

Health and Safety Handbook



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Amendment Record

Version	Date	Author	Version Comment
1.0	23/07/2018	Charlie Barratt	Document Published
2.0	03/12/2018	Charlie Barratt	Ladders and stepladders arrangement updated in line with current EN standards.
3.0	29/01/2021	Laura Bainbridge	Employee handbook review following H&S meeting - added policy arrangement for "Covid-19 Management" and "Social Distancing". Replaced "diabetes" and "epilepsy" for "Health Conditions".
4.0	05/02/2022	Laura Bainbridge	General update to include gender-neutral language.
5.0	28/03/2022	Laura Bainbridge	Annual review following site visit. Added arrangement for Homeworking. Health and safety management structure updated to include Area Managers
6.0	14/04/2022	Laura Bainbridge	Updated to reflect changes to the PPE Regulations 2022.

Introduction

In compliance with the requirement of Section 2 of the Health and Safety at Work etc. Act 1974, Seven Steps Support Ltd are effectively discharging their statutory duties by preparing a written Health and Safety Policy. A copy of the policy and associated employee handbook, which outline our health and safety arrangements and organisational structure, are held at Seven Steps Support Ltd's main place of business.

Seven Steps Support Ltd are aware that in order to ensure the health and safety policy is maintained effectively; it is essential that all references and information are up-to-date and accurate. Should any changes occur within the business e.g. introduction of new processes or systems etc. or, if changes occur that impact on the organisation of health and safety responsibilities, a nominated representative will liaise with Citation Ltd, whose Health and Safety Consultants will advise on any policy updates that are needed and arrange for such amendments to be forwarded.

The health and safety policy and management system requires constant monitoring by Seven Steps Support Ltd's management and reviewed particularly following changes to the business and following accidents or incidents to ensure continual legal compliance. Citation will review the policy at the time of annual inspection.

In order for Seven Steps Support Ltd to discharge its statutory duties, employees are required by law, to co-operate with management in all matters concerning the health, safety and welfare of themselves and any other person who may be affected by their acts or omissions whilst at work. Seven Steps Support Ltd encourages all employees to inform management of any areas of the health and safety policy that they feel are inadequate or misrepresented to ensure that the policy is maintained as a true working document.

Health and Safety Policy Statement

The following is a statement of the Organisation's health and safety policy in accordance with Section 2 of the Health and Safety at Work etc. Act 1974.

It is the policy of Seven Steps Support Ltd to ensure so far as is reasonably practicable, the health, safety and welfare of all employees working for the company and other persons who may be affected by our undertakings.

Seven Steps Support Ltd acknowledges that the key to successful health and safety management requires an effective policy, organisation and arrangements, which reflect the commitment of senior management. To maintain that commitment, we will continually measure, monitor, improve and revise where necessary, an annual plan to ensure that health and safety standards are adequately maintained.

The Directors will implement the health and safety policy and recommend any changes to meet new circumstances. Seven Steps Support Ltd recognises that successful health and safety management contributes to successful business performance and will allocate adequate finances and resources to meet these needs.

The management of Seven Steps Support Ltd looks upon the promotion of health and safety measures as a mutual objective for themselves and employees. It is therefore, the policy of management to do all that is reasonably practicable to prevent personal injury and damage to property. Also, the organisation aims to protect everyone, including visitors and members of the public, insofar as they come into contact with our activities, from any foreseeable hazard or danger.

All employees have duties under the Health and Safety at Work etc. Act 1974 and are informed of their personal responsibilities to take due care of the health and safety of themselves and to ensure that they do not endanger other persons by their acts or omissions. Employees are also informed that they must co-operate with the organisation in order that it can comply with the legal requirements placed upon it and in the implementation of this policy. Seven Steps Support Ltd will ensure continued consultation with the workforce to enable all viewpoints and recommendations to be discussed at regular intervals.

The organisation will ensure a systematic approach to identifying hazards, assessing the risks, determining suitable and sufficient control measures and informing employees of the correct procedures needed to maintain a safe working environment. We will provide, so far as is reasonably practicable, safe places and systems of work, safe plant and machinery, safe handling of materials and substances, the provision of adequate safety equipment and ensure that appropriate information, instruction, training and supervision is given.

We regard all health and safety legislation as the minimum standard and expect management to achieve their targets without compromising health and safety.

A signed copy of this statement is available on request.

Environmental Statement

We are committed to preventing pollution and to complying with all relevant environmental legislation, regulations and other environmental requirements.

We will regularly evaluate the environmental impact of our activities, products and services and we will take action to continually improve our environmental performance.

It is our policy to:

- Minimise the use of energy, water and natural resources
- Minimise waste through prevention, re-use and recycling where possible
- Dispose of waste safely and legally
- Avoid the use of hazardous materials, where practical
- Work with environmentally responsible suppliers
- Prevent environmental damage and minimise nuisance factors such as noise and air pollution.

We will define environmental objectives, targets and improvement actions that are related to this policy and to our significant environmental aspects. We will regularly evaluate progress.

We are committed to providing relevant environmental training and promoting environmental awareness to employees and, where appropriate, to suppliers and to communicating our environmental performance.

We will implement processes to prevent environmental non-conformities and to ensure that we are prepared to deal with potential environmental emergencies.

This policy will be regularly reviewed and updated to take account of organisational priorities and changes, environmental legislation and best practice.

A signed copy of this statement is available on request.

Food Safety Statement

Employees have a statutory duty to take care of themselves and others who may be affected by their acts or omissions. To enable these duties to be accomplished it is Seven Steps Support Ltd intention to ensure that responsibilities for food safety matters are effectively assigned, accepted and fulfilled at all levels within our organisation.

As far as is reasonably practicable, we shall ensure that:

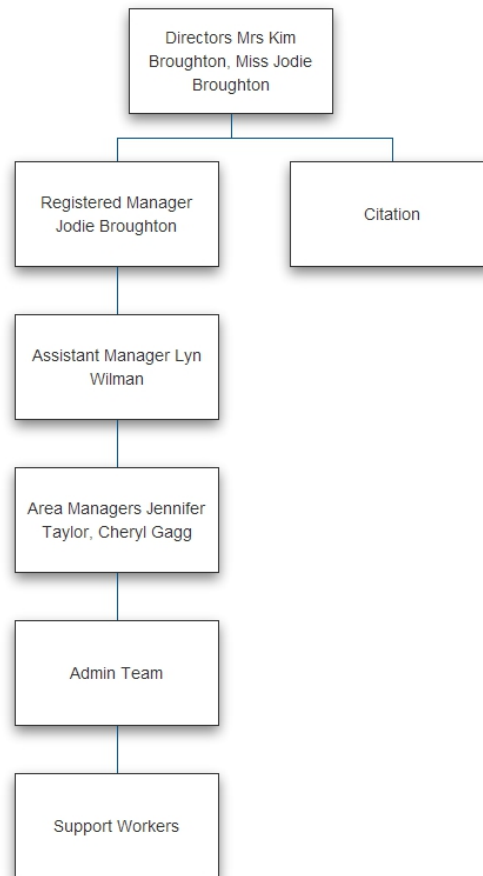
- Adequate resources are provided to ensure that proper provision can be made for food safety
- Risk assessments are carried out and periodically reviewed in accordance with the HACCP's
- Systems of work are provided and maintained that are safe and without risks to food safety
- Arrangements for use, handling, storage and transport of articles and substances for use at work are safe and without risks to health
- All employees are provided with such information, instruction, training and supervision as is necessary to secure their safety and health at work, the safety of others who may be affected by their actions and the safety of food on the premises
- Where appropriate, health surveillance will be provided to employees
- The provision and maintenance of all plant, machinery and equipment to ensure it is safe and without risk to health or food safety
- The working environment of all employees is safe and without risk to health or food safety and that adequate provision is made with regard to the facilities and arrangements for their welfare at work
- The place of work is safe and that there is safe access to and egress from the workplace
- Monitoring activities are undertaken to maintain agreed standards
- All food prepared or stored on the premises complies with all food safety requirements and is of the nature, substance and quality demanded.

It is the duty of all employees at work:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work and operate with us in fulfilling our statutory duties
- Not to interfere with or misuse anything provided in the interest of health and safety.

A signed copy of this statement is available on request.

Safety Management Structure



General Responsibilities

As employers we have a duty to all employees, casual workers, part-time workers, trainees, visitors and sub-contractors who may be in our workplace or use work equipment provided by us. Consideration will also be given to our neighbours and the general public.

Management will ensure they:

- Assess all risks to worker's health and safety and bring the significant findings to the attention of employees
- Provide safe plant and equipment that is suitably maintained
- Provide a safe place of work with adequate facilities and safe access and egress
- Provide adequate training and information to all employees
- Have provisions in place to guarantee that articles and substances are handled and stored in a proper manner
- Provide health surveillance to employees where it is deemed necessary
- Appoint competent persons to help comply with health and safety law
- Provide employees and other workers who have little or no understanding of English, or who cannot read English, with adequate supervision, translation, interpreters or replace written notices with clearly understood symbols or diagrams.

Employees Responsibilities

The Health and Safety at Work etc. Act 1974 details two main sections which employees are required to comply with. These are: -

- All employees have a duty of care under the Health and Safety at Work etc. Act 1974, section 7, to take reasonable care of themselves and any other person who may be affected by their acts or omissions at work
- In addition to the above, Section 8 states that under no circumstances shall employees purposely or recklessly interfere or misuse anything provided in the interest of safety or welfare, lifesaving equipment, signs or firefighting equipment
- Employees also have a duty to assist and co-operate with Seven Steps Support Ltd and any other person to ensure all aspects of health and safety legislation are adhered to.

Employees are obliged to:

- Always follow safety rules, avoid improvisation and comply with the health and safety policy
- Only perform work that they are qualified to undertake
- Always store materials and equipment in a safe manner
- Never block emergency escape routes
- Always practice safe working procedures, refrain from horseplay and report all hazards and defective equipment
- Always wear suitable clothing and personal protective equipment for the task being undertaken
- Inform the First Aider or Appointed Person of all accidents that occur.

The Management of Health and Safety at Work Regulations require all employees to:

- Utilise all items that are provided for safety
- Comply with all safety instructions
- Report to management anything that they may consider to be of any danger
- Advise management of any areas where protection arrangements require reviewing.

Sub-Contractors/Self-Employed Personnel Responsibilities

Will be made aware of the organisation's health and safety policy, safety rules and:

- Will be fully aware of the responsibilities and requirements placed upon them by the Health and Safety at Work etc. Act 1974 and other relevant legislation
- Will comply with all instructions given by management
- Will co-operate with Management to ensure a high standard of health and safety on all contracts with which they are involved
- Will carry out risk assessments in relation to their activities, ensure that adequate health and safety arrangements are implemented and co-operate as necessary with all affected parties
- Will comply with signing in and out procedures.

Information For employees

Information regarding health and safety law is provided in a number of ways:

- Employees are provided with a copy of the 'Employee handbook'
- The approved poster "Health and Safety Law – What You Should Know" is displayed on the premises. This poster is advisably completed with names of responsible persons. Alternatively a leaflet version of the Health and Safety Law poster is available and should be distributed to all staff
- Management and employees have access to our Health and Safety Management System that contains all relevant information with regard to recording and monitoring procedures.

Joint Consultation

The Health and Safety (Consultation with Employees) Regulations require all employers to consult with their employees who are not represented by safety representatives, as detailed in the Safety Representatives and Safety Committees Regulations.

We recognise the importance and benefits to be gained by consultation and will maintain clear avenues of communication to ensure effective consultation between management and employees. It is the responsibility of management to ensure that consultation takes place in good time on matters relating to employees health and safety at work.

If at any time the method of consultation becomes ineffective due to the size or nature of the Organisation, then the organisation will recognise the rights of employees or groups of employees to elect one or more persons to act as their representative for the purpose of such consultation.

Health and safety will be on the agenda of all management meetings. Items that may be included in the meeting are:

- Review of accident statistics, near misses and trends
- New legislation
- Compliance with the objectives of the health and safety plan
- Occupational health issues
- Introduction of new technology
- Result of health and safety audits
- Review of significant findings identified by reports produced by Citation Ltd
- Completion of corrective actions
- Review of training needs.

Citation Ltd along with other professional bodies will inform senior management of any

relevant changes to health and safety. Management will disseminate this information to all relevant employees.

If any visitors or customers raise any concerns with regard to health and safety, senior management will investigate the issue and if required, take appropriate action to deal with the matter.

Access And Egress

Description

Safe access and egress includes movement of persons, equipment and vehicles into, around and out of company premises.

As a domiciliary care provider, we recognise that employees attending clients in their homes may face additional challenges when accessing and egressing properties. The safety and security of employees, may also be affected by breaches of security systems and arrangements, designed for their protection.

