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## Health and Safety in Domiciliary Care (England) Policy

### Policy Statement

MKEC ensures, so far as is reasonably practicable, the health, safety and welfare of its employees and the health and safety of other persons who may be affected by its activities.

Both the staff and management will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

MKEC will comply with all applicable legal and regulatory requirements and guidance relating to the safety of staff and people who use services.

Key regulatory requirements include:

- the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

Key guidance includes:

- *Guidance for Providers on Meeting the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014*
- *How CQC Monitors, Inspects and Regulates Adult Social Care Services*

### Approach to Health and Safety

This care service will:

- provide adequate control of the health and safety risks arising from our work activities at all times
- consult with our employees on matters affecting their health and safety
- provide and maintain safe equipment at all times
- ensure the safe handling and use of substances
- provide information, instruction, training and supervision as required
- ensure that all employees and contractors are competent to do their tasks, and to give them adequate training
- act to prevent accidents and cases of work-related ill health
- ensure that the use, handling, storage and transport of items and substances is carried out safely and that risks to health are controlled

- provide, manage and maintain our workplaces, grounds, properties and working conditions so that they are, so far as reasonably practicable, safe and that risks to health are controlled
- provide the necessary organisation, expertise and resource — including communication and consultation, planning, monitoring, inspection and auditing procedures — to ensure that there is effective management of health and safety throughout the care service
- review and revise this policy, and all associated health and safety policies, as necessary at regular intervals and inform our staff of any changes.

## The Organisation of Health and Safety

The overall and final responsibility for health and safety in this care service is that of: registered manager.

Day-to-day responsibility for ensuring this policy is implemented is that of: Quality manager.

To ensure that adequate health and safety standards are maintained and improved, the following people have responsibility in identified areas.

<b>Name</b>	<b>Role</b>	<b>Area of responsibility</b>
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		Fire drills and evacuation (agency offices)
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		Manual handling
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		First aid
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		Risk assessment
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		Accident reporting/recording
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		Accident prevention/prevention of slips, trips and falls
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		Health and safety information and training
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		Infection control
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		Covid-19 coronavirus
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		Control of Substances Hazardous to Health (COSHH)
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		Equipment safety
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		Lone working
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Full consultation with staff and people who use services on health and safety matters will be achieved in the following ways: staff meetings, newsletters and other suitable means.

## Staff Consultative Arrangements

The care service will make arrangements for the establishment of a safety committee. Representation on this committee will cover all appropriate areas of work or special hazards.

## The Organisation's Responsibilities

The organisation will ensure that:

- all processes and systems of work are designed to take account of health and safety and are properly supervised at all times
- a member of senior management maintains specific responsibility for health and safety
- competent people are appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside of the organisation
- all employees are consulted on matters relating to health, safety and welfare
- adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety
- each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities
- all arrangements are brought to employees' attention and are monitored and reviewed to ensure that they are effective.

## Employees' Responsibilities

Employees must ensure that they:

- co-operate with management to enable all statutory duties to be complied with
- take reasonable care of their own health and safety, and the health and safety of others who may be affected by their acts or omissions
- familiarise themselves with the health and safety arrangements that apply to them and their work functions.

## Specific Arrangements for Health and Safety

### Risk assessments

This domiciliary care service understands the need for regular risk assessments to ensure that risks and hazards are identified and suitable controls put in place to eliminate hazards and reduce those risks.

In MKEC, the registered manager is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be reported to quality team and action to remove or control risks will be the responsibility of John, Quality manager. Records will be kept of all risk assessments and regular reviews performed to ensure that all actions have been completed.

### **Emergency procedures — fire and evacuation**

This care service understands how dangerous a fire can be. The organisation will, therefore, take all reasonable action to ensure that fire is prevented, both in the organisation's offices and in people who use services' homes where care staff are placed, and that in the event of a fire staff, people who use services and visitors can be safely evacuated.

The registered manager is responsible for ensuring the fire risk assessment is undertaken and implemented and kept up to date, also for ensuring that the emergency evacuation procedure for the organisation's offices is in place, is kept up to date and is appropriately communicated to all people who use services, staff and visitors.

