

8th March 2021

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- Young Persons

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Introduction

Homecare D & D Ltd have a duty to provide measures to manage health and safety issues in our workplace. We will ensure that these measures are put into place and implemented by all relevant members of our workforce. We have also established the means whereby we can monitor the implementation of these measures.

This will typically involve:

- The identification of hazards in our workplace.
- Carrying out risk assessment
- Implementing the control measures set out in the risk assessments
- The provision of personal protective equipment to our employees, where hazards cannot be removed or otherwise controlled.
- The provision of training for our employees that is relevant to the task being carried out
- The maintenance of our work place
- The provision of equipment and machinery that is suitable and appropriate for the work being undertaken
- The maintenance of our machinery and equipment
- Managing the activities of visitors and contractors
- The provision of occupational health facilities as appropriate and where necessary
- The maintenance of records

The following information sets out the specific issues we need to manage and the location of the instructions and working documents that relate to them

Homecare D & D Ltd have allocated responsibilities to key personnel to ensure these tasks are carried out and the appropriate records maintained. These responsibilities and the monitoring record sheets have been provided to the personnel concerned

ACCIDENT AND INCIDENT REPORTING (RIDDOR)

Homecare D & D Ltd understand our legal duty to report certain accidents and incidents (including specific diseases) to the Enforcing Authorities. We realise we must identify reportable injuries, deaths and dangerous occurrence and report them in the appropriate manner. We have the facility to instigate control measures.

The measures will include:

- Identifying those accidents, diseases and incidents (near miss) that should be reported to the Enforcing Authority e.g. Health and Safety Executive or Local Authority
- Ensuring that all relevant incidents are reported and investigated.

The Responsibility for undertaking these measures has been delegated to qualified personnel.

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ACCIDENT INVESTIGATION

Homecare D & D Ltd recognise our duty to undertake accident and near miss investigations so that we can prevent re-occurrence of the same incidents. We have the facility to document our findings and instigate the necessary action and control measures

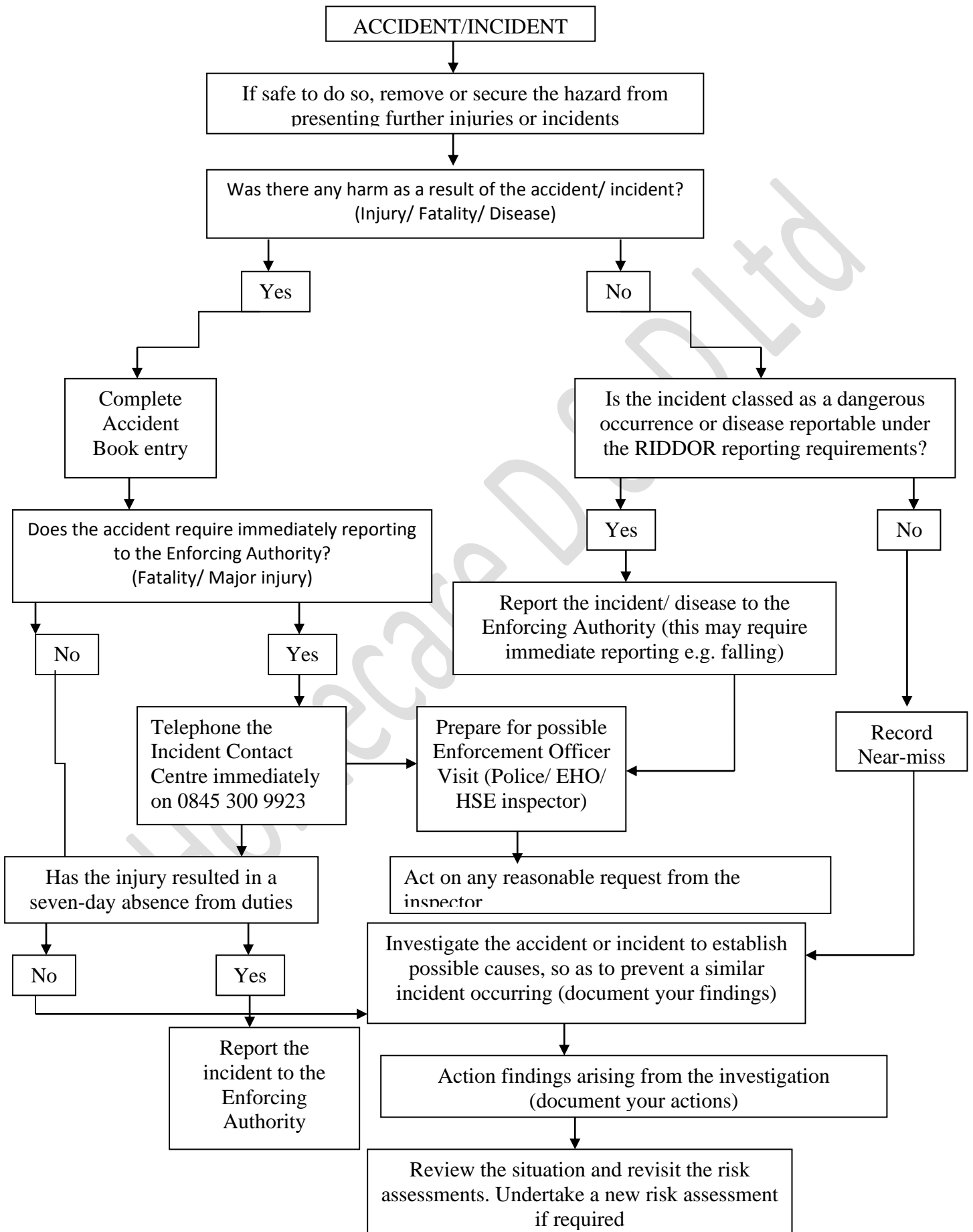
The measures will include:

