## F01c

## Operational health and safety guidance for staff

This document is provided to Carers Trust Crossroads West Wales (now referred to as ‘the organisation’) as a Network Partner of Carers Trust.

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# SCOPE

1.1 The term ‘staff’ as used in this document refers to employees only. There is separate guidance (F01d) for volunteers.

* 1. This guidance addresses the most common hazards in the organisation and explains how we will work together to manage them. The aim is to safeguard your health and safety while you are at work and to safeguard the health and safety of others who may be affected by your work activities. It is written for:

staff who provide services to carers and to people of all ages with care needs in their own homes and in a wide variety of community settings, which could include surgeries, libraries, educational establishments, retail outlets, social venues etc

* office-based staff who may or may not have dealings with service users[[1]](#footnote-1)
* others employed / contracted by the organisation, such as cleaners.

1.3 You will be given separate guidance on the following topics as appropriate.

* Lone working (staff with access to the Operational Policy Framework, see F03c).
* Mobility assistance (care workers[[2]](#footnote-2), see F02c).
* Positive behaviour (care workers, see D03c),

1.4 Your line manager will give you a copy of the organisation’s health and safety policy which you will be asked to sign to show you have received, read and understood it and will comply with its content.

1.5 There will be some sections of this guidance that may not appear to be immediately relevant in your current role, for example, driving for work purposes or contact with harmful substances. However, should your role change, or should you encounter a hazard you had not expected, you and your manager will have information to help you decide how to deal with it.

# 2.0 YOUR RESPONSIBILITIES

2.1 You are expected to:

* co-operate with your manager/s on health and safety matters
* not interfere with anything provided to safeguard your health and safety or that of others
* take reasonable care of your own health and safety, and that of others who may be affected by your work activities
* follow the training and instruction you have received
* report all health and safety concerns to your line manager / person responsible for health and safety in your organisation
* co-operate with any accident, incident or near miss investigations as appropriate.

2.2 It is recommended that you inform your line manager of any health conditions or ill health that may affect your ability to carry out any allocated work activities / tasks safely. Those who are pregnant, have given birth in the last six months or are breast feeding, have a right to an individual risk assessment. For further information, visit: [Protecting pregnant workers and new mothers - Risk assessment (hse.gov.uk)](https://www.hse.gov.uk/mothers/employer/risk-assessment.htm?utm_source=govdelivery&utm_medium=email&utm_campaign=updated-pregnant-workers&utm_term=mothers-1&utm_content=digest-8-jun-22#individual)

# 3.0 ACCIDENTS, INCIDENTS AND NEAR MISSES

3.1 If you and / or a service user are involved in an accident, incident or near miss[[3]](#footnote-3) (however minor) while you are at work, report it to your line manager / person on call straight away.

3.2 Your manager is required to keep a record of what happened. Details will be entered into the organisation’s record keeping system (which may be paper based or electronic) and you will be asked to complete an incident report form.

3.3 Also inform your manager if you contract any condition or illness as a result of your work activities (for example musculoskeletal disorders, skin or respiratory conditions).

# 4.0 ASSESSMENT OF RISK

4.1Risk assessments help the organisation determine how their staff, volunteers, visitors or service users might potentially be harmed, so that controls can be put in place to address identified hazards[[4]](#footnote-4).

* Any activities, events or environments that pose a reasonably foreseeable risk of harm will be assessed by a care planner / assessor.
* Hazards and activities listed in this guidance will be addressed using one or more risk assessments.
* Assessment findings will be shared with staff who could be affected.
* You may be asked to help assess certain risks to draw on your experience/ideas.
* Risks posed by identified hazards will be reduced so far as is reasonably practicable

**4.2 Person with care needs**

4.2.1 A risk assessment will be carried out on each adult, young person or child with care needs regarding the services they require and the environment in which those service will be delivered (for example in their own home, in a community setting), to identify any hazards and seek to address them before you start visiting. The findings will be summarised in the person’s care and support plan.

* + 1. When a hazard is identified in proposed services, the care planner / assessor will consider whether:
* the hazard can be removed (eliminated)
* it can be replaced with something safer (substituted)
* you need have no contact with it.