Associated Hazards

- Vehicle movement
- Uneven surfaces
- Snow, ice, leaves, algae, polished floors, wet floors
- Falling objects
- Uneven/obstructed floor
- Trailing cables, loose carpets, etc
- Opening in the floor/ground
- Unsuitable/insufficient lighting.

Employees Responsibilities

Employees will:

- Remain vigilant and immediately report any suspected breaches of, or concerns about, security
- Report any situation where safe access and egress is restricted or obstructed so that arrangements for the appropriate remedial action can be taken
- Regularly check that there is sufficient space to move about their work area freely and where necessary report any problems
- Follow advice and information given by the employer in relation to safe access and egress
- Keep areas tidy and clean
- Wear appropriate footwear and take care when walking around the premises
- Not leave equipment, cables and rubbish to cause obstructions or tripping hazards in work areas.

Accident Reporting

Description

There are many hazards present in all establishments including in service users own homes. Control measures, when implemented, should reduce the risks from those hazards to a level as low as is reasonably practicable in order to prevent accidents and cases of ill health. This arrangement provides advice and guidance to all members of staff together with the information necessary for the reporting and subsequent investigation of accidents, incidents and near misses. An accident is an unplanned event that results in personal injury or damage to property, plant or equipment. A 'near miss' is any incident, accident or emergency which did not result in an injury.

Death

- Workers and non workers who have died of a work related accident.

Specified Injuries

- Fractures, other than to fingers, thumbs and toes
- Amputations
- Any injury likely to lead to permanent loss of sight or reduction in sight
- Any crush injury to the head or torso causing damage to the brain or internal organs
- Serious burns (including scalding) which:
 - covers more than 10% of the body, or
 - causes significant damage to the eyes, respiratory system or other vital organs
- Any scalping requiring hospital treatment
- Any loss of consciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space which:
 - leads to hypothermia or heat-induced illness, or
 - requires resuscitation or admittance to hospital for more than 24 hours.

Over seven-day Injury

This is an injury, which is not a specified injury but results in the injured person being away from work or unable to carry out their normal duties for more than seven days.

Apart from the day of the accident, weekends and days that would not normally be worked, such as rest days, are counted.

Occupational Disease

- Occupational dermatitis
- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Hand arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to occupational exposure to a biological agent.

Dangerous Occurrence

There are 27 dangerous occurrences which are relevant to most workplaces, e.g.:

- Collapse, overturning or failure of load bearing parts of lifts and lifting equipment
- Electrical short circuit or overload causing fire or explosion.

People Not At Work

- A member of the public or a person not at work has suffered an injury and is taken from the scene of an accident to hospital for treatment to that injury
- A member of the public or person who is not at work has died.

In addition Seven Steps Support Ltd will ensure that:

- All accidents and incidents, however minor, will be investigated to ensure the appropriate action is taken to prevent recurrence. In the majority of cases, the details contained within the accident book will constitute an investigation
- The risk assessments (including where appropriate, service users risk assessments) will be reviewed and where necessary, further control measures will be introduced
- Improvement strategies will be implemented to help prevent or minimise occurrences, thus reducing future risk of harm
- Accidents involving service users are reported to the relevant care authority in line with local protocols.

Employees Responsibilities

Any member of staff who is involved in, or aware of, an accident at work, must follow the accident reporting procedure and inform the care establishment manager or senior person on duty, either orally or in writing as soon as possible after the accident occurs. The nominated person will complete the necessary documentation including accident book entry, investigation and comply with any notification and reporting requirements.

Alcohol And Drugs Misuse

Description

There is evidence that the effects of drinking alcohol, or drug use/misuse, can reduce personal performance and potentially increase absence rates. Any form of drug or alcohol related problem is a very serious matter and in some circumstances may be a criminal offence. The scope of this policy extends to alcohol, illicit drugs or substances and over-the-counter or prescription medication if abused or taken in an irresponsible manner.

Associated Hazards

- Impairment of co-ordination
- Inability to drive or use equipment safely
- Lack of awareness, judgment and sense of danger
- Heightened sense, and use of aggression towards others
- Overconfidence in potentially dangerous situations.

Disciplinary Procedures

- If an alcohol or drug related problem comes to light that results in unacceptable behaviour or performance it may be dealt with in accordance with Seven Steps Support Ltd's disciplinary or capability procedures
- Behaviour or performance which is found to be unacceptable and related to alcohol or drug abuse, may, depending on the circumstances of the individual case, result in summary dismissal.

Employees Responsibilities

Employees will:

- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate vehicles, equipment, machinery or to carry out any care related activities
- Not attend for work at any time whilst under the detrimental influence of alcohol or drugs
- Seek help voluntarily if they recognise they have an alcohol or drug related problem
- Inform the Registered Manager if they are aware that any employees have an alcohol or drug related problem that is affecting their work. This will ensure that employees receive the necessary support and assistance needed.

Asbestos - For Those In Control Of The Premises **(Dutyholder)**

Description

Thousands of commercial, industrial, residential, agricultural, school and public buildings built or refurbished before 2000 are likely to contain asbestos containing materials (ACMs).

Workers engaging in maintenance, repair, refurbishment, alteration or demolition activities could be exposed to asbestos fibres which can be released from asbestos containing materials such as roofing sheets, ceiling tiles, pipe insulation or lagging.

Inhaling air containing asbestos fibres can lead to asbestos-related diseases, mainly cancers of the lung and chest lining. Asbestos is a prohibited substance and is classified as a Category 1 carcinogen.

Associated Diseases

- Asbestosis
- Mesothelioma
- Lung cancer
- Pleural thickening and pleural plaques.

These diseases can take between 15 to 60 years to develop and can prove fatal.

Work undertaken on asbestos containing materials is categorised as either: -

Licensable work: this involves working with the most dangerous asbestos containing materials, e.g. sprayed insulation, lagging and asbestos insulating board. Organisations that work with such types of asbestos must be licensed by the Health and Safety Executive (HSE) and must also notify the HSE of any licensable work they plan to undertake.

Non-Licensable work: this normally involves work with asbestos containing materials which is sporadic and of low intensity and will not, if determined by risk assessment, expose employees to asbestos fibres above the legal control limit. Anyone undertaking non-licensed work must be suitably trained and competent.

Notifiable Non-Licensed Work (NNLW): Certain non-licensable works is also **notifiable** to the HSE. However, the following activities are exempt from notification: 1. short, non-continuous maintenance task whilst working only with non-friable asbestos containing materials, 2. removal, without deterioration of non-degraded materials where the asbestos is firmly contained within a matrix, e.g. cement or plastic, 3. where the asbestos containing materials are in good condition and are being sealed or encapsulated 4. air monitoring and control or collection and analysis of asbestos samples.

Employees Responsibilities

Employees will: -

- Report immediately to the employer any damage to the building or building materials
- Not work on the building structure or equipment, e.g. walls, ceilings, fuse boxes, etc. unless instructed by Seven Steps Support Ltd and have been suitably trained
- Follow all information, instruction and training given to prevent injury or ill health.

Bathing Water Temperature

Description

High water temperatures create a scalding risk to vulnerable persons. Those at risk from scalding/burning include children, the elderly, those with mental illness, learning disability, reduced mobility and anyone with reduced sensitivity to temperature, or who cannot react appropriately or quickly enough to prevent injury.

Associated Hazards Include

- Burns
- Scalding.

Maximum water temperatures	
Application	Maximum temperature °C
Shower	41 °C
Washbasin	41 °C *
Bath	44 °C
* For washbasins, washing under running water is assumed.	
** Bath fill temperatures of more than 44°C should only be considered in exceptional circumstances where there are particular difficulties in achieving an adequate bathing temperature. These circumstances should be recorded within the service users care plan and addressed within their individual risk assessment.	

Employees Responsibilities

With the aid of training and awareness employees must:

- Co-operate with management arrangements for safe systems of work for hot water temperatures
- Inform the employer of any changes in the services user's condition
- Report hazards or faulty equipment to the employer
- Follow any guidance, information, instruction and training given by the employer.

Blood Borne Viruses (BBV)

Description

Due to the nature of our work activities Seven Steps Support Ltd recognises that there is a potential for employees, most notably care workers, to come into contact with Blood-Borne Viruses (BBV) e.g. Hepatitis and Human Immunodeficiency Virus (HIV). Much depends on the nature of the exposure. Not all exposures result in infection. These arrangements are made to reduce the risk as low as is practicable.

To reduce the risks from these viruses, the company will assess the potential and introduce controls to reduce the risk.

Associated Hazards

- Direct contact with infected blood
- Contact with soiled bedding or clinical dressings
- Spills and contact with body fluids
- Needle stick injury.

Employees Responsibilities

Employees will:

- Adhere to all company protocols and procedures applicable to infection control
- Comply with the steps to be taken immediately following a potential exposure
- Report to their line manager, in confidence, if they become aware that they have or are a carrier of a BBV if it is relevant to their employment.

NOTE: Any employee who suspects that he/she may have been exposed to a blood borne infection through work, must seek professional advice and diagnostic testing.

Body And Fashion Jewellery

Description

The wearing of body jewellery and fashion jewellery at work could lead to injury or ill health

Body jewellery includes navel rings, lip studs, tongue studs and eyebrow studs, amongst others.

Associated Hazards

- Infection/cross infection
- Injury to the wearer (i.e. rips or tears) or to others
- Entanglement in equipment or clothing.

Note: the list of hazards associated with the wearing of jewellery is not exhaustive.

Employees Responsibilities:

Employees will:

- Comply with the Seven Steps Support Ltd's jewellery policy
- Take care of themselves and others engaging in work activities where jewellery is permitted to be worn
- Ensure that jewellery where permitted, is unobtrusive when worn
- Report any instances of infection arising from piercing(s).

Cleaning and Disinfection

Description

Everyone involved in the workplace must be committed to ensuring that satisfactory standards of hygiene are achieved. The requisite standards will be clearly and effectively communicated and reinforced by management. Cleaning schedules will be developed as a communication link between management and staff and are necessary to ensure that premises and equipment are cleaned effectively and if necessary, disinfected.

Associated Hazards

- Chemical storage and handling
- Mixing of chemicals in different containers
- Slips, trips and falls
- Dermatitis.

Employees Responsibilities

- Co-operate with the employer in relation to maintaining a clean and tidy workplace
- Follow training, guidance and instruction to prevent injury or ill health
- Make use of any personal protective equipment provided
- Report to the employer any hazardous or dangerous situation
- Co-operate with management arrangements for health and safety.

Construction, Design And Management (CDM) 2015 Responsibilities

Description

- The Construction (Design and Management) (CDM) Regulations 2015 cover a very broad range of construction activities such as building, civil engineering, construction work, demolition, site preparation, site clearance, renovation, decoration, installation, maintenance, and dismantling of structures
- Under the CDM Regulations, legal duties apply to the following duty holders; Clients, Designers, Contractors and Workers for all construction projects even for simple, short duration work. Additional duty holders called 'Principal Designer' and 'Principal Contractor' are legally required to be appointed where projects involve or are likely to involve more than one Contractor working on the project at any time. CDM applies to both non-domestic and domestic premises.

Employees Responsibilities

Employees Are Those Who Work For Contractors And For All Projects They Will:

- Take care of their own health and safety and to others who may be affected by their actions
- Read and understand health and safety information provided to them
- Follow site rules
- Attend any relevant induction or training courses
- Report any accidents, incidents or risks that might be a danger to themselves and others
- Liaise with the site safety representative on health and safety matters
- Co-operate with others and follow reasonable directions from duty holders.

Contractors

Description

A contractor is anyone who is undertaking work on our behalf but is not a direct employee. Contractors including self employed workers may be engaged to undertake a variety of jobs on our behalf including maintenance, repairs, installation, window cleaning. Work undertaken for a client by a contractor is usually covered by a civil contract.

Whilst it is good practice for health and safety requirements to be written into such contracts, health and safety responsibilities are defined by criminal law and cannot be passed on to another by a contract.

Thus, in any client/contractor relationship, both parties will have duties under health and safety law. Contractors' activities may put employees at risk.

Associated Hazards

- Movement of site traffic
- Excavation works
- Working at height
- Manual handling
- Hazardous materials/substances.

Contractor's/Sub-Contractor's Responsibilities

All sub-contractors undertaking work on our behalf:

- Must accept responsibility for complying with the provisions of the Health and Safety at Work etc. Act 1974 and all other relevant statutory provisions in respect of the work comprising the contract
- Must provide suitable and appropriate supervision to plan, control and monitor their operations having carried out risk assessments for the work
- Must agree risk assessments and any method statements with the person in charge of the premises before work commences
- Must inform Seven Steps Support Ltd of any unforeseen hazards arising from the work to enable the necessary precautions to be put in place
- Shall undertake electrical work and work involving the use of electrical tools and equipment in accordance with the appropriate regulations and industrial guidance

- Must ensure plant and machinery brought on site is fully guarded and complies with the requirements of the Provision and Use of Work Equipment Regulations (PUWER)
- Must make available for inspection, test certificates issued by a competent person for equipment such as lifting equipment, air compressors and pressure plant
- Must report all accidents to the person in charge of the premises immediately so that the incident can be investigated and recorded.

