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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/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

- 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.
- Nursing Direct reviews its health and safety procedures as often as necessary and at least annually, to ensure that they reflect legal responsibilities.
- Policies and procedures are made available to those working for Nursing Direct so that they are aware of their individual health and safety obligations.
- The Registered Manager seeks and expects the full co-operation 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.
- Management will have day-to-day responsibility for ensuring compliance with this policy.
- The Health and Safety Policy 'Statement of Intent' at Nursing Direct will signify the commitment of Nursing Direct to ensuring that the successful management of health and safety is of paramount importance.

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 Agency Worker safety.

As an employer, Nursing Direct is committed to Agency Worker 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 Agency Worker to share this commitment by complying to comply 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:

1. **Ensuring a Safe and Healthy Working Environment:** To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for Agency Worker, Service Users, and others who work on its behalf.
2. **Safe Facilities Management:** Maintaining the workplace in a safe condition, with adequate facilities and arrangements to safeguard the welfare of everyone at the workplace.
3. **Safe Equipment and Work Systems:** To uphold safe equipment and work systems to ensure the well-being of our Agency Worker and Service Users.
4. **Responsible Handling and Storage:** Arrangements will be established to ensure the safe use, handling, storage, and transportation of articles and substances under our care.
5. **Training and Supervision:** Providing essential information, instructions, training, and supervision to ensure the health and safety of our Staff including Agency Workers and others.
6. **Addressing Work-Related Stressors:** Creating a work environment that minimises or mitigates potential work-related stressors through effective management practices, human resource policies and Agency Worker development.
7. **Managing Travel Risks:** Ensuring, as far as reasonably practicable, that risks associated with travel by Agency Worker for Nursing Direct are appropriately managed.
8. **Agency Worker Awareness and Accountability:** Making sure that Staff including Agency Workers are aware of their health and safety responsibilities and know what is expected of them and are equipped to fulfil their assigned roles.
9. **Training and Development:** Providing access for Agency Worker to appropriate training and development to enable Agency Worker to competently fulfil their responsibilities.
10. **Effective Communication and Collaboration:** Having an effective system for communicating and consulting on health and safety matters, fostering cooperation among Agency Worker, Service Users, and commissioners.
11. **Proactive Risk Management:** To have in place arrangements to plan, implement, monitor, and review measures to address risks arising Nursing Direct activities.
12. **Continuous Improvement:** To strive to continuously improve the health and safety performance at Nursing Direct
13. **Competent Support:** A competent person will be appointed to assist Nursing Direct in fulfilling its statutory health and safety duties.
14. **Resource Allocation:** Allocating adequate resources to enable Nursing Direct to effectively maintain a healthy and safe working environment for all individuals.

Nursing Direct will undertake to continually review and develop our safety management systems to ensure the health and safety of our Staff including Agency Workers, visitors, and the public. Our commitment to these principles is unwavering, and we expect every member of Nursing Direct to share in this commitment and collaborate towards its achievement.

This policy statement will be subject to at least annual review to maintain its relevance and effectiveness.

HEALTH AND SAFETY RESPONSIBILITIES IN NURSING DIRECT EXECUTIVE

- Nursing Direct is responsible for the safety within all active care packages.
- Nursing Direct is sufficiently informed on health and safety matters to ensure that sufficient resources are available to achieve and maintain high health and safety standards, as far as is reasonably practicable.

SAFETY OFFICER

Our Head Office houses a dedicated Safety Office and Registered Manager who serve as the central points of contact for addressing health and safety concerns.

MANAGEMENT

Management has the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Management will:

- Ensure that all Staff including Agency Workers working in the Community have access to the relevant information, care plans, assessments, and care protocols, appropriate to their specific jobs.
- Ensure that Service User risk assessments are in place, proportionate and up to date.
- Ensure that all Staff including Agency Workers have access to the Health and Safety Policy and Procedure.
- Keep up to date with health and safety matters applicable to the operations of Nursing Direct
- Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences.
- Record and monitor accident, incident 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 good housekeeping standards are applied.
- All staff including Agency Workers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

Accidents must be reported immediately to the office team or the Registered Manager. 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.
- 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.
- Additionally, when necessary, implementing Personal Emergency Evacuation Plans (PEEPs) to address specific individual needs.

All staff including Agency Workers will;

- 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.

The Registered Manager alongside the office team will;

- Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences.
- Carry out regular safety checks and audits. Report directly to the Registered Manager on matters of health and safety, where applicable
- Periodically review all new and existing equipment within the Service User's home, escalating any concerns to the relevant professional.

STAFF INCLUDING AGENCY WORKERS

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 their manager of any work situation where there is a serious and/or immediate danger to Staff including Agency Workers.
- 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, and other documentation at Nursing Direct.
- Report conflict between the demands of safety and their job and will raise the matter immediately with their manager.
- Report any personal safety concerns to Nursing Direct, especially when lone working.
- 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

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 plan.
- Service Users and Staff including Agency Workers are involved in the development of risk assessments and Nursing Direct 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 including Agency Workers 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 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 where reasonably practicable
- Nursing Direct reviews its incidents, accidents, and complaints throughout specifically designed Radar system 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 compliance with the policy.
- The policy document itself will be reviewed by Nursing Direct on an annual basis.

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
- 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.

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 **Hazard**


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

6.6 **Safe System of Work**

This is a safe method (i.e., step by step guide) of carrying out a task for safe working practices, reducing the likelihood of harm through various control measures.

6.7 **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.

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