If none of the above is possible, the care planner / assessor will determine whether there are control measures available to reduce the risk posed to ‘low’. Where a particular task / activity continues to pose a reasonably foreseeable medium or high level of risk that cannot be reduced to low despite the introduction of available control measures, you will not be asked/expected to carry out that task (Appendix 8).

**4.3 Carers**

4.3.1 It is possible that there could be risks involved when you are working with carers, perhaps due to their lifestyle, the people they associate with or the environment in which they live. The organisation will produce one or more ‘generic’ risk assessments addressing the typical range of services that you provide to carers (for example, visiting them in their own homes, meeting them in third-party premises). However, managers will not reasonably be able to assess each location. For this reason, on-going risk assessment is vital (see 4.5 below).

4.3.2 The generic risk assessments (or other documents) should indicate if site specific assessments are required. As a minimum, if the organisation is likely to use / visit a third- party premises over an extended period or if they are hiring a facility (for example, to run an activity), a manager will visit and assess the premises in advance.

**4.4 Working in offices**

4.4.1 Depending on your role, you may spend very little time or most of your working hours in an office. While it is much easier for the organisation to control the reasonably foreseeable risks in an office environment, there are still hazards you need to be aware of. These include fire, use of computers (also known as display screen equipment), electrical equipment, slips, trips and falls and so on. These will be discussed with you during your induction to a new office (see 13.2).

**4.5 On-going risk assessment**

4.5.1 Risk assessments are only of use if they are kept up to date. If things change significantly (for example, a service user’s condition / circumstances, the home / work environment) it is crucial that you inform your manager as soon as possible, so that they can review and update the assessment.

4.5.2 Each time you arrive at your place of work (for example, a service user’s home, office, community location):

* have a good look for any new hazard/s
* think about whom they could affect
* see if the hazard/s can be removed or avoided
* let your line manager / person on call know about any concerns you have.

**Remember, if you see something that you think poses an immediate risk of serious harm, go to a place of safety and call for assistance.**

# 5.0 CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

5.1 Any substance can be potentially hazardous in certain circumstances. For example, some common household bleaches, when mixed with certain other household cleaners, can give off poisonous chlorine gas, which is dangerous in enclosed areas.

5.2 Labelling on a product container or wrapping will include a warning sign if its content is hazardous. For example:

|  |  |  |  |
| --- | --- | --- | --- |
|  | A black symbol **‘!’** on a white background in a red diamond border means:  HARMFUL |  | A black flame on a white background in a red diamond border means:  FLAMMABLE |

5.3 Products displaying the symbols in the table below are **not** **safe** for you to use without specialist advice and training.

**DO NOT USE SUBSTANCES DISPLAYING THESE SYMBOLS.**

|  |  |
| --- | --- |
|  | Acute toxicity, Very toxic (fatal), Toxic etc |
|  | Respiratory sensitiser, mutagen, carcinogen, reproductive toxicity, systemic target organ toxicity, aspiration hazard |
|  | Corrosive (causes severe skin burns and eye damage), serious eye damage |

**5.4 Safety precautions**

5.4.1 We aim wherever possible to prevent you from being exposed to hazardous substances at work, for example:

* by replacing them with less harmful ones
* by setting up different methods of work to reduce the risk.

5.4.2 If there is no alternative and you have to use a hazardous substance (as described in 5.2 above), your manager will make sure you get all the information, instruction and training you need to handle it safely.

5.4.3 You will also be given the necessary personal protective equipment (such as disposable gloves and aprons) and trained in how to use it properly.

5.4.4 If you have any doubts or concerns about any substance you are asked to use or have not received the necessary training in how to use it safely, do not use it. Get in touch with your manager and discuss it with them.

5.4.5 If you come across a substance that is not in its original container (for example poured into a different bottle), do not use it under any circumstances – it might not be what you think it is.

5.4.6 COSHH assessments will be made available for all hazardous products and will detail the control measures to be adopted.

# 6.0 DOMESTIC TASKS

6.1 Domestic tasks commonly carried out by service users in their own homes are classified as:

* basic
* higher risk
* prohibited

See Appendix 2 for a list of examples.