Employees Responsibilities

Employees will:

- Immediately report any unsafe practices or concerns to the senior person present.

Control of Substances Hazardous to Health (COSHH)

Description

Using or handling hazardous substances and medicines or drugs at work may put employees health at risk. Employers are legally required in terms of the Control of Substances Hazardous to Health Regulations (COSHH), to control exposure to hazardous substances and to prevent ill health to employees and others who may be exposed.

Hazardous substances include: -

- Substances used directly in work activities (e.g. medicines, cleaning agents, disinfectants, paints, adhesives etc)
- Naturally occurring substances (e.g. latex, dust)
- Biological agents (e.g. bacteria and other micro-organisms)
- Substances generated during work activities (e.g. fumes, dust, and waste).

Effects from exposure to hazardous substances can range from mild irritation to acute or chronic illness or even death.

Associated health issues may include: -

- Skin irritation
- Asthma or other lung disease
- Loss of consciousness
- Infection from bacteria and/or micro-organisms
- Cancer
- Possible irreversible effects, e.g. infertility.

N.B. This list is not exhaustive.

Employees Responsibilities

Employees will: -

- Take part in training programmes
- Observe container hazard symbols and instructions
- Follow safe working practices when using hazardous substances
- Wear, use correctly and maintain any Personal Protective Equipment (PPE) and respirable protective equipment (RPE) provided

- Return all hazardous substances to their secure location after use
- Observe all control measures correctly
- Report any concerns to the employer.

Covid-19 Management

Description

Coronavirus disease (COVID-19) is a highly infectious disease caused by a novel Corona Virus which emerged 2019 and has led to a global Pandemic and widespread deaths across the world including a significant number in the UK.

Whilst symptoms can vary amongst individuals, typical diagnosed symptoms include:

- Fever (hot to touch on chest and back)
- New persistent dry cough (coughing a lot for more than an hour or 3 or more coughing episodes in 24 hours). If the individual usually has a cough, it may be worse than usual
- Anosmia – loss or notable change to sense of smell or taste.

However, there are many other less common symptoms and many people may be infected without displaying symptoms but are still able to transmit the virus to others. Most individuals who have the virus have at least one of the above symptoms.

The transmission of the virus is predominately through the spread of respiratory droplets from coughs and sneezes, but these droplets can also remain on surfaces and lead to transmission from surface contact with these infected items or fomites.

The risk of transmission cannot be eliminated other than by absolute avoidance of any form of personal interaction and complete segregation in the workforce/public. However, it can be reduced to a safe level through the following actions:

- Maintaining the advised social distance from people in line with government/NHS guidance
- Increasing hand hygiene (washing and sanitising), particularly after contact with the mouth/nose
- Increase respiratory hygiene (catching coughs and sneezes and disposal of tissue)
- Increased cleaning of common touched surfaces.

Associated Hazards

Most people who are infected with this virus will experience mild to moderate respiratory illness and recover without requiring special medical treatment, however, others will go on to develop complications associated with the virus and require hospital intervention. For some the infection and its subsequent complications may ultimately end up proving fatal.

Many people have been identified as being at increased risk of developing additional complications from the virus leading to more significant outcomes and therefore must take extra care to reduce the risk of catching the virus. These include people who have been identified as clinically vulnerable and those who are clinically extremely vulnerable

due to their age or underlying health conditions or because they are pregnant. There is also an increased mortality rate for persons from Black, Asian and Minority Ethnic backgrounds (BAME).

Employees Responsibilities

Employees will:-

- Take care of themselves and others in the workplace where activities give rise to the potential for Covid-19 infection
- Adhere to the Social Distancing requirement by following instructions, signage, markings and training
- Observe good hygiene practices at all times with frequent hand washing or sanitising for at least 20 seconds, including before and after eating, touching the face, touching common touched surfaces such as buttons, dials, handrail and handles, coughing and sneezing
- Carry out good respiratory hygiene practices including catching coughs and sneezes in tissues which are disposed of correctly followed by good hand hygiene afterwards
- Follow the further controls in the risk assessment and work plan methods to ensure that where Social Distancing cannot be maintained the risk is reduced by other means
- Use, store and dispose of the appropriate PPE and RPE in accordance with training and manufacturers guidelines
- Report to management if they feel unwell at work with any of the Covid-19 symptoms and go directly home to carry out self-isolation
- Not attend work if they should be self-isolating due to displaying symptoms or residing with someone who is displaying symptoms, if they have been contacted by an appropriate testing and tracing provider and are required to isolate or if they are required to due to recent travel and quarantine requirements. Duration of isolation should be determined from up to date government information
- Will follow the appropriate isolation/quarantine procedures in line with the current Government guidance on travel into the UK
- Report any concerns or issues relating to non-conformance with Covid-19 Controls
- Attend Covid-19 tests where there is a requirement to do so and engage with the NHS Test and Trace system accordingly as well as informing their employer.

Dermatitis

Description

The word 'Dermatitis' derives from the Greek words for skin, "**derma**" and inflammation, "**itis**". Dermatitis is a skin condition usually caused by contact with something that irritates the skin or causes an allergic reaction. Contact Dermatitis affects mainly the hands but other parts of the body can also be affected. Dermatitis can be caused by:

- Wet work due to repeated and prolonged contact with water, e.g. by hand washing more than 20 times or having wet hands for more than 2 hours during a shift
- Chemical agents, e.g. through contact with chemicals, including by direct contact, splashes, contaminated work surfaces and tools, airborne particles settling on the skin
- Biological agents, e.g. through contact with plants, bacteria, spores, moulds, fungi
- Physical agents, e.g. by vibration, radiation or low humidity from air conditioning
- Mechanical agents, e.g. by abrasion.

Associated Hazards

The main categories relating to work-related Contact Dermatitis are classified as:

- Irritant Contact Dermatitis: mainly caused by chemical and physical irritants and is the most common form of Contact Dermatitis. Common chemical irritants include solvents, soaps, detergents, latex, cosmetics, metalworking fluids, oils and alkali's
- Allergic Contact Dermatitis: common allergens include, UV cured printing inks, adhesives, wet cement, some plants, nickel and chromium which can cause an allergic reaction, hours or days after contact. In rare cases a severe reaction can occur, known as an 'anaphylactic shock'
- Photo Contact Dermatitis: is a reaction that develops where chemicals are applied to the skin, e.g. sunscreens, fragrances, creams, insecticides, disinfectants.

Symptoms of dermatitis generally include a localised rash and/or irritation of the skin and can develop into flaking, scaling, cracking, bleeding, swelling and blistering which can take days or even weeks to heal.

Employees Responsibilities

- Observe hazard symbols and instructions displayed on product containers

- Co-operate with the employer and follow the safe working procedures to minimise contracting dermatitis
- Wear suitable PPE and use skin care products according to the control measures identified in the risk assessments
- Use work equipment and methods of work that prevents the skin coming into contact with hazardous substances
- Regularly check skin condition and report any symptoms of dermatitis to the employer and seek medical advice, if necessary
- Ensure that hands are washed and dried regularly, including before and after the wearing of protective gloves
- Use 'before and after' work creams to ensure that the skin is kept in good condition – ***remember that barrier creams are not a substitute for protective gloves.***

Disciplinary Rules

Description

Seven Steps Support Ltd believes that health and safety is a critical factor that needs to be taken into account when running a business. To enable the company to control safety, a number of safety rules have been established. Failure to comply with these rules may result in disciplinary action.

Employees Responsibilities

Employees will:

- Co-operate with their employer and conduct themselves in a way that does not create risk of harm to themselves and others
- Follow instruction and safe systems of work
- Not misuse or interfere with anything provided for health, safety and welfare
- Report any identified hazards or unsafe practices to the employer
- Wear personal protective equipment (PPE), as identified by risk assessment.

Display Screen Equipment (DSE)

Description

Display Screen Equipment (DSE) based work can potentially have serious effects on health.

DSE users can experience a range of physical and psychological health problems including eyestrain, blurred vision, headaches, and musculoskeletal problems including repetitive strain injury (RSI) and work related upper limb disorders (WRULD).

Problems are caused by a combination of badly designed jobs, equipment and work environment. However, most of these conditions are preventable by giving attention to the way in which work is organised, and providing appropriate equipment and workplaces.

Associated Health Issues

- Musculoskeletal injuries
- Work related upper limb disorders (WRULD)
- Repetitive Strain Injury (RSI)
- Visual fatigue and headaches
- Stress.

Employees Responsibilities

Employees will:

- Inform the employer in confidence as soon as possible, if a health problem arises through the use of display screen equipment
- Work in accordance with any advice or guidance given by the employer
- Familiarise themselves with the contents of the relevant risk assessments
- Request Seven Steps Support Ltd to arrange and pay for eye and eyesight tests where required and if the employee is identified as a user of DSE equipment.

Doors

Description

All doors within the premises must be designed, installed and maintained, so that employees and visitors can utilise them without risk of injury.

Associated Hazards

- Fire/Products of combustion
- Slips, trips and falls
- Object movement
- Struck by moving object
- Entrapment.

Employees Responsibilities

- Not to chock or wedge fire doors open
- Report any damage to doors, fixings or signs to the employer
- Report any accidents or near misses to the employer.

Driving At Work

Description

It has been estimated that up to one third of all road traffic accidents involve somebody who is 'at work' at the time, making work-related road collision the biggest single safety issue for many UK businesses. Promoting safe driving practices and a good safety culture at work is also beneficial to private driving, and could reduce the potential for employees getting injured in a road traffic accident whilst away from work.

Associated Hazards

- The driver: competency, training, fitness and health
- The vehicle: suitability, mechanical condition, safety equipment (seat belts) and ergonomic considerations
- The journey: routes, scheduling, time, distance, weather conditions
- Crime: theft, violence, personal injury, property damage
- Breakdowns and other emergencies

-

Employees Responsibilities

- All employees who are expected to drive on company business must have a valid drivers' licence for the class of vehicle they are driving
- Employees must follow any advice, information, instruction and training given by the employer
- Drivers must ensure, so far as is reasonably practicable, that the vehicle is adequate for the purpose including being roadworthy, is in safe mechanical condition, is not overloaded, loads are secure and seat belts are worn
- Drivers shall comply with traffic legislation and the highway code, be conscious of road safety and demonstrate safe driving
- Employees driving vehicles on company business will not be under the influence of drink or drugs and must not drive whilst disqualified
- Drivers must stop after a crash or similar incident with which they are involved.

Personal Safety – Staying Safe In Your Vehicle

Plan ahead: -

- Check your route; keep a map in the vehicle
- Check if the place you are visiting has parking. If not, try and use a manned, well-lit car park

- Check you have enough fuel
- Check basic vehicle maintenance, i.e. oil, water, tyre pressure etc
- Check vehicle breakdown cover and keep the number with you
- Check you have something in the vehicle to keep you warm, e.g. coat or blanket, bottle of water, food snack and a torch in the event of unexpected, lengthy delay due to road traffic accident or inclement weather
- Ensure your office know where you are travelling to, whom you are meeting, and your expected time of return. Inform them if you change your journey plan
- Take a mobile phone with you and ensure it is fully charged (do not use the phone whilst driving)
- Keep any valuables, including handbags, mobile phones and laptops out of sight. They can easily be snatched when you stop at traffic lights, especially if windows are left open and doors unlocked
- Do not leave luggage or documents on display within your vehicle
- Do not leave the parking ticket on display – unless it is a requirement of the car park facility
- When returning to your vehicle, immediately lock the doors and drive off promptly
- Avoid taking unnecessary risks – be aware - if someone is flagging you down it may not be genuine. You may be as much help by reporting the incident by phone to the emergency services
- Do not get into a vehicle with a stranger, or offer a stranger a lift.

In The Event Of A Vehicle Breakdown

- Try to reach the side of the road and contact the vehicle breakdown services. Advise them if you feel vulnerable/unsafe and if you're alone
- Switch on hazard warning lights
- . Avoid opening doors or windows to converse with strangers
- If you decide to get out of the vehicle and await breakdown assistance (this is dependent on how safe you feel outside the vehicle) ensure you take the ignition key with you. Lock all the doors with the exception of the passenger door. This should be left wide open so you can quickly get back into the vehicle. If you breakdown on a motorway hard shoulder it is always advisable to get out of the vehicle and await assistance behind a barrier or away from the road side
- When the breakdown vehicle arrives, check they know your name and have your details – especially if the vehicle you were expecting is not clearly identifiable.