- Identification of the cause of accidents/ incidents
- Investigating each occurrence to identify causes and control measures to prevent a re-occurrence
- Ensuring that all relevant incidents are reported and investigated

Responsibility for undertaking these measures has been delegated to qualified personnel.

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REPORTING AND INVESTIGATION PROCEDURE



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CONSULTATION

This is accomplished by consultation sessions between employees and management in the form of on the job talks and by pre-arranged formal meetings. Employees are encouraged to elect health and safety representation amongst themselves. We have the facility to instigate these consultation meetings.

- These meetings can take place on a formal and informal basis
- The content of the meetings is documented

Responsibility for undertaking these meetings has been delegated to key personnel. Consultation takes place at Bi-monthly management meetings.

ELECTRICAL SAFETY

Homecare D & D Ltd recognise we have a legal duty to control the use of electrical equipment in our facility; this equipment includes the main supply and any portable equipment. We must identify the nature of the tasks involved in areas within the facility that may pose a significant risk of harm. This will enable us to combat the situation that may arise. We have the facility to instigate control measures.

The measures will include:

- Ensuring that all electrical installations and wiring conforms to the established legal standards
- Ensuring that all electrical supply isolation cabinets/ circuit breakers are adequately controlled and access to the circuits restricted to the key personnel with the relevant competency
- Ensuring that those involved in maintenance and testing or modifications to the supply (whether carried out in house or undertaken by an external provider) have reached the necessary competency level
- Ensuring that all suitable and sufficient control measures are put into place when required. This will be established undertaking risk assessment.
- Maintenance and testing of fixed electrical installations and wiring
- The identification, visual inspection and testing of portable electrical appliances

Responsibility for undertaking these measures has been delegated to key personnel.

EQUIPMENT USE

Homecare D & D Ltd own and use a significant amount of equipment in our facility and recognise due to the inherent dangers involved that there is a requirement to control the use of this equipment. We realise we must comply with the legislative requirements that apply to issues such as training. We have the facility to instigate control measures.

The measures will include:

- Ensuring that the equipment provided is suitable and sufficient for the relevant task
- Ensuring that equipment is subjected to planned maintenance

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- Ensuring that faulty or defective equipment is placed out of use and secure, until properly repaired by a competent person.
- Ensuring that only properly trained and competent persons use the equipment
- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessment
- Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

FIRE/EMERGENCY ARRANGEMENTS

Homecare D & D Ltd recognise due to the inherent dangers involved and our legal duty that there is a requirement to ensure the necessary fire precautions and emergency arrangements are put into place (e.g. evacuation, fire fighting equipment and major spillages). We have the facility to instigate control measures.

The measures will include:

- Identifying situations that require procedures to be put into place
- Assessing the risks involved
- Establishing procedures to deal with emergency situations, such as evacuation of the premises and the provision of fire fighting equipment
- Liaising with the relevant emergency services
- Issuing appropriate safety equipment to the personnel involved
- Training for all relevant persons
- Training on the use of personal protective equipment and other safety measures
- The development and implementation of safe systems of work to combat emergency situations

Responsibility for undertaking these measures has been delegated to key personnel.

FIRST AID

Homecare D & D Ltd recognise our duty of care and legal requirement for first aid provision in our facility and understand that we must ensure adequate arrangements are provided for dealing with emergency situations that require first aid. We have the facility to instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place e.g. provision of First Aiders or 'Appointed Person'
- Implementing and monitoring the control measures
- Ensuring that emergency procedures are developed and implemented
- Issuing appropriate safety equipment to the personnel involved
- Ensuring that all operatives are properly instructed and trained on the emergency procedures, personal protective equipment and other safety measures, e.g. ensuring that body fluids are cleaned up in the appropriate manner

Responsibility for undertaking these measures has been delegated to key personnel.

