooperation and support from Central Support Ltd are expected.

4.5 The Health and Safety Policy 'Statement of Intent' will be ratified and signed by the registered Manager, demonstrating Central Support Ltd's commitment to health and safety management. A copy of the statement will be displayed in the reception area and updated annually.

4.6 Health and Safety Responsibilities:

- The registered Manager is responsible for overall safety at Central Support Ltd and will monitor the Health and Safety Policy regularly.
- The Safety Officer (registered Manager), will maintain safety records, investigate accidents and incidents, and ensure compliance with safety legislation.

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

In the absence of designated team managers, individuals in this role fulfil the responsibilities. Team managers are entrusted with providing leadership and fostering responsible attitudes towards health and safety.

A team manager's duties include:

- Ensuring that new employees receive comprehensive induction training, including information on precautions and procedures relevant to their specific roles. All new staff members should be acquainted with the location of first aid boxes, fire exits, and firefighting equipment.

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- Ensuring that all staff members are familiar with Health and Safety Policy and Procedure. A copy of this policy is available at Central Support Ltd, and access through the online system.
- Staying updated on health and safety matters that pertain to the operations of Central Support Ltd.
- Investigate all accidents with a view to the prevention of further occurrences.
- Enforcing good housekeeping standards.
- Implementing periodic checks and audits of new and existing equipment, as well as ensuring the establishment and adherence to maintenance schedules. This includes equipment within the Service User's home environment.
- Conducting regular safety checks and audits.

4.8 Supervisors

Supervisors bear the responsibility of providing leadership and promoting responsible attitudes towards health and safety. They must ensure that all tasks within their sections are performed with the utmost consideration for the health and safety of all involved.

Supervisors must promptly report accidents to the Team Manager. They should pay particular attention to:

- Equipment usage to ensure safety and prevent any threats to health.
- Providing 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 actively contribute to their own health and safety at work.
- Regularly inspecting equipment to ensure efficiency and maintenance.
- Ensuring that staff members are familiar with emergency procedures, and, if necessary, developing and practicing Personal Emergency Evacuation Plans (PEEPs).

4.9 Staff

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

- To take all necessary measures to prevent injury to themselves, fellow staff, and others affected by their actions or omissions at work.
- To adhere to company procedures, particularly reporting any incidents that have or may have resulted in injury or damage. Neglecting this responsibility can lead to prosecution by the Health and Safety Executive.
- To inform their line manager of any work situation posing 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 staff member facing a conflict between safety and their job must immediately raise the issue with their supervisor.

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- To inspect work areas and equipment for safety prior to use, and use work equipment in accordance with provided training and instructions. Any defective equipment that may cause an incident should be reported to managers.
- To dress appropriately for their working environment and work activities, following the Appearance Policy and Procedure.
- To comply with the PM23 - Lone Working Policy and Procedure and report any personal safety concerns to Central Support Ltd.
- To understand the system for reporting incidents, accidents, and other health and safety risks at Central Support Ltd and use these systems when necessary.
- To read, understand, and adhere to all relevant health and safety policies, procedures, and documentation at Central Support Ltd, as well as attend scheduled training sessions.

4.10 Health and Safety Poster

Central Support Ltd will prominently display and regularly update a Health and Safety Poster. The Registered Manager, acting as the Health and Safety Officer, will have their name clearly visible for all staff to see.

4.11 First Aid

Central Support Ltd will assign a trained member of staff responsible for First Aid. They will ensure compliance with the First Aid requirements of Central Support Ltd and regularly check the availability of First Aid kits according to agreed-upon schedules.

Procedure

5.1 Risk and Hazard Management

Risk assessments will be conducted to evaluate and effectively control hazards, ensuring the health, safety, and welfare of staff and others affected by Central Support Ltd's work activities.

Risk assessments will be documented in accordance with the Risk Assessment Policy and Procedure at Central Support Ltd.

Adequate measures will be implemented to prevent and protect against identified risks.

Regular monitoring and review of risk assessments will be conducted to maintain their relevance and compliance with legal and contractual obligations.

Outcomes of risk assessments will be communicated to staff, who will receive appropriate instructions and/or training related to identified risks and control measures.

Service Users will be involved in risk assessment development, and their feedback and concerns will be addressed.

Risk assessments related to Service Users will be kept in their homes, and staff will be informed of their location.

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5.2 Accident and Incident Reporting

In the event of an accident or incident, staff will complete a detailed record on an accident form and notify their line manager. If necessary, the Health and Safety Committee at Central Support Ltd will determine if reporting under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 is required.

Following an accident or incident, a review of the relevant risk assessment will be conducted to identify the need for additional precautions, changes in work methods, or additional control measures. The conclusions will be documented, defined clearly, and implemented.

Central Support Ltd will use incident information to prevent future occurrences, whenever reasonably practicable.

If an accident, incident, or near miss involves a Service User, the Safeguarding Team and the CQC will be informed, in accordance with their respective requirements.

5.3 Monitoring Compliance and Effectiveness

Line managers will continuously monitor staff compliance with the policy, and any observations for improvement will be forwarded for review. The policy document itself will undergo an annual review. The Health and Safety Committee at Central Support Ltd will also monitor the effectiveness of this policy, which may include conducting audits, risk assessments, systematic inspections, analysing incident and accident statistics, examining sickness and ill health data, and reviewing risk registers. Any significant amendments identified will be referred for authorisation before being actioned by the person responsible for health and safety at Central Support Ltd.