Escape routes in the offices will be checked every day by Bolu and fire extinguishers and fire-fighting equipment will be checked by Bolu every Tuesday and the results recorded. Alarms will be tested by Bolu every month and a fire drill will be held every Tuesday.

The following staff have been identified and trained as Fire Wardens: Isaac, John and Kofi.

Fire risks in people who use services' homes will be identified during the initial assessment and addressed in collaboration with the person using MKECs and other relevant parties. All care staff placed in people who use services' homes will be trained in fire safety procedures.

1. Fire safety arrangements, practice and guidance are documented in the organisation's Fire Safety Policy.
2. All required maintenance and checks on fire detection and warning systems will be carried out by a competent person and recorded.
3. Detailed evacuation procedures will be displayed in prominent positions in the premises, with notification of evacuation points placed in all corridors and stairwells.
4. Regular fire drills will be carried out with records kept.

### **Equipment**

This care service understands its responsibility to ensure that all equipment is safe to use and appropriately maintained and serviced.

The registered manager will be responsible for identifying all equipment that needs regular maintenance and servicing. Defective equipment should be taken out of service by staff and any problems found with equipment should be reported to quality and audit team who will

prioritise and order repairs or replacement as appropriate. Full procurement, servicing and maintenance records will be kept.

### **Safe handling of hazardous substances (COSHH)**

This care service understands the need to ensure that staff and people who use services are protected from potentially hazardous substances.

The registered manager will be responsible for identifying all substances which need a COSHH assessment and for ensuring that those assessments are completed and kept up to date. Product information sheets for each identified substance will be kept in a file that is accessible to staff.

### **Lone working**

This organisation recognises that lone working constitutes a significant area of risk in a domiciliary care service where a number of staff work alone in people's homes. The organisation will complete a risk assessment of all lone working and keep this under review. Care workers will be supplied with a mobile phone to enable them to contact the agency offices which will be fully staffed during work hours. Tracking technology will be employed to enable staff whereabouts to be known and for staff to register activity.

### **Health and safety information, training and supervision**

The registered manager will be responsible for ensuring that an up-to-date Health and Safety Law poster is prominently displayed in the organisation's offices and that all relevant health and safety information is passed on to staff.

The training manager is responsible for co-ordinating health and safety training, including induction training, manual handling training, fire training, first-aid training and specialist training in risk assessment and health and safety management. The care service will keep records of staff training and all staff will be held responsible for ensuring that they attend any training required.

Specific jobs requiring specialist training are as follows: moving and handling, administration of medication, Peg feeding

In MKEC, all staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, co-ordinated and monitored by Kofi Lauren, assistant manager.

### **Accidents and first aid**

This care service understands the need to ensure that all accidents and incidents are reported and adequate records kept and reviewed so that trends and patterns can be identified and action taken.

The registered manager is responsible for ensuring that accident records are kept and monitored and that any appropriate actions resulting from reviews are put into action.

The Accident Book/Accident Forms are available here: office reception

The assistant manager is responsible for investigating accidents and for reporting accidents, diseases and dangerous occurrences to the enforcing authority if required.

The following staff are qualified as first aiders: Isaac Ukeleghe and Kofi Lauren.

The following staff are trained to act as “appointed persons” for first aid: Jeremiah James

First-aid boxes are placed in the following locations: Office reception room.

Home care staff will be given essential first-aid information and issued with a mobile first-aid kit. All home care staff who work alone will be issued with a mobile phone in case of an emergency.

### **Covid-19 risk mitigation measures**

Like for all other adult social care organisations, the Covid-19 pandemic that started in the UK early in 2020 has had a serious impact on the running of this agency. With many people using services identified as particularly vulnerable to the virus, this organisation has acted throughout the pandemic to take whatever action is necessary to ensure that, wherever possible, they are protected.

The registered manager is responsible for leading on and co-ordinating the Covid-19 response. However, it is up to all staff to work closely together and to support each other through these difficult times.

This organisation will keep up to date with the latest public health and national government information about the risk of coronavirus in the UK. The infection control lead for the agency will maintain close links with local health protection teams and will be responsible for circulating essential information to staff and people using services and their families. They will also update the organisation’s management team.