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HAZARD REPORTING

So as to encourage a proactive approach to health and safety within our organisation, Homecare D & D Ltd have implemented a hazard reporting procedure to enable employees to raise the awareness of hazardous situations which may cause harm. We have the facility to instigate control measures.

The measures will include:

- Establishing the means by which hazards that occur can be formally reported
- Providing information and where necessary training to all personnel to enable them to identify hazards that occur and be able to report them.
- Ensuring that all hazards are brought to the attention of the line management concerned.
- Ensuring that hazards are promptly and properly dealt with

Responsibility for reporting hazards rests with all employees. The responsibilities to ensure that satisfactory remedial action is undertaken rests with the line manager, who will undertake or delegate any remedial work, as is necessary, to ensure that the hazard is removed.

OCCUPATIONAL HEALTH

Homecare D & D Ltd recognise our duty to ensure the health and wellbeing of anyone who may be affected by our work activities. If our risk assessments deem it necessary, we will introduce procedures to monitor employees who are, or may be, exposed to health and wellbeing risks whilst carrying out their work activities.

The measures will include:

- Hazards that have the potential to cause ill health to our employees, or anyone who may be affected by our work activities, are identified in our risk assessments. These assessments will identify any occupational health issues that require controlling.
- Appointing the services of an Occupational Health Practitioner if deemed necessary
- Ensuring that our employees understand the reporting procedure, so as to enable them to report any medical condition (e.g. diseases, allergies or previous ill health conditions) that may affect their health and ability to undertake their normal work activities
- Assessing the risks involved and the control measures that need to be put into place
- Issuing appropriate safety equipment to the personnel involved

Responsibility for undertaking these measures has been delegated to key personnel.

PURCHASING

Homecare D & D Ltd recognise we have a specific obligation to ensure certain equipment and machinery meets a specific design standard. This includes machinery guarding and equipment and personal protective equipment. We have the facility to instigate control measures.

The measures will include:

- Ensuring that all products purchased for use in the workplace are suitable and sufficient for the purpose.

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- Ensuring that relevant information, operating practices, safety information, storage information, disposal information etc is obtained from the suppliers/ manufacturers
- Ensuring that personal protective equipment meets the European Compliance standard (CE Marking)
- Ensuring that all hazardous substances are provided in the correct packaging, the correct labelling and material safety data sheets

Responsibility for undertaking these measures has been delegated to key personnel.

RISK ASSESSMENTS

Homecare D & D Ltd understand the benefits of undertaking suitable and sufficient risk assessments. We also recognise we have a legal obligation to undertake risk assessments of all activities that pose a risk and are connected with our business undertaking. We have the facility to instigate control measures.

The measures will include:

- Assessing the risks involved and control measures that need to be put into place
- Implementing and monitoring the control measures
- Ensuring that the risk assessments are documented
- Ensuring that the risk assessments are linked to the tasks
- Ensuring that safe working practices are developed and implemented
- Ensuring that the risk assessments are made available to the employees involved
- Ensuring that those involved in risk assessment training are identified and recorded

Responsibility for undertaking these measures has been delegated to key personnel.

TRAINING

Homecare D & D Ltd recognise the benefits of training within our organisation and the legal requirement to provide information, instruction and training. We have the facility to instigate control measures.

The measures will include:

- Identifying the tasks for which training must be provided to ensure that our employees achieve the necessary level of competence to carry them out
- The provision of training in the use and/ or maintenance of equipment and machinery and training records stored in staff files
- Ensuring that the training provided is suitable and sufficient and carried out by competent persons. In some cases this requires approved certification
- Ensuring that only properly trained and competent persons use the equipment and machinery
- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessment
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

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WELFARE/ WORKING ENVIRONMENT

Homecare D & D Ltd recognise our duty to provide a healthy working environment and suitable welfare facilities. These will include the provision of an adequately ventilated, well-lit workplace as well as sanitary conveniences and washing facilities. We have the facility to instigate control measures.

These measures will include:

- Ensuring an assessment is undertaken of the general workplace condition
- Ensuring the workplace is adequately ventilated and temperature controlled where possible
- Ensuring that the workplace lighting meets a satisfactory standard
- Ensuring good housekeeping standards are maintained and waste is cleared on a regular basis, so as not to give rise to blocked access routes and possible slips, trips and falls etc
- Ensuring that adequate sanitary conveniences, washing and changing facilities are provided as appropriate

Responsibility for undertaking these measures has been delegated to key personnel.

CLEANING

Homecare D & D Ltd have some particular issues to consider as regards to the cleaning requirements in our facility. This is due to the inherent dangers involved whilst carrying out cleaning operations. These include the use of chemicals that can cause harm to persons. We have the facility to instigate control measures.