Drugs And Medicinal Preparations

Description

Drugs and medicinal preparations (medicines) are used in the treatment, cure, prevention, or diagnosis of disease, or used to otherwise enhance physical or mental well-being. Medicines may be prescribed for a limited duration, or on a regular basis for the treatment of chronic conditions. Medicines can be dangerous if misused.

Employees will have access to the service users prescribed drugs only where dispensing of these drugs forms part of the individual's agreed care plan.

Associated Hazards

- Unauthorised access to medicines
- Misuse of medicines
- Mal-administration of medicines
- Medicinal allergies
- Cytotoxic properties.

Employees Responsibilities

Some products may have a sensitising effect or cause allergic reactions to employees and certain products may have harmful effects to expectant mothers and their unborn child.

Employees will:

- Only administer medicines if they have received suitable training and have been authorised to do so
- Follow protocols for the administration and disposal of drugs
- Wear appropriate personal protective equipment (PPE) where required by risk assessment
- Wash hands after handling drugs/products even when protective clothing has been used
- Report any concerns about the service users arrangements for storage of medicines, his/her ability to self medicate, any medicines discrepancies
- Inform the employer of any medical condition or allergy that may be worsened by exposure to certain medicinal preparations or drugs
- Inform (female employees) the employer as soon as they are, or suspect that they are, pregnant.

Electricity

Description

The safe management of electrical installations and equipment is essential to our business. It is therefore imperative that electrical systems and equipment are designed, constructed, selected, maintained and used with care. Not only is there a potential for harm, but loss of power supply could impact our ability to conduct business and force temporary closure.

Associated Hazards

- Direct or indirect contact with live parts, causing shock, burns, heart fibrillation and tissue damage
- Faults that could cause a fire due to equipment overheating
- Fire or explosion where electrical arcing could be the source of ignition
- Contact with overhead lines.

Portable equipment and testing

Definition - Equipment, which is not part of a fixed installation but is able to be connected to a fixed installation, or a generator, by means of a flexible cable via a plug and socket assembly.

This includes equipment that is either hand-held or hand operated while connected to the supply, or is intended to be moved while connected to the supply.

Seven Steps Support Ltd is responsible for ensuring that all portable electrical appliances are maintained in a safe condition and inspected at suitable intervals. Equipment will be marked to identify the date tested. The results of inspections shall be logged and records made available for inspection.

Experience of operating the maintenance system over a period, together with information on faults found, should be used to review the frequency of inspection. It should also be used to review whether and how often equipment and associated leads and plugs should receive a combined inspection and test.

Any defective equipment will be removed from use until it can be repaired/replaced, with remedial action being recorded. All items of equipment that cannot be repaired will be withdrawn from use. Under no circumstances will any makeshift or temporary electrical repairs be made on any electrical equipment.

On occasion, we may hire-in equipment from a reputable supplier. This equipment must be treated the same as company equipment and not subjected to abuse or neglect.

Employees Responsibilities

Employees have a responsibility for: -

- Co-operating with management arrangements for electrical safety in the workplace
- Visually checking equipment before use for any obvious defects such as cable or casing damage or scorch marks
- Reporting any defects, faults or dangerous activities
- Using equipment only in line with the manufacturers operating instructions e.g. jet washer used with additional RCD or RCBO protection
- Complying with safety rules and use work permits/lock out procedures as applicable
- Not bringing personal electrical equipment onto company premises without prior authorisation from management. If allowed, any such equipment must be tested in accordance with company procedures
- Gaining permission before using extension leads or adaptors
- Switching off any non-critical equipment when not in use
- Not attempting repairs to electrical appliances or circuits unless qualified to do so
- Exercising caution when placing drinks near to appliances or power outlets.

Emergency Plan

Description

As part of our overall Health & Safety Management Plan we will create not only a safe working environment but provide a suitable and sufficient means of controlling emergency situations, e.g. rescuing or retrieving persons who may become unavoidably trapped, collapse of a structure or uncontrolled release of a substance etc.

This will not however diminish any responsibility on our part, to do all that is reasonably practicable to prevent such an event occurring in the first place.

Associated Hazards

- Fire and explosion
- Flooding
- Asphyxiation
- Working at height or in confined spaces
- Hazardous substances
- Collapse of structures and excavations
- Bomb threat
- Spillage.

Employees Responsibilities

- Co-operate and follow directions of responsible persons in order to comply with the emergency procedures
- Attend training in the actions to be taken in the event of an emergency
- Raise the alarm on discovering an emergency situation
- Only use emergency equipment if you have been trained and authorised to use such equipment
- Report immediately any faults, damage to emergency equipment or concerns with emergency plans.

Fire

Description

Fire prevention is an important obligation for all businesses. Seven Steps Support Ltd has a responsibility for ensuring the health, safety and welfare of all employees and others who may have access to the workplace. This responsibility extends to adjoining businesses and premises. These general duties include safety in relation to fire hazards arising from the work processes and activities, as well as general fire safety in the workplace.

It is the policy of Seven Steps Support Ltd to ensure that all employees, visitors and contractors are protected from the risks of fire. In order to achieve this, appropriate fire prevention, precautionary and evacuation measures shall be taken in compliance with the relevant fire regulations.

Associated Hazards

- Smoke and toxic fumes
- Reduced oxygen
- Flames and heat
- Collapse of buildings.

The Three Main Causes Of Fire Are:

- Arson
- Faulty or misused electrical wiring and equipment, inc. plugs and adaptors
- Smoking or smoking materials.

Employees Responsibilities

Employees will:

- Attend basic training in fire prevention and the action to take in the event of fire
- Co-operate with the company's arrangements for fire prevention in the workplace

Be aware of:

- The actions to be taken on discovery of fire and on hearing the alarm
- The location of fire alarm call points within the premises and the method of operation
- The location of fire fighting equipment within the premises and the method of operation of all escape routes within the premises

- The purpose of fire resisting doors and their locations within the premises
- Evacuation procedures for the premises and the location of the assembly point
- Practice and promote fire prevention
- Report any concerns regarding fire safety to the employer so that any shortfalls can be investigated and remedial action taken
- Immediately raise the alarm on discovery, or suspicion, of a fire
- Not chock or wedge fire doors open.

Seven Steps Support Ltd does not expect employees to fight fires, however extinguishing action can be undertaken if it is safe to do so and you have been trained.

On no account should a closed room be opened to fight a fire.

Fire Action

If You Discover A Fire

- Immediately operate the nearest alarm call point or notify the senior person present
- Attack the fire (only if trained and if safe to do so) with the appliances provided. **Do not take personal risks.**

The Senior Person Present will call the fire service immediately by:

- Using the phone to dial 999
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- *"We have a fire at Seven Steps Support Ltd"* and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Call the fire service immediately to every fire or on suspicion of a fire.

On Notification Of A Fire

- The Senior Person Present will take charge of the evacuation and ensure that everybody is accounted for
- As soon as the alarm is heard, all non-essential personnel and visitors will leave the building by the nearest available exit and proceed to the nominated fire assembly point as identified on the fire action notices
- Remaining personnel will proceed with the phased evacuation of young people to an area of safety.

The Senior Person Present will liaise with the fire officer in attendance, and arrange such assistance as the fire service may require.

Use the nearest available exit.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the Senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property or extinguishing the fire.

Fire Action in service users Homes

If you discover a fire in a service users house

Leave the house immediately **and only if this can be done without taking personal risks**, take any service users to a place of safety.

Telephone the fire service immediately by:

When the fire service reply, give the response distinctly:

- Dialing 999 or 112 on a mobile
- Giving the operator the telephone number and asking for the fire service.

When the fire service reply, give the response distinctly:

- We have a fire at and give the operator the full address including post code, from which the call is being made
- Do not replace the receiver until the fire service has confirmed the details.

Liaise with the fire officer in attendance.

Do not stop to collect personal belongings.

Do not re-enter the building until told to do so by the senior Fire Officer.

In the event of a fire, the safety of a life shall override all other considerations, such as saving property and extinguishing the fire.

First Aid In The Workplace

Description

People at work can sustain an injury or become ill. It is important that they receive immediate attention and that an ambulance is called for in serious situations. The provision of adequate First Aid cover is essential - it can save lives and prevent minor injuries becoming major ones.

Associated Injury Or Ill Health Issues

- Bodily injuries: blows, cuts, scratches, bites, impact, crushing, stabs, grazes, scalds, falls
- Illnesses: asthma, diabetes, epilepsy etc.

First Aid Provision For Non-Employees

Whilst the Health and Safety (First Aid) Regulations place a duty on employers to make provision for their own employees, there is no legal responsibility towards non-employees. However, the Health and Safety Executive strongly recommends they be included in an organisation's First Aid provision. Therefore, when calculating the number of First Aiders for a workplace, the number of persons that may use or be present in the building at any one time should be taken into account.

First-Aiders Are Responsible For:

- Ensuring that their First Aid at Work or Emergency First Aid at Work Certificate is kept up to date
- Undertaking an appropriate training course and attending refresher courses annually
- Assessing the immediate situation where First Aid is being applied, acting without placing themselves or others in danger and making the area safe
- Administering First Aid as required but within their capabilities. Where there is any doubt, managing the situation while waiting for medical assistance to arrive.

Appointed Persons Are Responsible For:

- Only administering the level of First Aid for which they are trained
- Calling for the appropriate medical assistance.

Employees Responsibilities

To reduce the risks of suffering personal injury or delay in getting treatment, Employees will:

- Co-operate with management arrangements for First Aid in the workplace
- Know the procedure for summoning help
- Follow any guidance or instruction given, to prevent injury or ill health
- Report any hazardous or dangerous situations to the employer.

Gas Safety

Description

Every year, a number of people die from carbon monoxide poisoning caused by gas appliances or flues which have not been properly installed or maintained. When gas does not burn properly, toxic carbon monoxide is produced.

Associated Symptoms

- Tiredness
- Drowsiness
- Headache
- Stomach pains
- Nausea
- Chest pains.

Employees Responsibilities

Employees will:

- Co-operate with the employer's arrangements for gas safety in the workplace
- Not carry out repair work to gas appliances unless competent to do so
- Follow any training, guidance and instruction given to prevent injury or ill health
- Report any hazardous or dangerous situation to the employer.

Glass and Glazing

Description

The Health and Safety at Work etc Act does not specifically mention glazing, but the introduction of the Workplace (Health, Safety and Welfare) Regulations included requirements for glazing, for which the duty to comply will fall to the Organisation.

Associated Hazards

- Cuts and lacerations from exposed edges or broken glass panels
- Eye injuries from small flying glass particles
- Food contamination
- Light fitting breakages

Employees Responsibilities

- Report all damaged or broken glazing
- All accidents and incidents must be reported as per the Seven Steps Support Ltd accident reporting procedure.

Hazard Reporting

Description

A hazard is something that has the potential to cause harm, ill health or injury, the associated risk is the likelihood that a hazard will cause harm during the course of the work activity.

Associated Hazards

- Trailing wires or cables
- Loose floor coverings
- Faulty equipment or electrical fittings
- Unguarded edges
- Slippery floor surfaces
- Obstructed emergency exit routes.

Near misses are hazardous incidents with the potential to cause an injury, e.g. employee tripped over a trailing cable but no injury occurred.

Employees Responsibilities

- Employees will use the employer's hazard reporting system as a means of communicating potentially dangerous situations or practices that may be present in the workplace
- When a hazard has been identified, it must be reported immediately to your Supervisor. It is their duty to assess the situation and introduce the necessary control measures, so far as is reasonably practicable, to prevent injury or unsafe conditions.

Health Conditions

Seven Steps Support Ltd is aware that people who have underlying health conditions may not wish to reveal their health problem. However, workplace adjustments can only be made if the individual is willing to let them as the employer know about the condition. Such conditions could include but not be limited to Diabetes, Epilepsy and Asthma (including Occupational).

Disclosure should help the individual in their job and facilitate help and support from management and colleagues.

Employees Responsibilities

- To co-operate with the employer in relation to health and safety arrangements
- Notify the employer of any prescriptive medication, general sale medication or pharmacy medicines that would affect the ability to work safely e.g. drowsiness
- Follow any training, guidance and instruction
- Report any accident or incident to the employer.

*****Note: The following list is not exhaustive and other health conditions diagnosed in conjunction with the individuals appointed GP and health specialist should be dealt with in a similar fashion.**

Additional responsibilities for employees with underlying health conditions:

Cancer:

Employees suffering from Cancer have an additional duty to:

- Notify the employer if your Cancer could have an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work.
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others.
- Notify the employer and DVLA if your doctor says you might not be fit to drive, or your medication causes side effects which could affect your ability to drive.

