

THE ABBEYFIELD FERRING SOCIETY LTD POLICY & PROCEDURE/GOOD PRACTICE GUIDELINES

Policy Ref:	AF034	Effective date:	March 2019
Owner:	Abbeyfield Ferring Society	Review date:	March 2020

Title:	Health and Safety Policy
1. Background	Abbeyfield Ferring Society has a general duty for health and safety to all employees, service users, volunteers, contractors and others affected by its work activities. It aims to take action through its health and safety management system to reduce health and safety risks as far as ' <i>reasonably practicable</i> '
2. Objectives	As part of its general duties and to provide safe accommodation for older people. Abbeyfield Ferring Society aims to ensure: <ul style="list-style-type: none"> • Safe premises and systems of work • Safe use, handling, transport and storage of substance and articles • Provision of information, instruction, training and supervision • Safe place of work • Safe working environment with adequate welfare facilities
3. Scope	This policy applies to all staff and volunteers working with Abbeyfield Ferring Society.
4. Policy	
4.1.	<p>The management of Health and Safety at Work Regulations 1999</p> <p>Abbeyfield Ferring Society will establish arrangements to comply with these regulations as follows to:</p> <ul style="list-style-type: none"> • Carry out suitable and sufficient risk assessments using the five step process of hazard identification, determine who is at risk, evaluate and control risks, record findings and review and revise management systems • Implement management systems for planning, organisation, control, monitoring and review to promote quality driven management and effective control measures which aim for continual improvement in health and safety practice as specified by HSG 65 • Establish competent persons through job role selection, personal development and health and safety training procedures for induction, specific workplace activities, roles and responsibilities with refresher training provision as required • Develop suitable emergency procedures for potential significant events, incidents or infections with contingency arrangements • Provide health and safety information to service users, employees, volunteers, contractors and others affected by Abbeyfield Ferring activities • Cooperate with local authorities, regulatory and other organisations to safeguard health and safety compliance, control measures and promote good practice <p>Regulatory health and safety compliance</p> <p>Supported Housing will work to ensure compliance with the Regulatory Framework as set out by the Homes and Communities Agency (the Regulator for Social Housing in England) and where it holds a Supporting People contract with the Quality Assessment Framework (QAF) and any other Administering Authority requirements.</p> <p>Care and Nursing Services will comply with the quality and safety standards of the</p>

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	Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.
4.2. 4.2.1	<p>Organisation General roles and responsibilities <u>Chief Operating Officer (COO) and The Governance Committee:</u></p> <ul style="list-style-type: none"> • The COO has overall responsibility for health and safety within Abbeyfield Ferring Society managed services ensuring adequate governance and management control systems are implemented, monitored and reviewed, that they are kept up to date aiming for continual improvement • The Executive Committee, individually and collectively have the responsibility for supporting and ensuring that effective governance and management of health and safety control systems are implemented, monitored and reviewed • Provide leadership, promote a positive health and safety culture with risk management based upon prioritisation underpinned by suitable and cost effective resource allocation • Ensure legal and regulatory compliance for care and housing services are monitored, reviewed and kept up to date with current requirements <p><u>Chief Operating Officer:</u></p> <ul style="list-style-type: none"> • Delegate, co-ordinate, plan and integrate health and safety management systems within their respective teams to ensure legal and regulatory compliance for care and housing services • Provide leadership and promote positive health and safety culture, safe systems of working and good standards of practice • Identify and prioritise actions in response to identified health and safety risks resulting from risk assessments, monitoring and reporting systems • Provide structures, procedures and resources for information, instruction, supervision and training of employees and volunteers to enable health and safety competences and safe systems of working • Support the implementation of systems for routine health and safety consultation with employees, service users, and volunteers • Co-ordinate with managers to develop, plan, implement, monitor and review management systems which support compliance with legal, regulatory and good practice requirements • Work with managers to identify health and safety risks, the prioritisation and implementation of suitable control measures, contributing to the provision of reports to the corporate health and safety management group, the management team and Abbeyfield Ferring Society Executive Committee <p><u>House and Registered Care Home Managers:</u></p> <ul style="list-style-type: none"> • Carry out routine day to day health and safety management, risk control