The measures will include:

- Ensuring that appropriate cleaning regimes and procedures are developed and maintained
- Assessing the risks involved and the control measures that need to be put into place
- Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

CONTROL OF CONTRACTORS

Homecare D & D Ltd recognise we have a legal duty to control contractors who carry out tasks in our facility. We must identify the nature of the tasks involved and areas within the facility that may pose a significant risk of harm. This will enable us to combat the situations that may arise we have the facility to instigate control measures.

The measures will include:

- Ensuring that the contractor undertakes risk assessment of the task to be done
- Ensuring the contractor develops a method statement that meets our requirements
- Ensuring that all maintenance work is carried out by suitably qualified and/ or competent persons (contractors)

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- Ensuring that contractors used to carry out work are suitably trained/ qualified/ competent to use the equipment that is required to carry out work
- Ensuring that all equipment provided and used by contractors is suitable for that use and is properly maintained
- Ensuring that all work is carried out within the scope of a Permit to Work
- Assessing the risks involved and the control measures that are required to be put into place
- Ensuring that contractors wear the personal protective equipment that is required for the work being carried out and/ or use of equipment
- Providing information and instruction to all persons who may be affected by the work being carried out

Responsibility for undertaking these measures has been delegated to key personnel.

DISPLAY SCREEN EQUIPMENT (DSE)

Homecare D & D Ltd recognise we have a legal duty to control work being carried out using DSE in our facility. We recognise that there are specific specifications we must adhere to when setting up DSE workstations. We must also identify the nature of the tasks involved and areas within the facility that may pose a significant risk of harm. This will enable us to combat the risks that may arise. We have the facility to instigate control measure.

The measures will include:

- Assessing the risks involved
- Implementation of the control measures
- Training on the use of display screen equipment)
- The provision of eye tests for DSE users
- The provision of basic optical lenses where required
- The provision of adequate natural breaks from the workstation

Responsibility for undertaking these measures has been delegated to key personnel.

OFFICE EQUIPMENT

Our office has several items of electrical and mechanical equipment within it (e.g. printers, photo copiers, laminators and desk fans). Homecare D & D Ltd recognise due to hazards associated with these items that there is a requirement to control the use of this equipment. We realise our duty and must comply with the legislative requirements that apply to issues such as condition monitoring and training. We have the facility to instigate control measures.

The measures will include:

- Ensuring that this equipment is only used by authorised personnel and is appropriate to the work being carried out
- Maintaining the equipment so that its original design integrity is maintained
- Ensuring that faulty or defective equipment is taken out of use and any repairs are undertaken by a competent person
- Assessing the risks involved and the control measures that need to be put into place

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- Training on the use of the equipment and personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

FOOD – SAFETY

Homecare D & D Ltd have kitchen facilities under our control and recognise we must maintain a high standard of safety for those that may be affected by actions arising within this environment. Some of these issues will fall under food safety/ food hygiene controls which are outside the scope of this documentation. We must ensure that our kitchen and catering facilities meet legal standards. We have a facility to ensure compliance with these standards.

The measures will include:

- Ensuring that any equipment provided within this environment is suitable and sufficient for the task it is performing and is adequately maintained
- Ensuring that these facilities are maintained and kept in a clean and organised condition
- Assessing the premises and facilities that are provided and identifying any control measures which need to be put into place

Responsibility for undertaking these measures has been delegated to key personnel.

HAZARDOUS SUBSTANCES

Homecare D & D Ltd requires contact with the use of hazardous substances. Due to the inherent dangers involved we recognised our duty to control the storage, handling and use of these substances. They may be purchased as a hazardous substance, produced as a result of our activities or exist in the form of microbiological hazards. When these situations arise we instigate control measures.

The measures will include:

- Identifying all the purchased products within the facility, so as to decide whether they pose a significant risk of harm
- When we purchase or acquire products we request a copy of the material safety data sheet (MSDS) from our suppliers. This enables us to access information on the associated hazards involved and the suggested control measures.
- Ensuring the hazardous substances is correctly labelled to the recognised standard and is stored in the appropriate containers.
- Identifying the activities where hazardous products are generated as a result of the process and require control measures instigating. This will also include microbiological hazards
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures, which include ensuring that copies of the completed COSHH assessments are available at the point of use
- Ensuring that safe working practices are produced and implemented
- Installing a health surveillance programme as and when the hazardous substance requires

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- Ensuring that the hazardous substances are disposed of in the recognised safe manner, this includes any residual hazardous substance that may be left in used containers

Responsibility for undertaking these measures has been delegated to key personnel.

USE OF CHEMICALS

Due to the nature of our business Homecare D & D Ltd use and handle hazardous chemicals, because of the inherent dangers involved we recognise our duty to control the storage, handling and use of these chemicals. When these situations arise we instigate control measures.