6.1.1 You will be given all necessary information and training before you are asked to carry out higher risk domestic tasks.

6.1.2 **Do not** carry out tasks listed as ‘prohibited’, as they have been assessed as being too high a risk to your health and safety and you are not insured to do them.

**6.2 Risk assessment**

6.2.1 Domestic tasks will be risk assessed before you are asked to do them, and a summary of the assessment will be available in the home.

**6.3 Reporting**

6.3.1 Get in touch with your line manager / person on call if:

* you are asked to carry out a task that has not been risk assessed and agreed
* you have concerns about any of the tasks you have been asked to do
* you think you have not been given adequate information, instruction or training.

# 7.0 DRIVING AT WORK

7.1 The information below applies if you drive in connection with work. See also information provided by your organisation on;

* alcohol, illegal substances, legal highs and personal medication
* use of mobile phones / electronic devices when driving (see also 11.0 below)
* escort and transport of service users (care workers, see D02c)
* the documents listed at 1.2 above as appropriate to your role.

7.2 It is your responsibility to ensure that:

* the vehicle you drive for work is adequately taxed and has a current MOT
* you have a valid license to drive it
* the vehicle is fit for purpose
* you have adequate breakdown cover in place
* you are competent and medically fit to drive
* you are insured for business use.

Your line manager will have systems in place to verify the above.

7.3 Report to your line manager / the person on call:

* all accidents and collisions that take place while you are driving for work
* any road safety concerns you have
* any health condition that may impact on your ability to drive safely
* any points you gain on your driving licence.

7.4 Appendix 3 gives useful guidance on road safety.

# 8.0 ELECTRICAL EQUIPMENT

8.1 When you visit a service user’s home, take care whenever you use any of their electrical appliances. You will be shown how to carry out a basic visual inspection on any piece of electrical equipment before you use it. This includes checking:

* electrical cables (damaged, frayed and exposed wires)
* condition of plugs/cable securing points (cracked casings, broken plugs, hot plugs / sockets, scorching around pins, suspect /loose /exposed wiring)
* sockets, light switches, light fittings (coming away from wall / ceiling).

8.2 **Do** **not** use any piece of electrical equipment you think might be unsafe.

* Tell the service user that you are not using the equipment and why.
* Inform your manager / person on call straight away.
* Make a record of the incident on the person’s day-to-day record (may be in paper or electronic format).

8.3 You will have been given a residual current device (RCD) to use on electrical appliances such as:

* kettles
* irons
* vacuum cleaners
* deep pan fryers
* steamers
* blenders and mixers
* electric knives
* hair dryers
* hair straighteners
* electric lawnmowers
* leaf vacuums / blowers
* pressure washers
* any other electrical appliance you may be expected to use.

Be sure to use it.

8.4 Do **not**:

* attempt to install, maintain, repair or service electrical equipment for a service user
* change any light bulbs for a service user unless your manager / person on call has agreed that it is safe and necessary for you to do so
* take your own electrical equipment (for example food mixer, iron, heater) into a service user’s home.

# 9.0 FIRE SAFETY

## 

## 9.1 Fire safety in service users’ homes

9.1.1 If you work with service users in their own homes, a care planner / assessor will carry out a fire risk assessment on the premises before your first visit to identify and address any fire hazards. See Appendix 4 for a list of the things they check.

9.1.2 The care planner / assessor will talk to the service user/s about action required in event of a fire in their home and what you would be expected to do, taking into account the condition of those involved. They will draw up a plan of action (an emergency exit plan), getting help from an external expert if necessary.

9.1.3 The emergency exit plan will set out:

* what you need to do if a fire breaks out in the home
* what to do about a service user who is unable to exit the building (for example because they are immobile or bed bound), including action to keep them as safe as possible until the fire services arrive (such as shutting fire doors)
* the fire assembly point, where applicable (for example, in blocks of flats, residential developments with self-contained units / warden).

9.1.4 If you visit a home and there is not a fire safety plan in place, contact your manager.

**9.2 General fire safety precautions in people’s homes**

9.2.1 When you visit a service user’s home, ask yourself these questions.

* Are escape routes clear?
* Would anything stop me getting out in event of a fire or other emergency?
* Are there any obvious hazards that could start a fire (for example, dish cloth left on a cooker, faulty electrics – see 8.0 above)?