Diabetes:

Employees suffering from Diabetes have an additional duty to:

- Notify the employer and the DVLA if:
 - receiving treatment with insulin where the job entails driving any type of vehicle or

- receiving any type of medication for diabetes where the job entails driving Group 2 vehicles (bus, coach or lorry).
- Inform your employer if you need access to a fridge or cold flask for storing insulin
- Inform your employer if you need a private area in which to check blood sugar levels
- Inform your employer if you need to maintain a check on blood sugar levels throughout the day and to take regular breaks
- Inform your employer if you need access to the services of your G.P. or diabetic nurse during the working day.

Epilepsy:

Employees suffering from Epilepsy have an additional duty to:

- Alert the employer if your epilepsy is having an adverse effect on your day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA if receiving treatment or tablets. Notification to the DVLA is a strict legal requirement.

Haemophilia:

Employees suffering from Haemophilia have an additional duty to:

- Inform the employer if your bleeding disorder is going to affect your ability to do your job or if you need specialised equipment or work wear.
- To be as prepared as possible for a bleed at work
- Inform the employer if he/she needs a private place at work where he/she can administer his/her own treatment if the need arises.

Hypertension:

Employees suffering from Hypertension have an additional duty to:

- Notify the employer if you experience any symptoms that could affect your ability to operate plant or machinery.
- Inform DVLA if driving a group 2 vehicle (bus, coach, or lorry)

You must stop driving if a doctor says you have malignant hypertension. You can only drive again when both the following apply:

- a doctor confirms that your condition is well controlled
- your blood pressure is consistently below 180/110mmHg for cars or 180/100mmHg for group 2 vehicles.

Lupus:

Employees suffering from Lupus have an additional duty to:

- Notify the employer and the DVLA if you experience any symptoms that could affect your ability to drive or put your safety and the safety of those around you at risk, such as cognitive issues affecting your ability to concentrate
- If you are asked if you are disabled for the purposes of the Equality Act or the Disability Discrimination Act, you must answer yes, regardless of whether you consider yourself to be disabled.

Mental health disorders:

Employees suffering from mental health disorders have an additional duty to:

- Notify the employer if your mental health disorder is having an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others
- Some mental health disorders also affect the ability to drive safely and will need to be reported to your employer and the DVLA. If you are unsure you can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>.

Multiple Sclerosis:

Employees suffering from Multiple Sclerosis have an additional duty to:

- Alert the employer if your multiple sclerosis is having an adverse effect on your day-to-day ability to work
- Where necessary, to inform the employer if the condition could increase the risk of an accident at work
- If part of your job includes driving, to notify the employer and the DVLA. Notification to the DVLA is a strict legal requirement
- If you are asked if you are disabled for the purposes of the Equality Act or the Disability Discrimination Act, you must answer yes, regardless of whether you consider yourself to be disabled. These laws specifically define MS as a disability from the point of diagnosis.

Musculo-skeletal disorders:

Employees suffering from musculo-skeletal disorders have an additional duty to;

- Notify the employer if your musculo-skeletal disorder is having an adverse effect on your day-to-day ability to work or if the condition could increase the risk of an accident at work
- Notify the employer if taking medication that could have an adverse effect on your health and safety or that of others
- Some musculo-skeletal disorders also affect the ability to drive safely and will need to be reported to your employer and the DVLA. If you are unsure you can check on the DVLA website. <https://www.gov.uk/health-conditions-and-driving>

Health Surveillance

Description

Health surveillance is conducted by observing and communicating and systematically watching for early signs of work-related ill health in workers exposed to certain health risk. Health surveillance is essential if there is an identifiable disease or adverse health effect which is related to the employees' exposure to a health risk, where this has been identified by a risk assessment.

Health surveillance is necessary where: -

- There is an identifiable disease or health condition may occur
- There are valid techniques available to detect the early signs of the disease or health effect
- and these techniques do not pose a risk to employees

It requires the implementation of certain procedures to achieve this, including simple methods carried out by employer who has been trained (e.g. looking for skin damage on hands), or issuing health screening questionnaires, or technical checks (e.g. audiology tests) undertaken by an occupational health professional or more involved medical examinations (e.g. lung function tests).

Some hazardous substances will require health surveillance as a condition of use e.g. lead, asbestos, ionising radiation.

Health surveillance records should be kept confidential by Human Resources or an occupational health professional for forty years and include: -

- Surname and forename
- Permanent address
- Sex
- Date of birth
- National Insurance Number
- Date of commencement of present employment
- A historical record of jobs involving exposure to the hazardous substances requiring the health surveillance. Recorded details of each health surveillance check should include:
 - the date they were carried out and by whom
 - the outcome of the test/check
 - the decision made by the occupational health professional in terms of fitness for task and any restrictions required. This should be factual and only relate to

the employees functional ability and fitness for specific work, with any advised restrictions.

Associated Hazards

- Biological agents
- Other hazardous substances
- Asbestos
- Night work.

Health Effects

Examples include:-

- Dermatitis
- Asbestosis

Employees Responsibilities

All employees will: -

- Advise the Directors of any significant health issues
- Report any significant changes in their health to the Directors in intervals between health surveillance sessions
- Cooperate with health surveillance programmes where a risk assessment has established the requirement
- Cooperate with other risk reduction measures for the protection of their health
- Attend health surveillance appointments or organise in advance for a change of appointment time if original is inconvenient
- Attend appropriate training in relation to workplace hazards and health surveillance.

Homeworking

Description

A homeworker can be considered as those who use their home as their office or place of work for much or all of their time. Most home working is office type work, which is a low-risk activity, but other situations may include higher risk activities.

Employers do not have direct control over the homeworking environment and therefore reliance is placed upon the provision of information, instruction and training to employees to maintain health and safety compliance.

Associated Hazards

- Use of electrical equipment
- Faulty or non-maintained equipment
- Lone working
- Exposure to chemicals/hazardous substances
- Manual handling and upper limb disorders
- Effects of display screen equipment use
- Stress and isolation
- Slip, trip and fall hazards
- Fire hazards
- Travelling

Employees Responsibilities

Employees who are recognised as homeworkers, must:

- Co-operate with the employer by following rules and procedures designed to protect their safety as a homeworker
- Manage their time efficiently so as to carry out their daily tasks
- Report any damage to work equipment using Seven Steps Support Ltd reporting procedure
- Report all incidents relating to homeworking using Seven Steps Support Ltd reporting procedure.

Housekeeping

Description

Poor standards of housekeeping are a common cause of injury and damage at work and can create possible fire hazards. Unsatisfactory housekeeping is often the result of poor working practices, lack of direct supervision and/or organisational deficiencies within the workplace.

Associated Hazards

- Fire
- Slipping, tripping/falling over
- Poor cleanliness
- Dirty equipment
- Cluttered pedestrian gangways.

Employees Responsibilities

Employees must:

- Co-operate with management arrangements for good housekeeping in the workplace
- Follow any guidance and instruction given to prevent injury or ill health
- Report to the employer any hazardous or dangerous situations.

Information, Instruction, Supervision and Training

Description

Preventing accidents and ill health caused by work is a key priority for Seven Steps Support Ltd. Health and safety information, instruction, supervision and training helps the company to ensure its employees are not injured or made ill by the work undertaken, promotes a positive safety culture where safe and healthy working becomes second nature to everyone and enables the company to meet its legal duty to protect the health and safety of its employees.

Employees Responsibilities

Employees will: -

- Attend all training courses identified as necessary
- Follow training, guidance and instruction to prevent injury or ill health
- Only undertake duties if they have been deemed competent to do so following suitable instruction and training.

Ladders and step ladders

Description

Over a third of all reported falls from height incidents involve ladders or stepladders, many injuries are caused by inappropriate or incorrect selection and use of equipment.

By conducting a risk assessment, it may be determined that ladder use is acceptable for work of short duration (less than 30 minutes) and low risk, providing three points of contact can be maintained whilst working from the ladder or steps and necessary control measures and training are adhered to.

Associated Hazards

- Failure of the ladder itself, causing persons or equipment to fall
- Items falling from the ladder
- Users over-reaching or over stretching from the ladder
- Overloading of the ladder
- The ladder slipping and falling due to not being correctly secured
- Faulty equipment
- Inappropriate use of ladders
- Manual handling when using ladders.

Safe use of ladders

- Ladders should be appropriate for the job and not exceed 9 metres in length
- Ladders should comply with British/European Standards, ladders purchased should conform to EN131 Professional.
- Domestic equipment should not be used
- Ladders must be undamaged and free of paint or any other coating which could hide cracks or splits
- Ladder stiles must be undamaged and unbent
- Wood should be free of warping or splitting
- Metal ladders must be free from corrosion, sharp edges or dents and rungs free from distortion
- Footpads must be in good condition
- Ladders should have slip-resistant rubber or plastic feet
- Ladders must be free of missing/loose rungs

- Ladders should be regularly inspected, and defective ladders removed from use
- If ground conditions are poor, ladder feet should be tied into stakes in the ground, with a large flat wooden board as a base
- During use, ladders should extend at least 5 rungs (1.05m) past the landing point or above the highest rung on which feet rest
- Ladders should be positioned one metre out at the base for every four metres in height
- Ladders should be secured at the top or if this is not practicable, ladders should be secured near the bottom or weighted or footed to prevent flipping
- The overlap for extension ladders should be up to 5m closed length 2 rungs, 5-6m closed length 3 rungs, and over 6m closed length 4 rungs
- There should only be one person on the ladder at any one time
- Employees should be trained to transport tools in a shoulder bag or wear a tool belt. Consider the use of a gin wheel or other lifting equipment
- employees should be fully trained in ladder use
- Never use ladders near power lines or in strong winds.

Safe Use of Stepladders

- Stepladders should be of robust construction and in good condition, any replacements purchased should conform to EN131 Professional.
- Any retaining cords or straps must be of equal length and in good condition
- Any metal braces between the legs must be locked into place
- Legs of stepladders must be opened fully when in use
- All legs need to be firmly and squarely placed on a solid level surface
- The stepladder should be positioned close to the work to prevent over-stretching
- The stepladder should be placed at right angles to the work if the work could cause sufficient force to make the stepladder unsuitable if used sideways
- The top tread should not be used unless it has been designed as a platform with a secure handhold
- When in use, the knees should be kept below the top of the steps for support and stability
- Only one person should use the stepladder at any one time
- The stepladder should be located or measures taken to prevent the stepladder from being struck by doors, vehicles etc.

Employees Responsibilities

Employees will: –

- Follow instruction, training and information provided by the employer on the safe use of ladders
- Check whether the type of work activity requires the use of a ladder; establish whether the ladder is suitable for the task and match the ladder to the job
- Ensure the ladder is in good condition; check that it has been inspected and stored correctly; any repairs have been carried out correctly; that it has been regularly maintained and that it is free from defect, of good construction and of sound material
- Report any defective ladders to the employer immediately
- Make use of any personal protective equipment provided by the employer
- Advise the employer of any health issues, which may affect the ability to work at height.

Latex Products

Description

Latex products are durable, flexible and give a high degree of protection against microorganisms, whilst giving the wearer sensitivity and control. However, over the last 20 years, the health risks associated with exposure to natural rubber latex (NRL) have become more widely recognised, and there has been an increase in the number of reported cases of asthma and skin complaints, which may be attributed to NRL.

In addition to being present in gloves, NRL is present in some plasters and wound dressings, catheters and urinary sheaths, carpet backing, some shower curtains, window insulation and clothing elastics – this list is not exhaustive.

Associated Hazards

Exposure to NRL proteins can lead to a number of health problems including: -

- Irritant contact dermatitis – redness, soreness, dryness or cracking of the skin in areas exposed to latex. The symptoms can be due to contact with the product, on some occasions the symptoms will disappear when contact ceases and will not reoccur
- Allergic reaction (Type I) – localised or generalised rash; inflammation of the mucous membranes in the nose, red and swollen eyes with discharge and asthma-like symptoms. The effects will occur almost immediately and in rare cases cause a severe reaction known as anaphylactic shock
- Allergic Reaction (Type IV) – Dermatitis and itching with oozing red blisters, localised to the hands and arms and occurring between 10-24 hours after exposure, can worsen over the next 72 hours. Chemical additives used in the manufacturing process can cause this allergic response
- Skin sensitisation - The amount of latex exposure required to produce sensitisation is unknown and a product that is capable of causing sensitisation is also capable of causing an allergic reaction in certain people. Once sensitisation has taken place, even the slightest trace will cause the symptoms to recur
- Respiratory sensitisation - Proteins in powdered latex gloves can leach into the powder, which can become airborne and subsequently be inhaled when the gloves are removed.