The measures will include:

- Identifying all the purchased products used by employees and decide whether they pose a significant risk of harm
- When we purchase or acquire products we request a copy of the material safety data sheet (MSDS) from our suppliers. This enables us to access the information on the associated hazards involved.
- Ensuring the hazardous chemicals are correctly labelled and stored in the appropriate containers
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures, which include ensuring that copies of the completed COSHH assessments are available at the point of use or contact
- Ensuring that safe working practices are produced and implemented
- Installing a health surveillance programme as and when the hazardous substance requires

Responsibility for undertaking these measures has been delegated to key personnel.

STORAGE OF HAZARDOUS SUBSTANCES

Our business undertaking requires us to store hazardous substances. Due to the inherent dangers involved we recognise our duty to control this storage, handling and transportation that is involved. When these situations arise we instigate control measures.

The measures will include:

- Identifying all the products within the facility, so as to decide whether they pose a significant risk of harm
- When we purchase or acquire products we request from our suppliers a copy of the material safety sheet (MSDA), this enable us to access information on the associated hazards involved and the suggested control measures
- Ensuring the hazardous substances are correctly labelled in compliance with the current legislative standard and are stored in the appropriate containers this will include any microbiological hazards
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures, which include ensuring that copies of the completed COSHH assessments are available at the point of handling
- Ensuring that safe working practices are produced and implemented

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- Ensuring that the hazardous substances are disposed of in the recognised safe manner, this includes any residual hazardous substances that may be left in used containers
- Ensuring that a spillage/ release procedure is in place and all the necessary equipment to tackle the spillage/ release is available

Responsibility for undertaking these measures has been delegated to key personnel.

LEGIONELLA

Due to the nature of our business we recognise we have a risk of contact with the Legionella bacteria. Strict control measures are instigated to remove or reduce the risk of the lowest level possible. Situations arise whereby the storage of water and the use of water misting systems are in operation and we introduce a monitoring programme. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessments to either remove or control the risks
- Installing a monitoring and water sample testing programme as required, enabling us to detect any presence of the Legionella Bacteria
- Ensuring the water system is designed and installed, so as not to give rise to situations that may create system dead ends, thus allowing water to lie dormant
- Introducing disinfection and cleaning regimes to ensure spray heads are dealt with Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

LONE WORKING

Due to the nature of our business situations may arise whereby employees may have to work alone. Where possible we discourage this practice, but sometimes this becomes unavoidable. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Establishing emergency contact procedures
- Ensuring that regular contact is made with the lone worker
- Implementing the control measures
- Ensuring that safe working practices are produced and implemented

Responsibility for undertaking these measures has been delegated to key personnel.

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MANUAL HANDLING

Due to the nature of our business situation may arise whereby manual handling tasks become unavoidable. Where possible we discourage manual handling and provide suitable mechanised equipment. When an unavoidable situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that safe working practices are developed and implemented
- Providing and maintaining suitable and appropriate manual handling equipment
- Issuing appropriate safety equipment to the personnel involved
- Training on manual handling, the safe working practices, equipment and use of personal protective equipment and other safety measures
- Implementing and monitoring the control measures

Responsibility for undertaking these measures has been delegated to key personnel.

NEW AND EXPECTANT MOTHERS

Homecare D & D Ltd recognise our legal duty to undertake a specific individual assessment of the tasks undertaken by new and expectant mothers, so as not to expose them to hazards that may cause harm. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and introducing control measures that arise from the assessment
- Implementing and monitoring the control measures
- Providing adequate facility for rest during the pregnancy
- Monitoring the employee through the development of the pregnancy
- Providing adequate facilities for new nursing mothers

Responsibility for undertaking these measures has been delegated to key personnel.

NOISE

Due to the nature of our business situations may arise whereby the noise levels rise above the recognised accepted legislative standard. We recognise the requirement to control the exposure of our employees to high noise levels. When this situation arises we instigate control measures.

The measures will include:

- Identifying the areas and tasks that may pose a risk of hearing damage
- Undertaking a full and comprehensive noise assessment of our facility
- Assessing the risks involved and the control measures that need to be put into place
- Setting into place the control measures identified in the risk assessments to either remove or control the risks
- Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

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- Providing health surveillance for all personnel that are exposed to high noise levels
- Training for all relevant persons

Responsibility for undertaking these measures has been delegated to key personnel.

INFECTION

Homecare D & D Ltd recognise, due to the nature of our business, that situations may arise that pose higher than normal risk of microbiological infection e.g. needle stick injuries and **transmittable diseases**. We realise the seriousness of these situations and need to take all the necessary precautions. To maintain control, should this situation arise we instigate control measures.

The measures will include:

- Identifying the tasks that are likely to pose a significant risk of infection
- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that our isolation procedures are adequate
- Ensuring that adequate controls are in place to deal with infected waste
- Co- operating with the Emergency Services and Area Health Authority should a situation arise
- Ensuring that our employees fully understand the reporting procedure, so as to enable them to report any ill health condition they may be aware of
- **Regular communication with staff and service users on new control measures or procedures that will take place**
- Issuing appropriate safety equipment to the personnel involved
- Training on the use of personal protective equipment and other safety measures

Responsibility for undertaking these measures has been delegated to key personnel.