9.2.2 If you have immediate concerns, get to a place of safety (for example hallway, outside the property) and contact your manager / person on call straight away.

9.2.3 If you visit service users in high rise or multi occupancy buildings, make sure you know the fire safety arrangements in place there, are familiar with the fire safety signage and know where appropriate exit routes, exits and assembly points are located. If you are unsure, speak to your manager.

9.2.4 You are not permitted to smoke (including e-cigarettes) in a service user’s home, even if they say you can. Do not do anything that places either yourself or other people at risk from fire.

## 9.3 Fire safety in offices and third-party premises used by the organisation

9.3.1 A ‘responsible person’ has been appointed to take charge of all aspects of fire safety in offices and other premises used by the organisation. They will ensure fire hazards are identified and necessary control measures are put in place. Make sure you know who the responsible person is and report concerns to them.

9.3.2 They will ensure you get all the information, instruction and training you need about fire safety at induction (with regular updates thereafter), including:

* fire risks and the precautions you need to take
* what to do if you discover a fire
* how to raise the alarm, including where the alarm call point is
* what to do when the fire alarm goes off
* calling the fire brigade
* where the firefighting equipment is and how to use it
* escape routes and fire exits
* how to operate escape door fastenings (panic bars)
* the importance of not using lifts in event of a fire
* fire drills and fire assembly points.

9.4 Appendix 5 sets out the general action you need to take if you are involved in a fire.

# 10.0 MANUAL HANDLING

10.1 The information below is about the manual handling of inanimate loads and objects (‘things’). The manual handling of people (referred to as ‘mobility assistance’) is covered separately in the mobility assistance guidance for care staff (F02c).

**10.2 Your health**

* Do not put your own health and safety at risk when carrying out manual handling.
* Let your manager know about any personal condition/s you have that could affect your ability to do manual handling tasks or affect your health and safety (including if you are pregnant) - the information will be kept confidential.
* Do not lift anything beyond your capabilities.

**10.3 Training**

* Put into practice the information, instruction and training you have been given about how to safely carry out manual handling tasks.
* Attend manual handling training as directed by your line manager.

**10.4 Reporting**

* Tell your manager / person on call straight away about manual handling issues.
* Report all accidents, incidents and near misses to your manager / person on call.

**10.5 Safe systems of work**

10.5.1 Poor lifting and carrying techniques can have an adverse effect on your health and well-being and increase risk of injury. To avoid this, follow the precautions below.

* Comply with any safe systems of work that have been set up for a particular task.
* Make proper use of carrying / lifting aids provided.
* Store heavy items between shoulder and hip height.
* Where possible only store small, light items above shoulder or below knee height.
* Use your legs and knees to bend and lift – do not stoop or bend your back.
* Avoid stretching or twisting.
* If you are doing repetitive tasks, make sure you take regular rest breaks.
* Be on the alert for sharp, hot or cold objects that could injure yourself or others.
* If you are carrying something, check your route for obstructions.
* Make full, proper use of personal protective equipment provided (such as gloves).
* Wear suitable footwear when carrying out manual handling tasks. Your shoes need to be sturdy, have good grip on the soles, enclosed toes, a flat heel and an enclosed back or strap - good advice to prevent slips, trips, falls in all situations.
* If you think an object looks too heavy for you to handle or you are asked to carry out a manual handling task you think is unsafe (for either yourself or others), DON’T DO IT. Report it to your manager / person on call as soon as you can.
* Carry out a quick reconnaissance of the area to alleviate any potential hazards.

10.6 See also:

* prevention is better than cure (Appendix 6).
* good handling techniques for lifting (Appendix 7).

# 11.0 MOBILE PHONES AND OTHER ELECTRONIC COMMUNICATION DEVICES

**11.1 Use of hand-held device while driving**

11.1.1 It is illegal to use a hand-held device (such as mobile phone) while driving and you will be personally liable for any charges brought.