Employees Responsibilities

Employees will: -

- Comply with this policy and follow the associated protocols, procedures and safe systems of work for their areas of work and responsibility

- Report any allergic reactions to the employer.

Additional Information

Wearing any form of protective glove may have adverse effects upon the hands. Using antiseptic or germicidal agents, or continuously washing and drying the hands with detergents or soaps after wearing gloves may dry out the skin by depletion of the natural oils.

Powders or other lubricants that make the gloves easier to put on may irritate the skin. Sweating or rubbing under the gloves may also contribute to skin irritation.

When the skin becomes injured it is important to remember that it cannot act as a barrier and protect the body from infection and common contact allergens.

Gloves should only be worn for activities when personal protective equipment is the only feasible form of protection. When using gloves, appropriate hand care is essential to minimise reactions.

Legionella

Description

Legionnaire's disease is one of a group of diseases known collectively as Legionellosis and is contracted by people inhaling aerosols contaminated with Legionella bacteria. Legionella bacteria can be found in showers, taps, fire sprinkler systems, hose pipes, water jets, fountains, and hot water systems containing dead-legs. The disease can affect anyone, however older people and frail people are more susceptible.

Associated Hazards

- Legionnaire's disease, Pontiac fever, Lochgoilhead fever.

Employees Responsibilities

Employees will: -

- Co-operate with Seven Steps Support Ltd's arrangements for the control of Legionella in the workplace
- Follow any information, training and instruction given by Seven Steps Support Ltd to prevent ill health
- Report to the Registered Manager on any disease diagnosed as Legionnaires' Disease
- Report to the Registered Manager on any hazardous or dangerous situations.

Lifting Equipment And Lifting Operations

Description

“Lifting equipment” as defined in the Lifting Operations and Lifting Equipment Regulations (LOLER) regulations, means “work equipment for lifting or lowering loads and includes its attachments used for anchoring, fixing or supporting it”.

Lifting equipment includes hoists, passenger and stair lifts, vehicle tail lifts and hydraulic tables. The equipment can be either hand-operated or mechanically/electrically powered. Lifting accessories such as slings and chains are also included.

By choosing appropriate equipment and using it effectively, the risk of an incident or sustaining an injury is greatly reduced.

Note: The use of hoists is covered more fully in the Arrangements for People Moving and Handling.

Associated Hazards

- Lifting equipment being overloaded, causing collapse
- Equipment striking other objects or people
- Failure of poorly maintained equipment
- Equipment being used by untrained operatives.

Employees Responsibilities

All employees are responsible for the safe use of lifting equipment and should only carry out work for which they have been trained. The following controls must be adhered to: -

- Lifting equipment should only be used for the task for which it is designed
- Only use equipment and associated accessories provided by the company, if they hold a current test certificate
- Use all lifting equipment in line with any manufacturer’s guidance and written operating instructions
- Follow the risk assessment and safe system of work that is applicable to the lifting operation being undertaken
- Before use, ensure lifting equipment and associated accessories are marked with their safe working load
- Isolate and immediately report any damaged, misused, non-inspected or faulty work equipment.

Lighting

Description

Providing adequate lighting levels to enable people to work is a basic necessity. Good lighting that considers physiological and psychological needs of employees will create a work environment that is welcoming, energising and productive.

Associated Hazards

- Bodily injuries
- Slipping/falling over
- Electrical hazards
- Poor housekeeping.

Employees Responsibilities

Employees must: -

- Report any defective lighting to the employer
- Report any discomfort experienced as a consequence of lighting in the workplace
- Co-operate with management arrangements for workplace lighting.

Lone Working

Description

Lone workers can be anyone who works by themselves without direct contact or supervision. Examples include a person working on their own in an office or making home visits.

Associated Hazards

- Accidents
- Fire
- Violence whilst at work
- Manual handling activities
- Transport breakdown/accident en route
- Severe weather conditions
- Unwarranted tracing of home address via vehicle registration
- Injury received whilst entering unsafe premises
- Poor visibility or lighting.

Employees Responsibilities

Employees who are recognised as lone workers will: -

- Co-operate with the employer by following rules and procedures designed to protect their safety as a lone worker
- Attend personal safety training programmes as directed by the employer
- Provide information on their whereabouts during working hours, to the senior person on duty
- Report all incidents relating to lone working using Seven Steps Support Ltd's reporting procedure.

Manual Handling

Description

Manual handling is defined as the supporting and transporting of a load by human effort and includes lifting, lowering, pushing, pulling or carrying. Load means, e.g. equipment, materials or substances.

Manual handling is one of the most common causes of injury at work and causes over a third of all workplace injuries which include work related Musculoskeletal Disorders (MSDs) such as upper and lower limb pain/disorders, joint and repetitive strain injuries.

Manual handling injuries can occur anywhere in the workplace.

Associated Hazards Include:

- Heavy, unstable or unpredictable loads
- Restrictive working environment
- Uneven or wet floors
- Poor manual handling technique.

Employees Responsibilities

Employees will: -

- Attend manual handling training sessions as required and apply the knowledge gained from training to your daily work
- Follow the safe systems of work designed and introduced by the employer and do not deviate from this without good reason
- Not undertake any manual handling operation that is beyond their capability
- Not undertake a manual handling activity when a reasonably practicable alternative exists
- Use mechanical aids that have been provided for use and for which you have been trained. Any faults with mechanical aids should be immediately reported to the employer
- Assist and co-operate with the process of the assessment of risk
- Report all accidents, injuries and near misses involving handling activities – however trivial
- Inform the employer if normal manual handling duties cannot be undertaken because of injury, illness or any other condition
- Report any unsafe practices at work.

Mobile Telephones

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

The Road Safety Act sets fixed penalty fines and points for using a hand-held phone while driving. Penalties also apply for not having proper control of a vehicle - a measure that can also be used where a driver has been distracted by using a hands-free mobile phone.

If required, hands-free kits will be provided to members of staff who are required to use mobile telephones whilst working away from the premises.

Under no circumstances are employees permitted to use hand-held telephones or any similar hand-held device e.g. Personal Data Assistant (PDA) or Palm Pilot whilst driving. The prohibition also applies when stopped at traffic lights or during other hold-ups that may occur during a typical journey when a vehicle can be expected to move off after a short while.

To comply with legislation, it is important that the phone is sat in a cradle (not resting on a seat or in a pocket) fitted in a position that would not distract you from the road during use.

Drivers still risk prosecution (for failure to have proper control) even if they use hands-free phones when driving.

The following guidance is given to all drivers who are required to use mobile phone hands-free kits:-

- Only use the phone when it is safe to do so
- Understand how your phone operates and utilise the one-touch speed-dial facility
- Only acknowledge incoming calls on a hands-free system, where answering is automatic or one touch button
- Only use short responses and indicate that you will return the call when it is safe to do so.

Whenever possible, drivers should delay making outgoing calls whilst travelling.

General Use of Mobile Phones

Only use the mobile phone when it is essential to do so and do not use the phone any longer than is necessary.

Do not press the telephone to your ear or the side of your head; try to leave a gap between your ear and the handset if possible.

When making calls to, or receiving calls from mobile phones, always ask whether it is safe to speak.

Monitoring, Inspection And Review

Description

There is a legal requirement to monitor and review health and safety arrangements. The frequency of monitoring and review will be decided by the level of risk, competence of people, legal requirements, results of accidents and the recommendations of manufacturers or suppliers of equipment.

Monitoring includes: -

- Establishing compliance with Seven Steps Support Ltd's Health and Safety Policy, and safe systems of work/procedures
- Inspecting and testing of work equipment
- Inspecting workplace locations and activities
- Establishing competence of workers
- Establishing the wellbeing and health of workers.

Employees Responsibilities

Employees will: -

- Co-operate with the employer's arrangements in respect of workplace inspections
- Follow any training, information, guidance and instruction given by the employer for checking and inspection of safe practices
- Check equipment, including any personal protective equipment (PPE) supplied, is safe before use.

Report any incidences of poor work practice to the employer.

New And Expectant Mothers

Description

Seven Steps Support Ltd is committed to protecting the health and safety of all new and expectant mothers. The phrase "new and expectant mother" means an employee who is pregnant, or who has given birth within the previous six months or who is breastfeeding. "Given birth" is defined as having delivered a living child or, after 24 weeks of pregnancy, delivered a stillborn child.

Associated Hazards

- Physical agents (e.g. handling service users, violence, standing for long periods of time)
- Biological agents (e.g. blood borne viruses)
- Chemical agents (e.g. medicines and drugs)
- Working conditions (e.g. workload, lone working or stress).

Employees Responsibilities

Employees will:-

- Report to their employer as soon as pregnancy is confirmed
- Follow advice and information given by their employer in relation to safe working practices
- Report any hazardous situation to their employer so that arrangements for the appropriate remedial action can be taken
- Co-operate with arrangements for health and safety and use all protective and safety equipment provided by their employer.

Occupational Asthma

Description

Seven Steps Support Ltd recognises that occupational asthma is the most frequently reported occupational respiratory disease in the United Kingdom. To reduce the risks from occupational asthma the company will assess the potential and introduce controls to reduce the risk to an acceptable level.

Associated Hazardous Substances Include

- Isocyanates
- Flour/grain dust
- Wood dusts
- Latex
- Solder flux
- Animals
- Glues or resins.

Employees Responsibilities

- To comply with the information, instruction and training provided
- Wear all personal protective equipment (PPE) as instructed
- Report to the Registered Manager if they believe they may have any symptoms relating to asthma.

Sensitisers are unpredictable, it is estimated that only 5-25% of individuals will actually become sensitised. Sensitisation may occur after times of exposure varying from months to years. These arrangements will be implemented and are intended to reduce the risk as low as reasonably practicable.

People Moving And Handling Including The Use Of Slings And Hoists

Description

Unlike inanimate loads, people when handled, can help (or hinder) the manual handling operation. They may feel pain and anxiety, and may become agitated or aggressive, affecting the way they are handled. Physically or mentally frail persons, who seem to be capable and willing to help at the start of a movement, may suddenly find themselves unable to continue. How carers react in these circumstances can affect whether they or the persons in their care are injured.

All service users should be encouraged to do as much as possible for themselves to reduce risks to employees and to encourage rehabilitation and independence.

Note: This Policy is complementary to, and should be read in conjunction with, the company's Policies for 'Manual handling' 'Work equipment' and 'Lifting equipment'.

Associated Hazards

- Inappropriate choice of handling equipment for the service users
- Failure or collapse of hoists/slings
- Misuse of hoists/slings
- Challenging behaviour from service users

Employees Responsibilities

Employees involved with people handling activity will: -

- Attend people handling training at least annually
- Keep up to date with service users' moving and handling plans
- Report any changes in the service users health or ability that may necessitate a review of the moving and handling plan
- Follow safe systems of work designed and introduced by the employer
- Visually inspect slings for signs of wear and tear prior to each use
- Only use mechanical aids for which they have received training
- Isolate and report any damaged, misused, non-inspected or faulty lifting equipment
- Report all accidents, injuries and near misses involving people handling activities – however minor.

Personal Hygiene – Food Areas

Description

Personal hygiene is an important part of food hygiene and applies to every person who works in food handling areas. Personal hygiene includes personal cleanliness and the use of suitable protective clothing. If personal hygiene rules are not applied, food may be exposed to the risk of contamination.

Reporting Illness/Exclusion

Staff are encouraged to report if they or anyone in their household are suffering from diarrhoea, stomach upset or vomiting. Food handlers suffering from any of the complaints listed above will be excluded from food handling duties until they have fully recovered.

Employees (Food Handlers) Responsibilities

All employees must comply with the following:-

- Hands are to be washed thoroughly, before starting work, before handling food, after using the toilet, after handling raw foods or waste, after every break, after eating and drinking, after cleaning, and after blowing your nose
- Hair should be tied back and preferably covered
- Food handlers should not spit, sneeze or cough over food
- Food handlers should not smoke in a food preparation area
- Cuts and sores should be covered with a waterproof (preferably highly visible) dressing
- Jewellery should be kept to a minimum when preparing and handling food – a plain wedding ring and sleeper earrings are acceptable.

Personal Protective Equipment

-

Personal protective equipment (PPE) is to be supplied and used at work wherever there are risks to health and safety that cannot be adequately controlled in other ways. PPE will only be used as a last resort when preventative or other control measures cannot be applied.

Some examples of PPE used by workers include, but are not limited to: Protective footwear, gloves, high visibility clothing (vests / jackets), hard hats (with and without chin straps, dust masks and safety glasses.

All PPE is provided free of charge and is expected to be kept in a good condition by the workers using it.