SHIFT WORKING

Our business requires us to operate out of hours working. Homecare D & D Ltd recognise the hazards involved with shift working situations and consider the risks that are likely to arise. These include tiredness and the use of equipment, adequate supervision and medical factors that may have a bearing on the selection of employees that are required to work shifts. When the situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that safe working practices are developed and implemented
- Issuing appropriate safety equipment to the personnel involved
- Training on the safe working practices, equipment and use of personal protective equipment and other safety measures
- Implementing and monitoring the control measures
- Providing health surveillance when appropriate

Responsibility for undertaking these measures has been delegated to key personnel.

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SUBSTANCE AND ALCHOL USE/ ABUSE

Homecare D & D Ltd recognise the health and safety implications posed by employees that may be involved with substance and alcohol use and abuse. We have a low tolerance policy towards employees that are involved in these activities, but also realise our duty to assist those that have a genuine problem. When this situation arises we instigate the following procedures.

These procedures will include:

- Identifying those affected
- Identifying the use/ abuse problem
- Deciding whether to invoke the disciplinary procedures
- Ensuring that adequate supervision is provided so as to monitor the actions of those affected
- Implementing and monitoring the control measures
- Providing health surveillance and/ or counselling as appropriate

Responsibility for undertaking these measures has been delegated to key personnel.

PERMITS TO WORK

Due to the nature of our business high risk situations may arise whereby extra control measures must be introduced in the form of a Permit to Work system. These permits specify the controls that must be implemented so as not to give rise to hazardous situations. When this situation arises we instigate control measures.

The measures will include:

- Identifying the issues that would necessitate a permit to work
- Liaising with the contractor/ worker involved
- Assessing the risks involved and the control measures that need to be put into place
- Approving the work
- Ensuring that control measures are implemented and monitored
- Ensuring that safe working practices are developed and implemented
- Where required, issuing appropriate safety equipment to the personnel involved
- Provision of information to all persons who might be affected by the work

Responsibility for undertaking these measures has been delegated to key personnel.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Due to the nature of our business, the use of personal protective equipment (or PPE) is unavoidable. The use of PPE is to protect both staff members and service users from cross contamination. The following are control measures put in place to avoid cross contamination and infection:

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The measures will include:

- Providing suitable and sufficient personal protective equipment that meets European Standards (CE marking)
- **Keeping up to date on legislation and guidance regarding PPE, and changing our policies and procedures where necessary.**
- **Keeping aware of current viral and infectious threats, through Public Health England, The World Health Organisation and communications from Derbyshire County Council, UKHCA, to ensure any preventative and reactive measures in regards to PPE can be put in place swiftly.**
- Issuing appropriate safety equipment to the personnel involved
- Training on the use and maintenance of personal protective equipment and use of personal protective equipment
- Providing appropriate storage for personal protective equipment (PPE) when it is not in use.
- **Regular supervisions for staff using PPE to ensure PPE is used in a correct safe manner, and any further training required is identified and recorded.**

Responsibility for undertaking these measures has been delegated to key personnel.

SMOKING

Homecare D & D Ltd recognise that we have a duty to ensure non-smoking employees are protected from the inhalation or second hand smoke (passive smoking). Therefore we do not allow smoking in our premises and instigate control measures.

The measures include:

- Assessing the risks involved and the control measures that need to be put into place
- Implementing and monitoring the control measures
- Providing information to all persons affected
- Providing a non-smoking rest area for staff

Responsibility for undertaking these measures has been delegate to key personnel.

STRESS IN THE WORKPLACE

Due to the nature of our business, it is foreseeable that situations may arise whereby workplace stress poses a significant health risk. Homecare D & D Ltd recognises our legal duty to ensure we control situations that are likely to heighten the risk of the condition. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Implementing and monitoring the control measures that have been identified
- Ensuring that the work loads are not excessive
- Ensuring that employees are provided with necessary counselling and occupational health practitioner facilities when necessary

Responsibility for undertaking these measures has been delegated to key personnel.

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OCCUPATIONAL ROAD SAFETY

Due to the nature of our business we require our employees to drive on public roads. Homecare D & D Ltd recognise the associated hazards and the risks involved in driving whilst working, these include driving whilst tired and the use of mobile phones. To ensure we control these issues we have the facility to instigate control measures.

The measures will include:

- Ensuring that all our drivers hold a current, valid driving licence
- Assessing the risks involved and the control measures that need to be put into place
- Implementing the control measures required
- Ensuring we provide our drivers with necessary rules and procedural arrangements to deal with situations that may arise
- Instructing our drivers not to use hand held mobile phones whilst driving

Responsibility for undertaking these measures has been delegated to key personnel.