* This applies to all motor vehicles, including cars, motorcycles, goods vehicles, buses, coaches and taxis.
* It includes texting / internet access / video calls or any other electronic function.
* It applies when you stop at traffic lights or during other hold-ups that may occur during a typical journey when your vehicle can be expected to move off after a short while.

**11.2 Use of hands-free device while driving**

11.2.1 Though it is not illegal to use a hands-free device while driving, it is still considered distracting and could result in prosecution for careless or dangerous driving and for failing to have proper control of a vehicle under Regulation 104 of the Road Vehicles (Construction and Use) Regulations 1986.

11.3 The organisation therefore operates the following best practice protocol.

* Do not operate mobile devices (either hand-held or hands-free) while driving
* Either switch them off or switch to voicemail when driving.
* Only make or receive mobile calls from a vehicle that is safely parked away from the road, with the ignition switched off and the parking brake applied – the only time this does not apply is if you have to make a call to the emergency services on 112 or 999 in a genuine emergency when it is either unsafe or impractical to stop.

**11.4 Use of mobile phones or other devices when supporting service users**

11.4.1 Do not:

* make or receive personal calls
* send or respond to personal messages (including texts and emails)
* message or make cyber friendships with service users unless agreed with your manager beforehand
* give out your personal landline or mobile phone number to service users.

**11.5 Photographs, audio recording, video recordings**

11.5.1 Photographs, audio recordings and video recordings in which an individual can be identified are classed as personal data and are subject to the same restrictions as all other personal data. This includes analogue and digital photographs, film footage, CCTV footage or any other image.

11.5.2 Do not take or display photographs, audio recordings or video recordings of service users, unless your line manager and the person concerned have given permission.

More information is available for staff with access to the Operational Policy Framework in the data protection and subject access guidance (A03c).

# 12.0 SMOKE FREE

**12.1 Premises used by the organisation**

12.1.1 Smoking cigarettes / using e-cigarettes (smoking / vaping) is not allowed in premises owned or used by the organisation.

12.1.2 There may also be restrictions on smoking outside the buildings (such as in entrances, car parks, gardens or grounds), so if you are a smoker, ask your manager where you can and cannot smoke.

12.1.3 If you do smoke, make sure you safely extinguish all smoking materials and discard them in the bins / receptacles provided to prevent a fire.

12.1.4 If you see someone smoking in an area in which it is not allowed, either politely ask them not to smoke there or report it to your manager.

**12.2 Service users’ homes**

12.2.1 Your employer has a responsibility to protect you from breathing in second-hand tobacco smoke and vapours from e-cigarettes while at work, including when you are visiting service users in their own homes.

12.2.2 Service users who smoke / vape will be asked not to do so in the area of the home you will be working in for at least one hour before you visit, as well as while you are there. Let your manager know if you would prefer not to work in the homes of people who smoke / vape.

12.2.3 There may be exceptional circumstances when a smoke / vapour free environment cannot be guaranteed, for example because the person with care needs:

* does not understand the request not to smoke / vape as a result of their condition (for example, brain damage, dementia)
* is not mobile / well enough to move to another room or to go outside
* cannot be left unattended when smoking / vaping
* is likely to forget not to smoke / vape.

Such situations will be risk-assessed on an individual basis to find out if the matter can be safely addressed and the service allowed to continue.

12.2.4 If service users or others in their home do not follow the smoke free policy or do not

adhere to special arrangements made, let your line manager know straight away.

12.2.5 You are not allowed to smoke / vape in a service user’s home under any circumstances, even if they invite you to or say that you can.

**12.3 Vehicles**

12.3.1 Smoking / vaping is not allowed in any vehicle owned or leased by the organisation and there will be signs to indicate this.

12.3.2When you carry passengers connected with work in your car (for example service users or other members of staff), you are requested not to smoke / vape so that they are not exposed to second-hand smoke / vapour.

**12.4 Support for staff to give up smoking**

12.4.1 The National Health Service (NHS) offers advice, support and encouragement to help people who want to stop smoking.

* Visit their ‘[Smokefree](https://www.nhs.uk/smokefree)’ service offering one to one or group-based advice.
* Call their helpline on 0300 123 1044 (weekdays 9am-5pm, weekends 11am-5pm)

**12.5 Personal hygiene**

12.5.1 For staff who are smokers, please try to make sure you do not present for work smelling of smoke. This shows consideration for the comfort of both your colleagues and the service users you support and care for.