Worker Duties:

- Make full and proper use of all PPE that has been issued to them
- Inspect all PPE before use to ensure that it is suitable, clean and undamaged
- Report any defective PPE to the employer
- Report any discomfort or ill health experienced as a consequence of wearing the equipment
- Not undertake any work unless the correct equipment is being worn
- Store PPE securely at all times and in line with instructions.

Portable Electrical Appliances

Description

Portable electrical appliances are found in most workplaces and include power tools, portable lighting, computer equipment, kitchen appliances, portable heaters and equipment such as cable extension leads. Where equipment is powered from the mains electrical supply there may be a significant electrical hazard that will need to be specifically controlled.

Associated Hazards

- Damaged appliance (casing, cable or plug) that may result in electric shock or fire
- Trailing cables that may result in trips and falls or cause cable damage
- Appliances that may be unsafely wired, being brought onto the premises.

Employees Responsibilities

Employees will: -

- Use portable electrical equipment as trained and instructed and take care of the equipment that has been provided
- Visually check the equipment before and during use looking for signs of faults, overheating or damage to the equipment including to the wiring, plugs, casing and any guarding
- Ensure that equipment is plugged into the correct supply by an approved method and will not attempt to use a makeshift temporary connection
- Immediately stop work if faults are found and report any defects to the supervisor
- Not carry out any repairs or adjustments to equipment unless trained to do so
- Disconnect the equipment from the supply before making any adjustments
- Ensure that appliances brought into the company's premises are submitted for inspection prior to being put into use.

In Addition Care Workers Will: -

- Only carry out duties indicated in the service users care package
- Not provide any personal items of electrical equipment for use in a service users home. If faulty electrical equipment is noted during the course of a visit, report this to the service users or their advocate.

Prevention And Control Of Infection

Description

Infection control is an important part of an effective risk management programme to improve the quality of care to our service users as well as the occupational health of staff. It is our policy to seek to minimise the risks to employees, service users and any others who may be affected by exposure to infection in the workplace.

Seven Steps Support Ltd recognises that the facilities within a service user's home may make adoption of robust prevention and control measures problematic e.g. there may be lack of suitable hand wash facilities.

Associated Hazards

- Exposure to viruses and human pathogens in blood/body fluids
- Sharps/needle stick incidents
- Cross infection
- Clinical waste.

Note: the above list of hazards associated with infection is not exhaustive.

Employees Responsibilities

Employees will: -

- Take care of themselves and others in respect of work activities that give rise to the potential for infection
- Follow training, guidance and instruction given, to prevent injury or ill health
- Use appropriate resources to minimise infection
- Be aware of and follow policies and procedures
- Report any health issue, which may affect their ability to work
- Report any accident, incident or near miss via completion of an accident report
- Cover all cuts and abrasions with suitable waterproof dressing and wear gloves, where necessary
- Use any equipment provided, including PPE as trained to do so
- Challenge inappropriate hygiene practice
- Report to the employer any hazardous or dangerous situations
- Co-operate with the employer's arrangements for health and safety.

Risk Assessment

Description

In many workplaces there are risks, which may affect the health and safety of employees. There is an absolute duty on employers to 'conduct suitable and sufficient risk assessments' in the workplace, under Regulation 3 of the management of Health & Safety at Work Regulations. In many instances, straightforward measures can control risks, and whilst the law does not expect employers to eliminate all risks, they are required to protect people so far as is reasonably practicable.

Risk Assessments Should Be Considered For: -

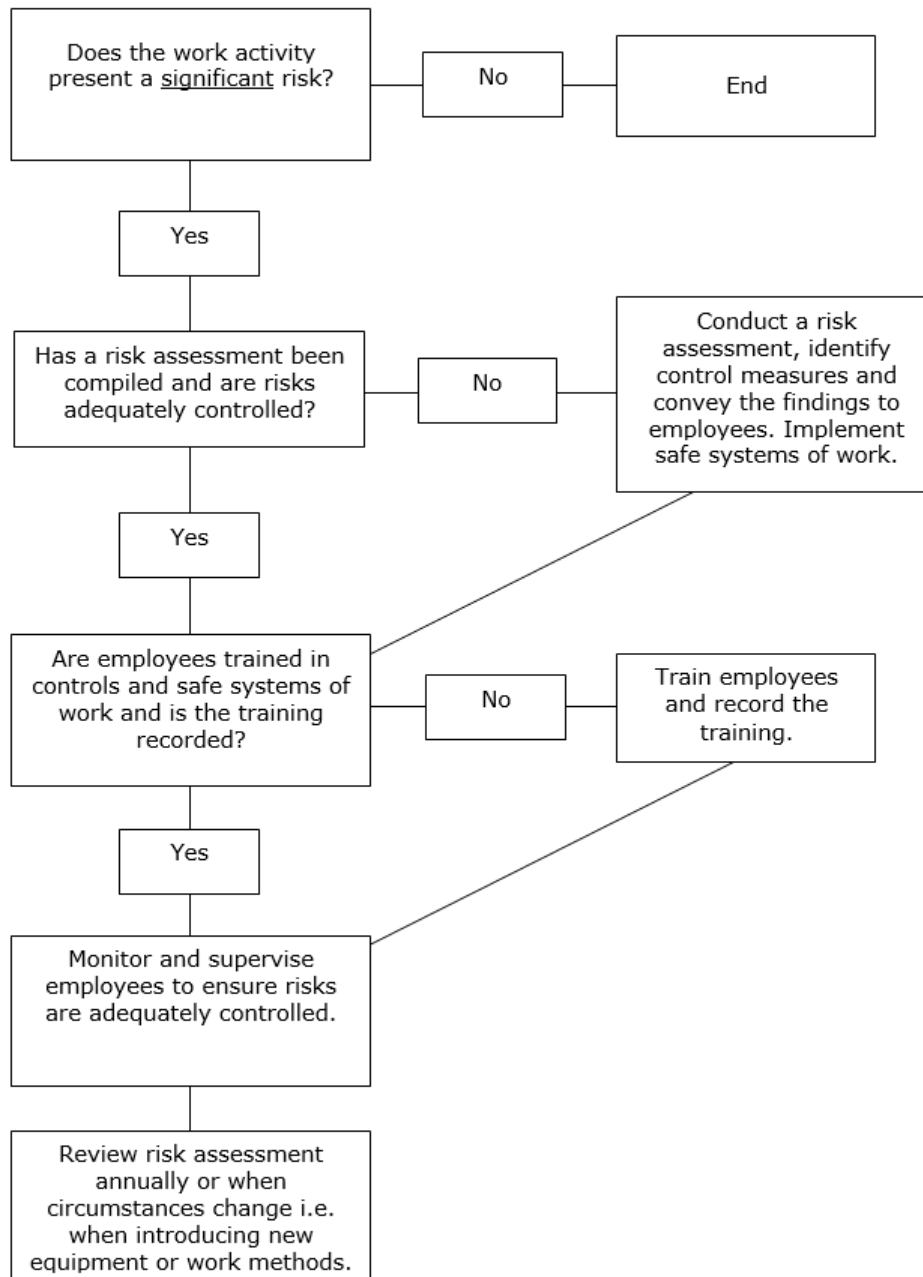
- Physical, chemical and/or biological agents
- Working conditions and processes
- Manual handling activities
- Exposure to infection
- Work-related stress
- Work equipment
- Workstations
- Other workplace hazards.

Employee's Responsibilities

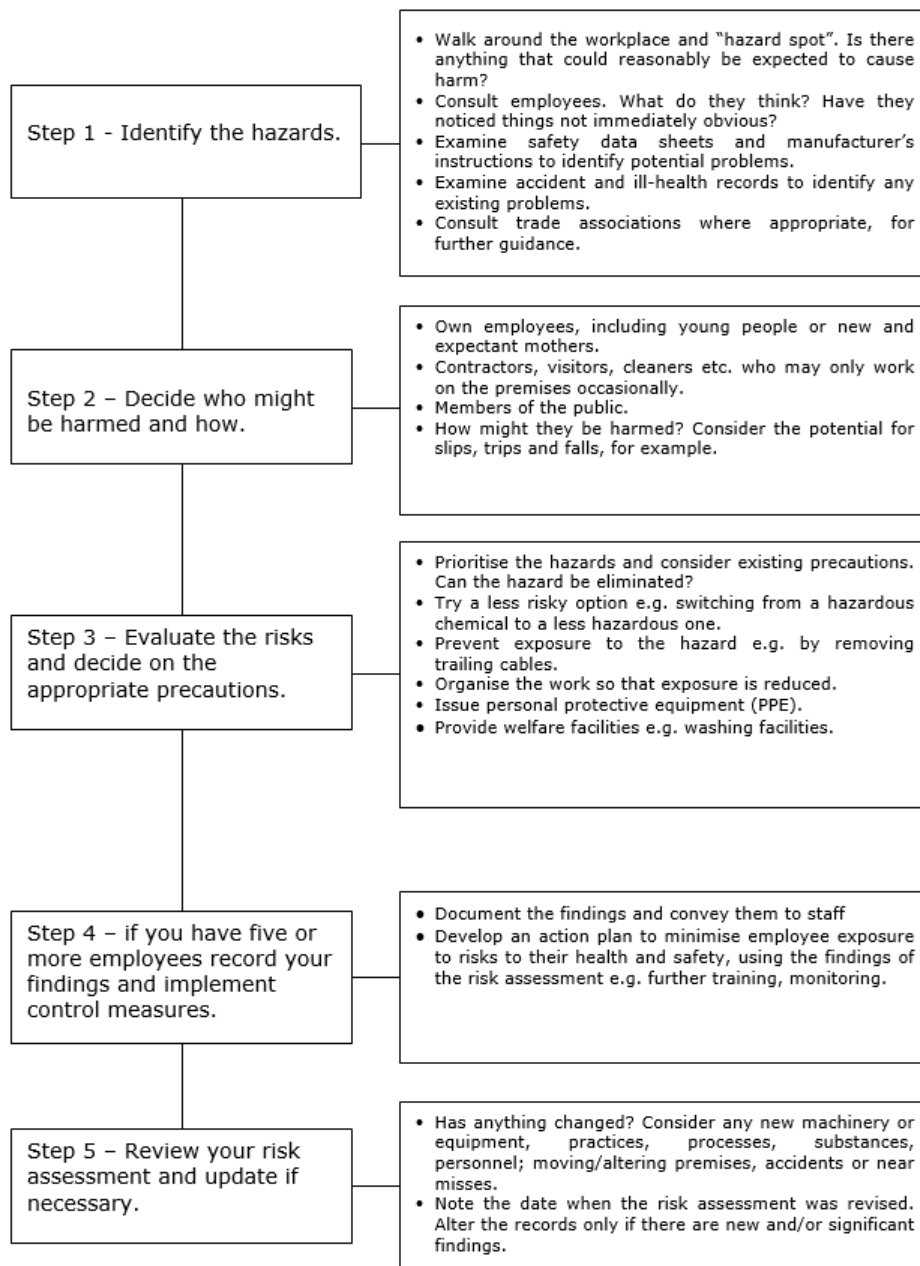
Employees will: -

- Co-operate with the company's arrangements in respect of workplace risk assessments
- Follow any training, information, guidance and instruction given by the employer
- Comply with any control measures laid down within risk assessments
- Immediately report any hazards or defects to the employer.

Risk Assessment Flow Chart



Risk Assessment Process



Safety Signs

Description

Safety signs include the use of illuminated signs, hand and acoustic signals (e.g. fire alarms), spoken communication and the marking of pipe work containing dangerous substances. Traditional signboards such as prohibition and warning signs may need to be supplemented to comply with more specific legislation, e.g. photo luminescent signs for fire exits and fire-fighting equipment.

Seven Steps Support Ltd will provide specific safety signs whenever there is a risk that cannot be avoided or controlled by other means, for instance by engineering controls and safe systems of work. Where a safety sign would not help to reduce that risk, or where the risk is not significant, there is no need to provide a sign.

All safety signs are colour coded and each colour has a meaning, for example: -

- White circle with red edging and a diagonal line indicates **PROHIBITED** e.g. no smoking



- Blue signs indicate that it is **MANDATORY** to carry out an action, e.g. the wearing of personal protective equipment



- A triangular sign with black edging and a yellow background indicates **WARNING** of a hazard and would normally contain a black pictogram, e.g. radiation



- Green signs identify or locate safety equipment as well as marking emergency escape routes.



Employees Responsibilities

- Comply with any signs and notices on display
- Report damaged signs to the employer.

Smoking In The Workplace

Description

Second-hand or passive smoking has now been shown to cause lung cancer and heart disease in non-smokers. In addition, tobacco smoke is a cause of discomfort and irritation to many people, particularly those suffering from respiratory illnesses such as asthma.

Seven Steps Support Ltd will comply with statutory duties in respect of smoking in the workplace and in particular, fulfil obligations to assess the risk associated with smoking in the workplace. Effective measures to prevent or control any ill health effects or accidents arising from such activity will be applied.