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	<p>systems and good practice standards to maintain safe and quality driven working practices within each premises and service</p> <ul style="list-style-type: none"> • Maintain up to date emergency and contingency plans ensuring this information is available to on call staff, systems and emergency services • Maintain and keep up to date health and safety monitoring and recording systems • Identify and report to line managers health and safety risks arising from risk assessments, accident and injuries reports, routine inspection checks and audits • Provide information, instruction, supervision and in house learning and development for employees and volunteers working within the premises • Provide and display health and safety information for service users and visitors taking care to maintain a homely environment • Ensure emergency information and instructions are given to contractors working within the premises to maintain safe systems of working • Maintain a system for routine health and safety consultation with service users, employees, and volunteers • Liaise with the COO for advice and support in the implementation of health and safety systems, routine monitoring and reporting procedures systems and activities to promote health and safety • Record and report to the line manager and, health and safety team all accidents, injuries, dangerous occurrences, incidents and infectious disease outbreaks and occupational ill health • Implement and maintain an up to date health and safety file for each premises and service • Promote a positive health and safety culture, safe systems of working and good quality practice standards <p><u>Domiciliary Care Managers</u></p> <ul style="list-style-type: none"> • Implement routine health and safety management and risk control systems through a process of risk assessment specific to domiciliary care provision and provide safe and quality driven working practices within the service • Maintain up to date emergency and contingency procedures for safe working within the community • Keep health and safety monitoring, recording and routine reporting systems up to date • Carry out a risk assessment and put in suitable risk control measures for the safety of each service user and to assure a safe working environment for staff and volunteers • Identify and report health and safety risks arising from risk assessments, accident and injuries reports, routine inspection checks and audits on the service • Provide information, instruction, supervision and in house supportive learning
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	<p>and development for employees and volunteers working in domiciliary care services</p> <ul style="list-style-type: none"> • Promote a positive health and safety culture, safe systems of working and good practice standards • Co-ordinate and co-operate with all other relevant stakeholders as required to promote good, safe and effective team working within and externally to Abbeyfield <p><u>Employees:</u></p> <ul style="list-style-type: none"> • Must comply with the health and safety management, risk control systems and standards to ensure safe working practices • Are required to co-operate with preventative and protective measures to safeguard and promote health and safety • Must participate in induction, general and specific work activity health and safety learning and development programmes • Need to take reasonable care to promote and ensure their own and others health and safety • Report any health and safety concerns to their line manager and the COO <p><u>Volunteers:</u></p> <ul style="list-style-type: none"> • Must co-operate with health and safety management, preventative and protective control measures to safeguard their own and others health and safety • Are expected to participate in induction, general and specific work activity health and safety learning and development programmes as required for their volunteering role in Abbeyfield Ferring Society • Must co-operate with preventative and protective measures to safeguard and promote health and safety • Need to take reasonable care to promote and ensure their own and others health and safety • Report any health and safety concerns to their designated support officer <p><i>Member societies to include health and safety as an agenda item where appropriate within its committee meetings.</i></p> <p><i>Abbeyfield Ferring Society care homes supported housing and independent living will carry out routine health and safety meetings or include it within resident, staff and volunteers meetings.</i></p> <p><i>Frequency of meetings: quarterly for each service; these meetings will be monitored within Abbeyfield centrally managed premises.</i></p>
4.3.	<p>Arrangements <i>Health and Safety information and guidance is provided within policies, procedures</i></p>