# 13.0 WEATHER CONDITIONS

13.1 Be prepared for adverse weather when you are at work, including for example, wintry weather (such as ice, frost, snow, wet leaves underfoot) and prolonged periods of high temperatures (heatwave). Staff especially at risk include those who:

* are pregnant
* have a disability, including mobility issues
* have pre-existing health conditions, such as diabetes, light / heat sensitivity, respiratory conditions.

**13.2 Wintry weather**

To avoid slips, trips and falls (for example, when entering and leaving office buildings, visiting service users in their own homes, when out and about in the community), it is recommended that you:

* wear sturdy footwear that has good grip on the soles and provides traction on snow and ice
* avoid boots and shoes with smooth soles or heels
* consider wearing shoe grips that fit over existing shoes.

**13.3 Extreme heat**

To avoid the risks associated with prolonged periods of extreme heat (namely, dehydration, heat exhaustion, heatstroke), it is recommended that you:

* wear cool clothing
* stay out of the sun as much as possible, especially between 11am-3pm
* wear a hat and apply sun cream when you cannot avoid being in sun
* drink plenty of water and other cold fluids
* avoid caffeinated drinks such as tea, coffee, colas.

13.4 If you work in service users’ homes, be on the alert during periods of adverse weather; inform your manager / person on call if weather conditions are giving you cause for concern or creating an unsafe environment for either yourself or the service users living there.

# 14.0 LEARNING AND DEVELOPMENT

14.1 Your manager will assess the level of training you need in relation to this guidance, depending on your role in the organisation.

14.2 If you are a care worker, see the learning and development guidance (E13c) for general training requirements relevant to this document.

14.3 In summary, new starters will receive an induction and all staff will receive ongoing training to perform their role and to manage hazards they encounter in the course of their work. Inevitably you will come across hazardous situations that your training has not prepared you for or that your training does not seem to fit. If this happens:

* stop and get yourself to a place of safety
* discuss the situation with your line manager / person on call / person responsible for health and safety as soon as possible.

# 15.0 ACCEPTANCE

15.1 You are required to evidence that you have received, read and understood the content of this guidance as directed by your line manager.

15.2 If there is anything in the content that you do not understand or have questions about, let your line manager know. You will be given the opportunity to discuss your concerns and provided with additional training as necessary.

15.3 On completion of training, it is your responsibility to comply with this guidance. Failure to do so may result in disciplinary proceedings.

# APPENDIX 1 - DEFINITIONS

**Hazard**

A hazard is something with the potential to cause harm, including, for example, injury, illness, damage to equipment or premises or other loss. Hazards include:

* chemicals (for example cleaning fluids)
* biological agents (for example viruses and bacteria)
* body fluids (for example blood, urine, faeces, sputum, vomit)
* objects or items (such as those lifted, carried or used)
* work equipment (anything provided by a organisation or used as part of the service provided in a domestic situation), including electrical equipment
* premises (for example entry / exit routes, fire risks)
* care plan tasks / work activities
* pets or animals.

**Risk**

Risk is the likelihood that a person may be harmed or suffer adverse health effects if exposed to a hazard. The level of risk depends on a number of different things, including:

* how often you are exposed to the hazard
* what is already in place to reduce the risk
* environmental conditions (for example the amount of space, wet floors)
* how severe the injury might be (for instance minor injury, major injury, fatality).

**Control measures**

Control measures refer to any action or activity that can be used to prevent or eliminate a health and safety hazard and reduce the associated risk to an acceptable level.

**Hazardous substance**

A hazardous substance can be a liquid, solid, dust, powder or gas. Examples include:

* corrosives, irritants, toxic or harmful chemicals
* pesticides
* dust, fumes and gases
* biological agents such as viruses and bacteria
* cancer-causing agents such as asbestos.

A hazardous substance can damage health when it:

* comes in contact with skin or eyes
* is absorbed through the skin
* is breathed in
* is swallowed or transferred into the mouth via contaminated hands
* is injected through the skin.

