

# Risk Management Policy

<b>Policy Statement</b>	<b>1</b>
<b>Approach to Health and Safety</b>	<b>1</b>
<b>The Organisation's Responsibilities</b>	<b>2</b>
<b>Employee Responsibilities</b>	<b>3</b>
<b>Specific Arrangements</b>	<b>3</b>
<b>Risk assessments</b>	<b>3</b>
<b>Emergency procedures - fire and evacuation</b>	<b>3</b>
<b>Equipment</b>	<b>4</b>
<b>Safe handling of hazardous substances (COSHH)</b>	<b>4</b>
<b>Lone Working</b>	<b>4</b>
<b>Health and safety information, training and supervision</b>	<b>4</b>
<b>Accidents and First Aid</b>	<b>5</b>
<b>Covid-19 risk mitigation measures</b>	<b>5</b>
<b>Infection prevention and control (IPC) measures</b>	<b>6</b>
<b>Work related ill health</b>	<b>7</b>
<b>Training</b>	<b>7</b>

## Policy Statement

This care service 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.

The service will comply with all applicable legal and regulatory requirements and guidance relating to the safety of staff and service users.

## Approach to Health and Safety

Tudom Care Limited 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's Responsibilities

Tudom Care Limited 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

### Risk assessments

Tudom Care 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.

The company is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be recorded and action to remove or control risks will be adopted if required. Regular reviews performed to ensure that all actions have been completed

### Emergency procedures — fire and evacuation

Tudom Care 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.

The policy holder 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 as a matter of course and fire extinguishers and fire-fighting equipment will be checked each quarterly with the results recorded. Alarms will be tested every month and a fire drill will be held every 6 months.

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.

All required maintenance and checks on fire detection and warning systems will be carried out by a competent person and recorded.

Detailed evacuation procedures will be displayed in prominent positions in the premises, with notification of evacuation points placed in all corridors and stairwells.

Regular fire drills will be carried out with records kept.

## **Equipment**

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

Defective equipment should be taken out of service by staff and any problems found with equipment should be. Full procurement, servicing and maintenance records will be kept.

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

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

The business 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.

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

Tudom Care Limited 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.

Tudom Care Limited 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.

All staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, co-ordinated and monitored.

### **Accidents and first aid**

All accidents and incidents need to be reported and adequate records kept and reviewed so that trends and patterns can be identified and action taken.

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**

With many service users 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.

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 service users and their families. They will also update the organisation's management team.

Arrangements will include increased co-working with partner organisations to identify service users considered at risk and ensure adequate levels of support without introducing increased infection risk. Control measures will also include an adjustment to work delivery methods suggested in national guidance whereby staff and service users are "grouped" wherever practicable, thus reducing the number of people entering people's homes. Arrangements will be regularly updated and clearly communicated to service users and their families.

The organisation has supported and will continue to support the Covid-19 vaccination programme for service users, 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.

Tudom Care Limited understands that, according to government advice, staff with pre-existing health conditions who were identified as being “high-risk” and were subject to government “shielding” measures during the height of the pandemic are safe to return to work as long as they take the same precautions as others. All such staff will be offered occupational health support if they have ongoing concerns.

### Infection prevention and control (IPC) measures

Tudom Care Limited 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 service users. 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 service users
- 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).

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

Tudom Care 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.

## Training

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.

Staff training will be tracked using the company Staff Training Matrix. 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.