In this organisation:

- a Covid-19 risk assessment will be maintained throughout the pandemic — this will be periodically updated as required and whenever a new threat emerges
- the risk assessment will inform a range of Covid-19 policies and procedures designed to ensure that both people using services and staff receive the maximum possible protection and support
- all risk assessments, policies and procedures will be based on the latest official public health best practice and guidance.

This organisation has supported and will continue to support the Covid-19 vaccination programme for people using services, staff and carers. In this organisation all care workers are strongly encouraged to be vaccinated against Covid-19 unless they are officially exempt.

All staff must carefully follow the organisations policies on the use of personal protective equipment (PPE) such as face masks.

Contingency plans will be kept up to date covering actions to be taken in the event of a Covid-19 outbreak in the local area. These plans will include access to local public health advice and support.

Staff health and wellbeing is considered a key priority and all reasonable actions will be taken to ensure that staff are protected and kept informed. Staff who become ill with coronavirus or who test positive for infection will be expected to self-isolate themselves in accordance with government restrictions.

### **Infection prevention and control (IPC) measures**

The infection control lead for the organisation is the registered manager

This organisation believes that general adherence to high standards of infection prevention and control is the best way to prevent the person-to-person spread of pathogens such as coronavirus and maximise the safety of both staff and people who use services. To achieve this the organisation's infection control policies and procedures will be implemented in full, especially those related to:

- compliance with national guidance on the care of people who use services
- strict self-isolation of symptomatic staff or staff who test positive for coronavirus
- appropriate use of personal protective equipment (PPE) as recommended in relevant official public health guidance
- appropriate use of masks and face coverings as recommended in relevant official public health guidance
- enhanced environmental cleaning, including more regular cleaning of frequently touched surfaces (eg door handles, taps, etc)
- support for appropriate respiratory hygiene (eg tissues, etc)
- support for effective hand hygiene (eg availability of hand sanitiser, etc).

Staff should comply fully with all policies and procedures, including those relating to PPE wearing and hand sanitisation. Managers and supervisors will ensure that policies are supported by the provision of appropriate resources such as PPE and hand sanitiser gels.

The infection prevention lead will be responsible for ensuring timely supplies of necessary resources, especially hand hygiene products, disinfectants, cleansers and suitable PPE.

## Work-related ill health

MKEC is committed to taking any reasonable action to ensure the health and wellbeing of its staff. MKEC understands that sickness rates can indicate underlying occupational health problems and issues.

The registered manager is responsible for ensuring adequate and appropriate facilities and arrangements for welfare at work.

The registered manager will provide occupational health advice and services.

Health surveillance (the monitoring of staff health) is required for employees doing the following jobs: care services, office staff and supervisors

## Health and safety policies

This care service has the following policies:

- Fire Safety Policy
- Emergency Evacuation Policy
- First Aid Policy
- Moving and Handling Policy
- COSHH Policy
- Infection Control Policy
- Accidents Policy
- Lone Worker Policy
- Prevention of Slips, Trips and Falls Policy
- Health and Safety Training Policy
- Working at Height Policy
- Employing Contractors Policy
- Record Keeping Policy.

The registered manager is responsible for ensuring that policies are made available to staff, are kept up to date and that any changes are communicated to staff as required.

## Training

Providing adequate health and safety training to ensure employees are competent to do their work is the responsibility of training manager.



Training will commence on the first day of employment so that employees are familiar with basic procedures once they are at their place of work. All new staff will be expected to attend induction, which will include the provision of statutory information designed to ensure safety at work. Following induction, a programme of health and safety refresher training will be agreed with staff representatives.

All new care staff will be expected to complete the Care Certificate, including Standard 13: Health and Safety.

A requirement to attend any of the courses will be agreed with each member of staff during their annual appraisal. The need to attend a specific course will then be added to their personal training plan.

Signed course attendance registers and details of training attended by staff will be kept.

Full details will be included in the organisation's Health and Safety Training Policy.

## Review

Signed:                    \_IUKELEGHE

Date:                        \_10/04/2024

Policy review date:    \_09/04/2025