**Manual handling**

Manual handling is defined as the transporting or supporting of loads by hand or by bodily force without mechanical help. It includes such actions as:

* lifting
* putting down
* pushing and pulling
* carrying
* moving.

Examples of manual handling tasks include:

* carrying boxes
* lifting / moving office equipment (for example computers)
* accessing files
* moving furniture
* carrying shopping
* handling laundry
* vacuuming
* handling wheelchairs, including in and out of vehicles
* any one-off manual handling task (for example, taking a delivery).

# APPENDIX 2

## DOMESTIC TASKS

|  |  |  |
| --- | --- | --- |
| BASIC DOMESTIC TASKS  *You will be given the necessary information, instruction and training to do these tasks safely.*  *Training will be updated if there are any significant changes to need to know information.* | HIGHER RISK TASKS  *You will be given additional training proportionate to the risk involved in the task, so that you are aware of the hazards, understand the risks and know the proper precautions to take.*  *If you are not sure, don’t do it.* | PROHIBITED TASKS  *DO NOT carry out any of the tasks listed below.*  *The risks involved are too high and you could be putting your own health and safety, or that of others at risk.* |
| Washing up.  Loading / unloading dishwasher / washing machine.  Vacuuming / brushing / mopping.  Ironing.  Moving light items of furniture such as dining chairs, small coffee tables, stools etc.  Disposing of household rubbish.  Shopping.  Operating gas / electric heating.  Light gardening, including:   * pruning * weeding * hedge cutting using shears * picking up leaves * cutting small, grassed areas with a push mower.   Cleaning toilets.  Caring for pets, including:   * feeding * emptying litter trays * cleaning out bird cages * dog-walking.   Tending to wild bird feeders.  Cleaning inside windows where ladders or steps not needed. | Changing light bulb.  Other tasks requiring the use of a step ladder.  Lighting coal / wood fires.  Preparing food.  Changing LPG cylinders.  Use of petrol / electric lawnmowers.  Carrying a vacuum cleaner up and down stairs and other tasks where there may be significant foreseeable risks associated with manual handling. | Cleaning outside windows.  Cleaning gutters / drains.  Activities that involve working at height.  Carrying and moving large or heavy objects, for example items of furniture such as sideboards, cabinets, wardrobes, recliners (with exception of items on castors, over short distances, on a level surface), fish tanks.  Painting and decorating.  Lighting bonfires or barbeques.  Tree surgery / lopping.  Use of garden chemicals including weed killers.  Use of chainsaws.  Use of petrol / electric hedge trimmers.  Strimming.  Heavy digging (beyond that required to plant a small shrub or tree or remove weeds). |

# APPENDIX 3

## ROAD SAFETY GUIDANCE

**Vehicle safety**

You should ensure that:

* when choosing a vehicle that will be used to drive for work, it is suitable for the intended purpose and place the utmost importance on safety features
* the vehicle is always maintained in a safe and roadworthy condition.

Routinely check that:

* you have enough fuel
* the tyres have enough tread and are properly inflated
* the windscreen and windows are clean, for maximum visibility
* windscreen wipers are operating properly
* foot and handbrake are working correctly
* lights, indicators and hazards are working correctly
* the oil level is correct.

**Journey safety**

Is a road journey necessary? Where practical, use alternative types of transport or communication.

Satellite navigation can be a useful tool, but it can also be a distraction. If using a satellite navigation system, enter the destination while the vehicle is stationary in a safe place.

Know your route, write down directions if you are going somewhere unfamiliar.

Journeys should be scheduled to a realistic timetable. If you feel that your timetable / schedule is unrealistic and that you would need to take risks / break speed limits to complete it, raise your concerns with your line manager immediately.

When carrying out long journeys, take care to:

* pre-plan your route considering weather conditions, type of road and time of day
* plan for breaks - the Highway Code recommends that on long journeys you take 15-minute break every two hours
* avoid driving in poor weather conditions (for example snow, heavy rain, high winds), which may involve needing to postpone appointments
* avoid driving long distances when you are tired - consider an overnight stay.