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4.3.1	<p><i>and guidance contained in the 'Health and Safety file' within each premises and supported by dedicated health and safety resource pages on the team pages.</i></p> <p><u>Risk Assessment</u></p> <p>The Management of Health and Safety at Work Regulations (1999) requires suitable and sufficient risk assessments to be carried out. Abbeyfield has incorporated the recommended five step process to risk assessment (HSE: Five steps to risk assessment):</p> <ul style="list-style-type: none"> • Risk assessments are to be carried out: <ol style="list-style-type: none"> a) Proactively for a specific activity or a concern b) Reactively for an accident or incidents • Risk assessments unless otherwise indicated will follow the HSE five step process: <ol style="list-style-type: none"> 1: Look for hazards 2: Who might be harmed 3: Evaluate and control the risks 4: Record findings 5: Review the assessment and revise • Generic risk assessment forms are provided for hazards associated with general work activities, locations, equipment and processes and are based on a three by three risk matrix to determine the risk level for severity and likelihood outcome. Control measures identified are put into an action plan and reviewed • Specific risk assessments are provided for recording some risks to individuals, complex tasks and policy areas for example, fire, hazardous substances, manual handling, display screen equipment, lone working, bed rails, use of equipment, occupational health, pregnancy and young persons • Information and practical training is provided to staff on risk assessments • Outcomes and actions from risk assessment are reviewed and reported to line managers • Employees and volunteers are required to report any workplace hazards or concerns to their line manager or the health and safety teams
4.3.2	<p><u>Fire Safety and Emergency Procedures</u></p> <p>The Abbeyfield Ferring Society fire policy describes the organisation and arrangements for the effective management of fire safety within all Abbeyfield Ferring Society supported housing, care homes and office premises. It establishes a fire risk management framework based upon risk assessment and the implementation of control measures to prevent and protect residents, employees, volunteers, contractors and property from the risk of smoke, fire and damage to building structures. Fire safety planning and procedures take into account the specific risks associated with vulnerable older residents together with the nature and purpose of service activities. See the Fire Safety Policy for more information.</p>

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4.3.3	<p><u>Reporting Accidents and Incidents</u></p> <p>All employees are required to immediately report all accidents, injuries and ill health associated with work activities and as a required legal duty to notify the Health and Safety Executive as guided in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).</p> <p>RIDDOR requires employers and others to report deaths, certain types of injury, some occupational diseases and dangerous occurrences that ‘arise out of or in connection with work’. Generally, this covers incidents where the work activities, equipment or environment (including how work is carried out, organised or supervised) contributed in some way to the circumstances of the accident. Other reporting requirements, relevant for health and social care are:</p> <p>Over-seven-day incapacitation of a worker: Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury.</p> <p>Over-three-day incapacitation: must be recorded, but not reported where person has been incapacitated for more than three consecutive days.</p> <p>Injuries and ill health involving people not at work (for example residents or visitors): Accident or injuries which result in a person not at work being taken to hospital for treatment, must be reported if it arises out of or is in connection with a work activity being undertaken by others. A resident falling is only reportable under RIDDOR when the fall has arisen out of, or in connection with a work activity which includes where equipment or the work environment (including how or where work is carried out, organised or supervised) are involved.</p> <ul style="list-style-type: none"> • Each house, care home and service keeps and maintains an accident reporting book that complies with the data protection. • A record of accidents and incidents is maintained within each premise and for each service. • A record of service users falls will be completed and kept secure with personal plans and risk assessment records; falls are monitored and reported every month as part of accident and incident reporting procedures. • All accidents, injuries, illnesses and incidents will be recorded and reported routinely to line managers and every month to the health and safety team as part of routine reporting procedures. • Accident investigation procedures are to identify the causes of accidents and incidents and the implementation of suitable preventative and control measures. The generic risk assessment form and system is used in this process for minor events. Significant events require formal investigation with the
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<p>4.3.4</p>	<p>identification of root causes to enable both local and organisational learning as part of the quality management process for continual improvement.</p> <p><u>First Aid Training and Provision</u></p> <ul style="list-style-type: none"> • There will be designated ‘first aiders’ in all care homes, supported living and office premises • First Aid boxes will be based upon risk assessment and located in a secure, accessible place • Any large events or activities will include first aid provision <p>For more about First Aid, see AF030 First Aid Policy.</p>
<p>4.3.5</p>	<p><u>Safe Premises and Equipment</u></p> <p>Legislation governing health and safety in Abbeyfield Ferring Society homes and equipment mainly concern; Health and Safety at Work Act 1974, Workplace Health, Safety and Welfare Regulations (1992); PUWER, LOLER, electrical and gas installation, service and maintenance regulations and water safety to prevent legionella, burns and scalding.</p> <ul style="list-style-type: none"> • Buildings and properties are to be professionally maintained in a safe state and in accordance with current legislation and in accordance with the Decent Homes Standard. • Building and personal security are to be maintained with regular reference to Good Practice Standards and regular consultation with Police Crime Prevention Officers and other specialists. • All equipment will be routinely inspected, serviced and maintained in safe condition by competent persons and in accordance with suppliers’ manuals and all requirements for statutory inspections. • Service Users, volunteers and employees using specialised or new equipment such as hoists or stair chair lifts are to receive suitable information, instruction, training and supervision. • Routine premises health and safety housekeeping checks and inspections will be carried out, recorded and any defects reported. • All portable electrical appliances will be tested annually or every two years, based upon risk assessment to comply with the regulations.
<p>4.3.6</p>	<p><u>Services</u></p> <p><u>Water</u></p> <ul style="list-style-type: none"> • All water systems comply with ACOP L8 and provide a system for the management of the risk of Legionella. • A system of electronic monitoring is in place and all properties have 24/7 monitoring that is managed by an independent organisation, who reports any anomalies to the Divisional Property Managers as they occur.