Associated Hazards

- Health risks including stroke, cancers chest and heart disease
- Fire damage to building and associated risks to those in and around the premises.

Employees Responsibilities

In accordance with Seven Steps Support Ltd arrangements, employees will: -

- Not smoke whilst on company premises or in designated company vehicles
- Co-operate as far as is necessary to enable compliance with the arrangements for home visits
- Immediately report to the employer any concerns relating to exposure to passive smoking during home visits.

Stress

Description

It is Seven Steps Support Ltd's policy to address all work-related illnesses and in particular stress, to control, reduce or eliminate so far as is reasonably practicable.

The Health and Safety Executive has defined health and safety as both the physical and mental wellbeing of all persons employed by the company. We recognise that our personnel are the organisation's most valuable assets and that any problem associated with work-related stress is a management duty.

A certain amount of stress provides high motivation, a positive outlook and good performance. However, it is when these personal levels are exceeded that detrimental health effects may appear. Whilst stress-related problems of short duration often resolve themselves, it is the long-term stresses that the company aim to address.

Through the risk assessment process, Seven Steps Support Ltd will continue to identify hazards and assess all mental and physical risks to health and safety with the objective of reducing them, as far as is reasonably practicable.

The main problem with stress is the self-realisation that we are actively suffering from it. Others affected by our stress symptoms tend to shy away from broaching the subject as it may be construed as interference or just being nosy.

Stress is usually brought about by an accumulation of minor irritations that cannot be resolved in the time scale we wish and/or with the desired outcome. However, there may be one single event or set of circumstances that combine to provide the additional stress overload. Some examples are: -

Possible environmental stressors include noise, temperature, overcrowding and humidity.

Possible work-related stressors include working to tight deadlines, overwork and change to organisation. Other issues that may have an impact include: -

- Under challenged
- Promotion prospects
- Racial or sexist remarks
- Personal relationships with other employees
- Travelling
- Job satisfaction

- Harassment and confrontation.

Stress counselling can often have a stigma that it is only for the 'weak' or 'mentally ill', however the reverse is actually true.

It may be difficult to talk to a colleague about the problem face to face, as it might be this relationship that is the cause. It is our policy that all employees can approach management to raise any concerns relating to stress. All conversations will be addressed in the strictest confidence and we will try and assist any individuals suffering from stress.

Violence And Aggression

Description

The Health and Safety Executive's definition of work-related violence is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work.

Seven Steps Support Ltd recognises the difficulties in managing violence and aggression at work and aims to put in place steps to identify and minimise risks to support employees and monitor incidents to help address any potential problems.

Any employee whose job entails dealing with the public can be at risk from violence.

Seven Steps Support Ltd recognises that homecare workers may face additional risks when, e.g. making their way to and from visits within the community, there are significant changes in a service users usual behaviour, resulting in challenging behaviour, acts of verbal or physical aggression.

Where challenging behaviour is the trigger, risk reducing measures will take account of the need to ensure the safeguarding of service users.

Associated Hazards

- Physical attacks
- Verbal abuse.

This may result in: –

- Bodily injury
- Anxiety or stress
- Low morale
- Depression.

Employees Responsibilities

Employees will: -

- Attend training sessions provided by the employer
- Keep up to date with the service users' history, diagnosis and known triggers to challenging behaviour and safeguard at all times, the confidentiality of information relating to service users and employees
- Take care of their own health and safety at work and that of others who may be affected by their acts or omissions
- Report any incidents of violent or threatening behaviour to the employer

- After any violent incident, complete an incident report form regarding the event
- Co-operate with the employer's arrangements for dealing with violence and aggression and at work.

Visit By An Enforcement Officer

The Health and Safety at Work etc. Act 1974 and associated legislation conveys powers on inspectors/fire officers who are appointed by the relevant enforcing authority to enforce statutory compliance.

Non-compliance may lead to prosecution but this is always seen as a last resort, except for: -

- Failure to comply with an Improvement or Prohibition Notice
- Failure to manage fire safety or notify the Fire Service of any significant risks on the premises
- A breach of law that has significant potential for harm, regardless of whether it caused an injury
- Reckless disregard for the health and safety of workers, service users or others
- Repeated breaches of legal requirements where it appears that management is neither willing nor structured to deal with adequately
- Substantial legal contravention, where there has been a serious accident or a case of ill health.

Employees Responsibilities Include: -

- Not obstructing any reasonable request made by an Enforcement Officer
- Complying and co-operating with requests by the officer
- Following instruction and guidance given by the employer.

Waste Disposal

Description

This arrangement covers the general waste generated by the company in the carrying out of workplace activities on company premises.

Associated Hazards

- Build up of combustibles presenting a fire hazard
- Health hazard due to possible vermin infestation
- Poor housekeeping presents a tripping hazard.

Employees Responsibilities

- To dispose of waste as instructed
- To inform management if an activity produces waste that has not been previously identified or removed from site so that the relevant steps can be taken for safe removal
- To inform management if waste receptacles are full and need emptying
- Not to remove items from waste receptacles and take or use for personal use
- Not to climb onto skips or other waste receptacles.

Welfare

Description

Welfare facilities are provided primarily for employees, but the provision extends to others who may use the premises infrequently, e.g. visitors and contractors. The company's welfare facilities include provision of e.g. toilets, washbasins, doors, and passageways that are accessible for disabled persons.

Employees Responsibilities

Welfare facilities provided and maintained by Seven Steps Support Ltd are for the benefit and safety of all employees and visitors. Employees have a responsibility to use them in a proper manner and not damage or misuse any equipment provided.

Personal responsibility should be taken for clearing personal waste and cleaning of utensils when eating or drinking on the premises.

Employees will: -

- Co-operate with the company's arrangements for good housekeeping in the workplace
- Report to the management, any hazardous or dangerous situations including damage to floors, doors, windows, fixings, signs, defective lighting, and discomfort experienced as a consequence of lighting in the workplace
- Comply with the company's smoking policy.

Wheelchair Use

Description

Wheelchairs, may be used in a domiciliary setting for moving the service users in and around their home. There may be a variety of makes and models including electric wheelchairs.

Seven Steps Support Ltd has a 'minimal lifting' policy with regard to the moving and handling of people. In general therefore no employee may attempt to manually move or lift a person from or to a wheelchair. Pushing, pulling or lifting a wheelchair constitutes manual handling and attendants or 'pushers' must therefore have attended appropriate manual handling training.

Associated Hazards

- Moving and handling of occupied wheelchair
- Instability and collapse of wheelchair
- Fall from chair during muscular spasms, coughing, challenging behaviour.

Note: Seven Steps Support Ltd expressly forbids the practice of assisting users up or down flights of stairs or steps. Such a practice could put both user and 'pusher' at risk of serious injury or even death.

Employees Responsibilities

No employee may act as an attendant or 'pusher', or in any other way assist a wheelchair user in using their wheelchair unless they have received appropriate training, instruction and information which has been properly recorded.

Employees will: -

- Use wheelchairs safely and in accordance with the information, instruction and training provided by employer
- Read and comply with the general risk assessment in place for the use of wheelchairs
- Read and comply with service users specific risk assessments relating to the use of wheelchairs
- Check wheelchairs for correct fitting/defects prior to use
- Immediately report to the employer:-
 - Any faults or failing relating to the wheelchairs - do not attempt temporary alterations or repairs

- Any accident or incident, irrespective of how minor, relating to the use of wheelchairs.

Work At Height

Description

A place is at height if a person could be injured falling from it, even if it is at or below ground level. Falls from height remain the single biggest cause of workplace deaths and one of the main causes of major injury. The regulations place duties on employers, the self-employed and any person who controls the work of others, these people become "Duty Holders".

Associated Hazards

- Unsafe or unstable access equipment or structures
- Fragile surfaces e.g. roofs
- Adverse weather during outdoor work at height
- Traffic - vehicle and pedestrian coming into contact with the work at height equipment.

Employees Responsibilities

Employees will: -

- Only work at height if they have been trained and authorised to do so
- Comply with training for working at height
- Only use the height access equipment identified in the risk assessment
- Make use of any personal protective equipment provided
- Comply with the safe system of work in respect of the work being undertaken
- Report any accidents, incidents and near misses to the management.

Work Equipment

Description

This arrangement covers the work equipment provided by Seven Steps Support Ltd and used on company premises.

The suitability of equipment provided by service users or a third party for use in the service users home, will be the responsibility of the provider.

Seven Steps Support Ltd will take all reasonable steps to ensure that such equipment has been maintained and inspected in accordance with the manufacturers instructions and that home care workers receive suitable and sufficient training to enable them to use the equipment safely.

The definition of work equipment is wide and includes machinery, apparatus, equipment, installations and tools. Therefore, items as diverse as paper shredders, vacuum cleaners, photocopiers and kitchen appliances are included.

Associated Hazards

- Dangerous/rotating parts of machinery
- Collapse of equipment
- Fire, overheating or explosion
- Gas, liquid, vapour or hazardous substance
- Failure of safety of controls on powered equipment
- Hot or cold surfaces
- Poor maintenance.

Employees Responsibilities

Employees will: -

- Use work equipment safely and in accordance with the information, instruction and training provided by the employer
- Only use, clean or maintain the equipment they are trained on
- Take reasonable care of themselves and others who may be affected by their actions
- Co-operate with the employer's arrangements for the provision and use of work equipment

- Seek the permission of the employer before bringing any personal items of equipment to work, whether it is intended that they be used by themselves or others as part of work activities
- Make full and proper use of any personal protective equipment provided by the employer
- Visually check and carry out other checks, required by risk assessment, prior to and during use and report any faults and unsafe conditions to the employer
- Inform the employer if they are taking any prescription medications that may affect their ability to safely operate any item of work equipment.

Workplace Transport

Description

The effective management of workplace transport is crucial as the potential risk is great, especially where pedestrians and vehicles mix.

The management of workplace traffic falls into three distinct categories: -

- Managing external traffic movement
- Managing internal traffic movement
- Managing pedestrian traffic.

Accidents can occur when vehicles collide with other structures but the main concern is avoiding contact between pedestrians and vehicles as this accounts for hundreds of fatalities each year and many more serious injuries. All persons who operate vehicles in the workplace must be medically fit and trained in the safe operation of the vehicles they will be using. The vehicles must be maintained in a safe condition with regular checks being carried out by the operator and a competent service engineer.

Employees Responsibilities Include:-

- Being vigilant and conscious of the presence of pedestrians and other vehicles
- Following instructions from management
- Adhering to signs and procedures relating to direction, speed, parking, reversing, loading and unloading etc
- Reporting to management any defects or fault with the practises in place
- Notifying management of any condition, medical or otherwise, that may have an impact on their entitlement or ability to drive safely.

Young Persons

Description

There are specific legal requirements and restrictions on those who employ young people or offer them work experience. A young person is defined as anyone under 18 years old.

A child is anyone who has not yet reached the official age at which they may leave school, just before or just after their 16th birthday (often referred to as the minimum school leaving age (MSLA)).

After Leaving School A Young Person Must:

- Stay in full time education e.g. college, or
- Start an apprenticeship or traineeship, or
- Spend 20 hours or more per week working or volunteering while in part time education or training.

Associated Hazards

Some young people may be at particular risk because of: -

- Their lack of awareness
- Unfamiliarity with their surroundings
- Being physically or psychologically less suited to certain tasks
- Their lack of skills and training.

Employees Responsibilities

Employees will: -

- Co-operate with the employer's arrangements for young people in the workplace
- Report any hazards to the management
- Follow any guidance, information, instruction and training given by the employer.

Young people must: -

- Not undertake any tasks unless they have been trained
- Follow instruction and comply with safe working practices
- Ask their supervisor or senior member of staff if unsure about anything
- Make full and proper use of all PPE that has been issued to them
- Report any hazards or defects to their supervisor or a senior member of staff.

Receipt of health and safety handbook is on the next page

Receipt Of Health And Safety Handbook

Seven Steps Support Ltd have compiled a health and safety policy as legally required under the Health and Safety at Work etc Act 1974 and the Management of Health and Safety at Work Regulations, the full policy is available for inspection upon request.

To assist with the communication of information, the organisation will issue each employee with a reduced copy of the health and safety policy, this is in the form of a handbook. It is important that the contents of the handbook are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the employee health and safety handbook and will comply with all rules that are imposed in the interest of safety.

I acknowledge receipt of this Employee Handbook, which is the property of the Company, and which forms an integral part of my Contract of Employment. I agree that if I do not return this Handbook on the termination of my employment, the sum of £6.00 can be deducted from any monies owing to me.

Name:-
Signature:-
Date:-
Email address:-

Please return this form to the Registered Manager