5.4 Health and Safety Policies and Procedures

Central Support Ltd will ensure that staff have access to the Health and Safety Policies through the system and are aware of the policies and procedures. These policies will be reviewed to ensure alignment with the procedures at Central Support Ltd, as well as any local or contractual requirements. Support Workers will receive a Staff Handbook upon joining Central Support Ltd, and all staff will undergo an induction that includes Health and Safety training, policies, and procedures. Central Support Ltd will follow the Care Certificate standards for new care staff.

Definitions

6.1 Risk Assessment:

A risk assessment identifies significant risks associated with a company's operations by assessing the likelihood and probability of harm, along with the measures in place to prevent harm and ensure the safety of individuals.

6.2 Safe System of Work:

A safe system of work provides a step-by-step guide to carrying out tasks safely. While it may not eliminate all risks, it significantly reduces the likelihood of harm through various control measures.

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6.3 As Far as Reasonably Practicable:

This refers to balancing the degree of risk in a particular activity or environment against the effort, cost, and physical difficulty required to mitigate the risk.

6.4 Competent Person:

A competent person possesses the necessary skills, knowledge, and experience to perform a task effectively.

6.5 Hazard:

A hazard refers to anything that has the potential to cause harm, such as chemicals, electricity, or working from ladders.

Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Managers must understand their roles and responsibilities in implementing effective health and safety management systems, recognizing the impact on staff and Service Users.
- Managers should ensure that staff have access to this document and receive training relevant to their roles, enabling them to implement the procedures effectively for safe service delivery.
- Health and Safety is a shared responsibility, and staff should escalate concerns to their line manager. If concerns are not addressed, staff should follow the Whistleblowing Policy and Procedure.

Key Facts - People Affected by the Service

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

- You and your family have the right to be cared for by Central Support Ltd, which has established policies to support you.

Further Reading

There are no additional reading materials specifically related to this policy. However, we recommend referring to the "underpinning knowledge" section of the review sheet to enhance your understanding and knowledge.

Outstanding Practice

To demonstrate outstanding performance in this policy area;

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- Central Support Ltd maintains a robust health and safety management system that ensures structured and effective service delivery.
- There is open communication between management and staff, allowing information flow and continuous improvement of management systems suitable for the organisation's needs. The system is considered a living document, adapting to changing circumstances to remain relevant and up to date.

Forms

Forms Included in this Policy:

Health and Safety Policy Statement of Intent

As an employer, Central Support Ltd is fully committed to ensuring the health, safety, and welfare of its employees and taking responsibility for others affected by its activities. We strive to meet our statutory duties at all times. We expect all individuals working at Central Support Ltd, including staff, visitors, contractors, and other employers, to comply with our policies and procedures and understand their legal and moral obligations towards themselves and others. Central Support Ltd acknowledges its responsibilities as an employer under the Health and Safety at Work etc. Act 1974 and relevant legislation. We believe that a safe and healthy working environment is essential for providing high-quality support and ensuring the well-being of our staff and those working on our behalf.

Through the implementation of Health and Safety Policy and Procedure, Central Support Ltd is committed to the following objectives:

- Providing a safe and healthy working environment, including safe premises and facilities, for staff, service users, contractors, and others associated with our organisation.
- Maintaining a safe workplace and ensuring adequate welfare facilities and arrangements are in place.
- Providing and maintaining safe equipment and systems of work.
- Implementing safety measures for the use, handling, storage, and transportation of articles and substances.
- Offering necessary information, instructions, training, and supervision to ensure the health and safety of employees and others.
- Defining, documenting, implementing, and maintaining health and safety policies, standards, and management systems.
- Creating a work environment that minimises potential work-related stressors through effective management practices, human resources policies, and staff development.
- Appropriately managing risks associated with staff travel for Central Support Ltd.
- Ensuring staff awareness of health and safety responsibilities and expectations and providing necessary training and development.

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- Establishing effective communication and consultation channels for health and safety matters, involving staff, service users, and commissioners in the implementation of Health and Safety Policy.
- Planning, implementing, monitoring, and reviewing measures to address risks arising from activities at Central Support Ltd.
- Continuously striving to improve the health and safety performance of Central Support Ltd.
- Appointing a competent person to support the organisation in meeting statutory duties.

Central Support Ltd is committed to continually reviewing and developing safety management systems to conduct our activities in a manner that safeguards the health and safety of our staff, contractors, visitors, and the public.

All members of London Care Ltd, including myself, are dedicated to implementing and maintaining the highest standards of health, safety, and welfare within our organisation. We expect every member to share this commitment and work together to achieve it.

Signature of Accountable Officer:

Reashma Begum

Printed Name:

Reashma Begum

Date:

02/09/24

This statement will be reviewed at least annually.

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Health and Safety Policy Review and Approval Form:

Health and Safety Policy reviewed and approved
Signature (Registered Provider):
Date:
Health and Safety Policy received and noted
Signature (Maintenance):
Date:
Signature (Supervisor):
Date:

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