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4.3.7	<ul style="list-style-type: none"> All showerheads are inspected and cleaned at routine recommended intervals per year. A programme of electronic monitoring is being implemented and there is currently annual water tests and de-scaling of faucets. <p><i>Gas</i></p> <ul style="list-style-type: none"> Gas Safety Checks are carried out on all individual gas appliances in all premises and a completed CP12 certificate is obtained for each premise listing all gas appliances each year within a twelve month period. A strict monitoring regime has been implemented since May 2009 that highlights properties that are due for inspection 30 days in advance. The Management and recording of Gas safety checks are administered by the property team in each division. <p><i>Electric</i></p> <ul style="list-style-type: none"> Routine Periodic Inspections are carried out to ensure compliance with standards. All portable electrical appliances will be tested at least every two years to comply with the regulations or on ad hoc basis on equipment brought in by new residents. <p>Decent Homes and HHSRS A programme of works has been implemented and will continue to ensure compliance with regulations and standards.</p> <p><u>Safe Handling and Use of Substances</u> The Control of Substances Hazardous to Health Regulations (2002) requirements will be applied to daily working practices within Abbeyfield Ferring Society services. Further information is outlined in the Control of Substances Hazardous to Health Regulations (COSHH) Policy and Procedure.</p>
4.3.8	<p><u>Infection Control</u> Registered care homes will support and comply with The Code of Practice for health and adult social care on the prevention and control of infections and related guidance. Further information relating to infection control can be seen in the Infection Prevention Policy and Procedure.</p>
4.3.9	<p><u>Food and Hygiene Safety</u> Abbeyfield Ferring Society works to the HACCP regulation guidance which came into force in January 2006 and uses 'Safer Food Better Business' specific for sheltered housing with additional requirements and guidance for care homes. For further information see Food Hygiene Policy and Procedure</p>

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4.3.10	<p><u>Environment and Waste</u></p> <p>Abbeyfield Ferring Society has implemented the new Hazardous Waste Regulations 2005 (HWR) and The List of Waste Regulations 2005 (LoWR) which came into force from 16th July 2005. The HWR and LoWR introduce the requirements of the European Hazardous Waste Directive 91/689/EEC (HWD) into England and Wales. The HWD's main aim is to define hazardous waste and to make sure it is properly managed and regulated.</p> <ul style="list-style-type: none"> • Full compliance with Waste Regulations and 'Duty of Care' to be maintained with regular initiatives that considers environmental improvements, energy efficiency and reduction of waste. <p>See the Environmental Sustainability Policy for more information.</p>
4.3.11	<p><u>Occupational Health</u></p> <p>Abbeyfield Ferring Society recognises its responsibility to promote and support the safety, health and wellbeing of its employees and volunteers:</p> <ul style="list-style-type: none"> • Employment health questionnaires will be provided following an appointment of a person to identify any specific health requirements or support for carrying out their role safely. • Workplace and activity risk assessments will be carried out by line managers for employees and volunteers that will be specific to roles and work activities; specific hazards to a working environment and activities to be undertaken will be identified with information and instruction provided on the control measures and preventative procedures in place. • All staff working at computers will be informed of the need for two yearly eyesight tests specific to Display Screen Equipment with funding provision from Abbeyfield as an employer. • All staff that do not have flu vaccination provided by the NHS for an existing clinical health condition will be offered winter flu vaccination by Abbeyfield Ferring Society.
4.3.12	<p><u>Vulnerable Persons</u></p> <p>The legislation governing vulnerable persons within Abbeyfield includes the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999 and the application of the Disability Discrimination Act 1995.</p> <ul style="list-style-type: none"> • All vulnerable persons including service users, people with disabilities, pregnant workers, lone working and young persons will be risk assessed and measures taken to control and mitigate identified risks. Actions to be taken will be included incorporated within management systems. • Information is provided in the Abbeyfield Ferring Society Staff Handbook as part of the induction process and the Safeguarding Adults policy.