VIOLENCE

Due to the nature of our business, it is foreseeable that situations may arise whereby employees are exposed to a significant risk of abuse and violence. Homecare D & D Ltd recognise our legal duty to ensure we control situations that are likely to increase the risk of violence towards our employees. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring we provide adequate information, instruction and training to enable those that come into contact with the situations to deal with them
- Implementing and monitoring the control measures that have been identified

Responsibility for undertaking these measures has been delegated to key personnel.

VISITORS

Due to the nature of our business and the inherent dangers involved we realise our duty to control access to our facility by visitors. Homecare D & D Ltd have the facility to instigate control measures.

The measures will include:

- Assessing the risks involved and introduced by visitors and the control measures that need to be put into place
- Implementing and monitoring the control measures
- Ensuring that all visitors read the safety and emergency rules that are relevant to them and sign the Visitor Book to say that they have done so
- Ensuring that visitors are supervised at all times and are not allowed to wander around the premises by themselves
- Ensuring that personal protective equipment is used where required

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Responsibility for undertaking these measures has been delegated to key personnel.

PEST CONTROL

Due to the nature of our business, it is foreseeable that situations may arise whereby pests may pose a significant health risk. Homecare D & D Ltd recognise our legal duty to ensure we eliminate the health risks that are likely to arise. When this situation arises we instigate control measures.

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Implementing and monitoring the control measures that have been identified
- Ensuring that we engage the services of a competent pest control organisation as and when required
- Ensuring that personal protective equipment is provided and used where required

Responsibility for undertaking these measures has been delegated to key personnel.

BUILDING SERVICES

Homecare D & D Ltd recognise our duty to ensure that the services (e.g. gas, electricity and water), provided for use within our facility are correctly installed and adequately maintained. We only use competent persons to install and maintain these facilities. To ensure we maintain control of these services we instigate control measures.

The measures will include:

- Identifying all the sources of supply
- Ensuring that the supplies can be safely isolated and that procedures are in place to deal with emergency situations
- Ensuring that only competent persons are allowed to undertake work on the supplies
- Assessing the risks involved and the control measures that need to be put into place
- Liaising with the contractor/ worker involved
- Provision of information to all persons who might be affected by the work

Responsibility for undertaking these measures has been delegated to key personnel.

PREMISES

Homecare D & D Ltd recognised our duty to ensure that the structural integrity and décor of our premises meet the legal standards and they are maintained to the required standard. To ensure we maintain control of our premises we instigate control measures.

The measures will include:

- Ensuring we monitor the premises to maintain standards
- Ensuring that we only use competent persons to undertake work on our premises
- Assessing the risks involved and the control measures that need to be put into place
- Liaising with the contractor/ worker involved

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- Ensuring that safe working practises are developed and implemented, this will require contractors to provide adequate method statements
- Provision of information to all persons who might be affected by the work

Responsibility for undertaking these measures has been delegated to key personnel.

SLIPS, TRIPS AND FALLS

Homecare D & D Ltd recognise our duty to ensure that the premises are maintained to an acceptable standard. This will involve good housekeeping and organisation. This is to ensure that situations do not arise that may cause slips, trips and falls on our premises. To ensure we maintain control of our premises we instigate control measures.

The measures will include:

- Ensuring we monitor the premises and identify any actions necessary
- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that safe working practises are developed and implemented
- Providing information, instruction and training to all persons who might be affected within the facility
- Providing signage to indicate the presence of the hazard

Responsibility for undertaking these measures has been delegated to key personnel.

CONTROLLING WASTE

Homecare D & D Ltd recognise the hazards involved due to the build up of waste within our facility and understand that some of the requirements fall under environmental legislation which is outside the scope of this documentation. We have the facility to instigate control measures.

These measures will include:

- Ensuring that waste is removed on a regular basis
- Ensuring that controlled waste is securely stored to prevent contact with those that may be affected by the associated hazards
- Ensuring that controlled waste is removed by a licensed waste management company
- Ensuring that combustible waste is secured and away from sources of ignition
- Ensuring that waste handling procedures do not cause unacceptable housekeeping conditions

Responsibility for undertaking these measures has been delegated to key personnel.

YOUNG PERSONS

Homecare D & D Ltd recognise the legal requirement to undertake a risk assessment of the tasks undertaken by young persons. When this situation arises we instigate control measures

The measures will include:

- Assessing the risks involved and the control measures that need to be put into place
- Ensuring that the control measures identified are put into place and implemented

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- Restricting the work activities of young persons where failure to do so is likely to result in injury
- Ensuring that all relevant persons are informed of the activity and risks involved
- Ensuring that the young is managed/ supervised by persons who are trained and competent
- The provision of information, instruction and training to all relevant persons
- Access to the information to develop skills and knowledge, which contribute to their economic and social well-being
- Enabling them to make informed choices about their health and well-being
- The development of skills to improve their employability
- Access to further training or promotion
- Developing an understanding of their rights and responsibilities
- Ensuring they feel safe

Responsibility for undertaking these measures has been delegated to key personnel.

