



PERSONALISED CARE SOLUTIONS FOR PEOPLE IN NEED
Younger/Older Adults | Learning Disabilities | Palliative Care | Sensory Impairment
Physical Disabilities | Mental Health | Health Care | Respite Support | Personal Budgets

POLICY ON HEALTH AND SAFETY (GENERAL)

General Statement

It is the policy of Serenity Homecare Limited to ensure, 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 of the agency will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

Serenity Homecare Limited is committed to:

1. provide adequate control of the health and safety risks arising from our work activities at all times
2. consult with our employees on matters affecting their health and safety
3. provide and maintain safe equipment at all times
4. ensure the safe handling and use of substances
5. provide information, instruction, training and supervision as required
6. ensure that all employees and contractors are competent to do their tasks, and to give them adequate training
7. act to prevent accidents and cases of work-related ill health
8. ensure that the use, handling, storage and transport of items and substances is carried out safely and that risks to health are controlled
9. 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
10. 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
11. review and revise this policy, and all associated health and safety policies, as necessary at regular intervals and inform our staff of any changes.

SERENITY HOMECARE LIMITED

QUAYSIDE TOWER | CORPORATE CENTRE 5.02 | 252 – 260 BROAD STREET | BIRMINGHAM | B1 2HF
REGISTERED OFFICE: 829 STRATFORD ROAD | SPRINGFIELD | BIRMINGHAM | B11 4DA
T: 0121 250 3611 F: 0121 633 8954 E: reception@serenityhomecare.co.uk W: www.serenityhomecare.co.uk
Registered in England Company Number 7242636
Part of Serenity Health and Social Care Group Limited

The Organisation of Health and Safety

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

Rajinder Jassal

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

Sajjad Najib

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

Name	Role	Area of Responsibility
Sajjad Najib	Registered Care Manager	Fire Drills and Evacuation
Sajjad Najib	Registered Care Manager	Manual Handling
Sajjad Najib	Registered Care Manager	First Aid
Rajinder Jassal	Nominated Individual	Risk Assessment
Rajinder Jassal	Nominated Individual	Accident reporting/recording
Rajinder Jassal	Nominated Individual	Accident Prevention/Prevention of Slips, Trips and Falls
Sajjad Najib	Registered Care Manager	Health and Safety Information and Training
Sajjad Najib	Registered Care Manager	Infection Control
Sajjad Najib	Registered Care Manager	COSHH
Sajjad Najib	Registered Care Manager	Equipment safety

Full consultation with staff and service users on health and safety matters will be achieved in the following ways:

Staff Meetings

Staff Consultative Arrangements

Serenity Homecare Limited 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

Serenity Homecare Limited will ensure that:

1. all processes and systems of work are designed to take account of health and safety and are properly supervised at all times
2. a member of senior management maintains specific responsibility for health and safety
3. competent people are appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside of the organisation
4. all employees are consulted on matters relating to health, safety and welfare
5. adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety
6. each employee will be given such information, instruction and training as is necessary to enable the safe performance of work activities
7. 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:

- a. co-operate with management to enable all statutory duties to be complied with
- b. 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
- c. familiarise themselves with the health and safety arrangements that apply to them and their work functions.

Specific Arrangements for Health and Safety

Risk assessments

Serenity Homecare Limited 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 Serenity Homecare Limited, Rajinder Jassal is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be reviewed and action to remove or control risks will be implemented. 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

Serenity Homecare Limited 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 service users' homes where care staff are placed, and that in the event of a fire staff, service users and visitors can be safely evacuated.

Rajinder Jassal 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 service users, staff and visitors.

Escape routes in the offices will be checked every day by Regus Customer Service Team and fire extinguishers and fire fighting equipment will be checked by Regus Customer Service Team every day and the results recorded. Alarms will be tested by Regus Customer Service Team every Monday and a fire drill will be held every quarter.

The following staff have been identified and trained as Fire Wardens:

Regus Customer Service Team: Miranda Robertson, Lee Walsh, Angela Cleveland, Sharon Sanghera

Fire risks in service users' homes will be identified during the initial service user assessment and addressed in collaboration with the service user and other relevant parties. All care staff placed in service users' homes will be trained in fire safety procedures.

1. Fire safety arrangements, practice and guidance are documented in Serenity Homecare Limited'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

Serenity Homecare Limited understands its responsibility to ensure that all equipment is safe to use and appropriately maintained and serviced.

Rajinder Jassal 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 Rajinder Jassal 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)

Serenity Homecare Limited understands the need to ensure that staff and service users are protected from potentially hazardous substances.

Sajjad Najib 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.

Health and safety information, training and supervision

Rajinder Jassal 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.

Sajjad Najib 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. Serenity Homecare Limited 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: First Aid

Serenity Homecare Limited all staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, co-ordinated and monitored by Sajjad Najib.

Accidents and first aid

Serenity Homecare Limited 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.

Rajinder Jassal 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:

Administration Office

Rajinder Jassal 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:

Sajjad Najib

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

Sajjad Najib

First-aid boxes are placed in the following locations:

Administration Office

Work-related ill health

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

Rajinder Jassal is responsible for ensuring adequate and appropriate facilities and arrangements for welfare at work.

Rajinder Jassal will provide occupational health advice and services.

Health surveillance (the monitoring of staff health) is required for employees doing the following jobs: Care Workers

Health and safety policies

Serenity Homecare Limited has the following policies:

- Fire Safety Policy
- Emergency Evacuation Policy
- First Aid Policy
- Moving and Handling Policy

- COSHH Policy
- Infection Control Policy
- Accidents Policy
- Prevention of Slips, Trips and Falls Policy
- Health and Safety Training Policy
- Working at Height Policy
- Employing Contractors Policy
- Record Keeping Policy

Rajinder Jassal 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 Sajjad Najib

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.

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.

Serenity Homecare Limited Quality Assurance Procedure.	
Policy number	NMS_HSG_001
Date implemented	02 June 2014
Due for review	02 June 2015
Signed - NI	R. Jassal
Signed - RCM	S. Najib