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4.3.13	<p><u>Working at Height</u></p> <p>All working at height activities in Abbeyfield Ferring Society premises will be governed by the Working at Height Regulations 2005.</p> <ul style="list-style-type: none"> • Management systems will encourage avoidance, risk assessment, use of safe equipment, planning and organisation, competence and safe working systems.
4.3.14	<p><u>Manual Handling</u></p> <p>Abbeyfield Ferring Society complies with the Manual Handling Operations Regulations (1992).</p> <ul style="list-style-type: none"> • Manual handling information is provided in the Staff Handbook and the Moving and Handling Policy
4.3.15	<p><u>Learning and Development</u></p> <ul style="list-style-type: none"> • All employees and volunteers will receive health and safety induction and role specific learning and development. Further learning and development will be provided as necessary with records maintained as evidence. • Any specific training needs will be identified for specific roles and work activities which include young persons, lone workers, pregnancy, volunteers and those working at other locations. • Notification of sources of health and safety advice is displayed on notice boards. • A dedicated health and safety team page on the Abbeyfield website provides alerts, information, policy and procedural guidance.
4.3.16	<p><u>Displayed Health and safety Information</u></p> <p>Key health and safety information is displayed within each premises which includes:</p> <ul style="list-style-type: none"> • Health and Safety Law poster • Certificate of Employer’s Liability Insurance • The Abbeyfield Health and Safety Policy Statement • Action in the event of a fire or emergency • The location of the first aid box • Emergency fire and contingency plan • Health and Safety minutes and actions from team and premise meetings
4.3.17	<p><u>Contractor Safety</u></p> <p>All construction and contractual work must be compliant, as appropriate with The Construction (Design and Management) Regulations 2015 (CDM 2015) and follow good practice standards when working in Abbeyfield Ferring premises for older residents. These guidelines mainly concern refurbishment works where the premises may be occupied.</p> <ul style="list-style-type: none"> • Ensure that all contractors are CHAS accredited which means that they meet acceptable standards of Health and Safety • All contractors used must be capable of meeting the Construction (Design and

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4.3.18	<p>Management) Regulations 2015as required.</p> <ul style="list-style-type: none"> Contractors must produce and provide accurate and suitable risk assessments and method statements for each project. There must be good understanding and co-operation with Abbeyfield Ferring Society staff and services when working in Abbeyfield Ferring occupied premises making special provisions as required. Each project must have a competent site foreman in control who has passed their CSCS tests as well as any trades on site. Availability must be provided at all times for inspections with regular progress meetings to discuss the quality of work and health and safety issues. A sign in and report to the scheme manager on a daily basis must be implemented and maintained; this includes signing out and that all working areas are left safe and secure with all emergency systems and provisions reinstated and good working order. Daily communication meetings must be held with the house or care manager ensuring that all parties are aware of the works taking place that day. Carry out tool box talks to site workmen before the project. Provide appropriate documentation, instruction information and demonstrations which enable the end users to operate any installations correctly and safely. <p><u>Monitoring and Audit</u></p> <p>In compliance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, Abbeyfield Ferring Society will carry out systematic monitoring and audit review using a system of routine checks, risk assessments, inspections, reporting procedures and audits for health and safety.</p> <ul style="list-style-type: none"> Routine health and safety checks, monthly/quarterly will be carried out in each premise which will be monitored and reviewed by line managers. Effective procedures are to be maintained at each site to facilitate the identification, reporting and correction of hazards. A system of routine reporting procedures is implemented for key health and safety areas, which includes accidents, incidents and fire safety events. Internal auditing will be carried out annually by the Chief Operating Officer and the Governance Committee.
5. Finance	None
6. Supporting Appendices	<ul style="list-style-type: none"> Health and Safety Policy Statement
7. Linked policies	<ul style="list-style-type: none"> First Aid Policy COSHH Policy Infection Prevention Policy Moving and handling Policy Fire Safety Policy



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	<ul style="list-style-type: none">• Safeguarding Adults Policy
8. Legislation	
9. Review	Every year, subject to any regulatory or legislative updates.