SAFEGUARDING

Homecare D & D Ltd undertakes to work in compliance with No Secrets, the Department of Health's guidance on multi-agency policies and procedures to protect vulnerable adults/staff from abuse.

SAFEGUARDING AND RECRUITMENT

Homecare D & D Ltd takes great care in the recruitment of staff, carries out all possible checks on recruits to ensure that they are of a high standard, and will co-operate in all Government initiatives regarding the sharing of information on staff who are found to be unsuitable to work with vulnerable people. All new recruits will also have to undergo an enhanced Criminal Records Check Disclosure.

This is the organization's approach to:

1. The use of criminal record checks and the storage and use of information on convictions disclosed by the Criminal Records Bureau (CRB).
2. The protection of vulnerable learners
3. The prevention of the abuse of learners
4. The management of reported abuse of learners

SAFEGUARDING DEFINITION OF ABUSE

Abuse is the harming of another individual usually by someone who is in a position of power, trust or authority over that individual. The harm may be physical, psychological or emotional or it may be directed at exploiting the vulnerability of the victim in more subtle ways. The threat or use of punishment is also a form of abuse. It may occur as a regular feature of a relationship. Other people may be aware it is happening and for this reason, it may be difficult to detect. In many cases, it is a criminal offence.

SAFEGUARDING TO PREVENT ABUSE BY:

- Taking up references and character checks, and to confirm the references are valid

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- Including specific reference to the avoidance and prevention of abuse in job description
- Holding induction includes abuse policy new staff which
- Regular supervision sessions between manager and individual staff members to provide support in coping with stressful situations
- Encouraging an atmosphere where staff feel able to discuss and therefore prevent the development of potentially abusive situations
- Assuring staff that their positions will not be affected by abusive behavior by other staff
- Making clear in the Assessor/Internal Verifier Hand Book and disciplinary policy and procedures that abusive behavior is a dismissal offence.
- Ensuring that all staff have training in Safeguarding learners

ORGANISATIONAL STRUCTURE

Managing Directors

Kim Clarke
Trudy Clarke

Assistant Director

Zoe Clarke

Office Manager

Matthew Turner-Clarke

Finance Team

Zoe Wood

Training and Development Team

Paul Buxton – Training Officer

Coordinating and Compliance Manager

Whitney Bridgeland-Knowles

Care Co-coordinating Team

Paul Buxton
Amy Develin
Darcie Hind

Administration/Customer Service Team

Francesca Birks

Team Leaders

Care Workers

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MANAGEMENT RESPONSIBILITIES

Homecare D & D Ltd are required by law to identify the duties and responsibilities for employees who have a specific role in managing health and safety in our organisation.

Management have a responsibility and duty to ensure that:

- Our employees are aware of and understand the Health and Safety Policy
- Our employees are aware of and understand the health and safety rules relating to their work
- Our employees are adequately instructed, trained and supervised
- Our employees are made aware of the hazards and risks associated with their work activities
- Our employees are provided with safe products, substances and equipment, safe methods of work and an environment which is safe and healthy to work in

The above duties are implemented through the use of our documentation and periodic monitoring of the areas within their control

Additional responsibility, through delegation where applicable to:

- Keep abreast of legislative changes
- Ensure the Health and Safety Policy is developed and communicated to all employees and contractors
- Encourage a positive culture to reduce the risk of injury or ill health to employees
- Ensure that installations, and maintenance of electrical equipment is carried out and recorded
- Ensure that coordinated arrangements are in place to deal with fire and other emergency situations and that all employees are aware of these
- Ensure adequate provision of First Aiders
- Ensure arrangements to identify, report and deal with hazards are in place
- Ensure that all hazardous substances are handled, used and stored correctly
- Ensure sufficient Employers and Public Liability Insurance is in place
- Ensure all accidents and incidents are investigated and reported
- Ensure moving and handling activities are risk assessed
- Ensure risk assessments are completed, documented and control measures implemented
- Ensure that all employees receive adequate training to carry out their duties
- Ensure that regular monitoring of all procedures takes place
- Ensure fire safety arrangements are in place

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MONITORING

Monitoring will be completed by the Assistant Direction/Office Manager and a report provided for the MD's .

Monitoring will include:

- Completion of Health and Safety visit and risk assessments prior to any service delivered for all service users
- Initial reviews of the service in relation to health and safety requirements
- Identification of the care workers role in influencing safety and lines of reporting for health and safety issues
- Monitoring of any action plans resulting from risk assessment action plan
- Service user surveys to establish service quality

An action for improvement log will be completed and remedial action taken for improvements will be reported to the management team bi- monthly