**Driver safety**

1. Make sure you:

* do not drive while taking medication that may impair your judgement – if in doubt, get advice from your doctor
* have up-to-date breakdown cover in place
* avoid taking risks
* have a personal alarm to hand
* keep car doors locked
* keep windows closed in busy areas
* carry a charged mobile phone with adequate credit / minutes available
* plan what to do in event of a break down
* do not drive if you are under the influence of alcohol or illegal substances.

If you think you are being followed, keep driving until you come to a busy place such as a police, fire or ambulance station, pub or garage forecourt.

If a car pulls in front of you and forces you to stop, do not switch off the engine. Stay calm and ensure all doors and windows are locked. If the driver leaves the car to approach you, reverse as far as you can while continually sounding horn and activating hazard lights.

In the event of a collision:

* stop
* keep calm
* be courteous and present a positive image
* if someone is injured or vehicles or property are seriously damaged, request police and ambulance as necessary
* if police attend the scene, note name of officer, their identity number and station
* exchange details with other driver/s, including name, vehicle registration number and insurance details
* if you have a camera available, photograph the scene from different angles, the vehicles involved in the damage to your own and other vehicles / property
* take contact details of any witnesses
* report the accident / collision to your line manager
* do not admit liability.

# APPENDIX 4

## FIRE RISK ASSESSMENT IN A SERVICE USER’S HOME

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| --- | --- |
| **Fire hazards** | Includes:   * smoking habits of service users (for example smoking in bed, falling asleep in chair with a lighted cigarette) * electrical equipment (for example electric blankets, deep fat fryers, heaters, tumble driers, irons) * electrical systems such as wiring or other aspects that visually or otherwise are cause for concern * overloaded sockets / extension leads * cookers * open fires * candles, matches, lighters, gas hobs * combustible materials * flammable medication (for example paraffin-based creams such as E45) that could be exposed to source of ignition (such as cigarettes, open fire). |

|  |  |
| --- | --- |
| **Those at special risk** | Includes:   * people with a disability * those with reduced mobility * those with special needs (for example challenging behaviour, dementia) * children and young people. |

|  |  |
| --- | --- |
| **Dangerous substances** | * flammable liquids * oxygen cylinders * gases such as liquefied petroleum gas (LPG) cylinders / heaters. |

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| **Escape routes** | Includes identifying:   * two routes (if possible) to get out of building * obstructions, slip or trip hazards * where keys to doors and windows are kept * if escape routes sufficiently well-lit to leave building safely. |

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| --- | --- |
| **Smoke detectors and fire safety telecare** | Consider:   * type * location * maintenance. |

# APPENDIX 5

# IN EVENT OF FIRE

**On discovery or suspicion of fire:**

* remain as calm as possible
* raise alarm immediately
* follow emergency exit plan, leave building, helping any service users, relatives or visitors where possible / safe to do so as directed on plan
* ensure everyone in house is accounted for
* close all doors on leaving
* call Fire Brigade on 999 if not already done
* report anyone remaining in property / not accounted for to fire officer on arrival
* contact line manager / person on call
* record what happened.

If you notice smoke coming from under a door or you see smoke in a closed room:

* do not attempt to open door
* raise alarm
* call Fire Brigade on 999.

**NEVER**:

* stop to collect valuables or possessions
* use lift (except for disabled stair lift if identified on evacuation plan)
* open doors if smoke coming through, unless only means of escape
* attempt to re-enter building until told by fire officer that it is safe to do so.

**Attempting to put out a fire**

Remember, you are NOT responsible for putting out a fire.

However, you may be permitted to attempt to extinguish a fire if:

* the fire is **very** **small** (for example in a small wastepaper bin)
* you been trained and are confident you can easily extinguish it
* it is safe to do so
* attempting to do so does not put yourself or others at risk.

Check with your line manager if you are not sure.

# APPENDIX 6

## PREVENTION IS BETTER THAN CURE

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| --- |
| With proper training, appropriate equipment and a safe working procedure, risk of injury through the manual handling of goods should be significantly reduced. Remember some golden rules:   * THINK before you start the job - do you need to move the load by hand? * Only do what you are physically CAPABLE of doing safely, following these guidelines * Wear the proper CLOTHINGespecially footwear and gloves * Always report any HAZARDS you encounter * Exchange INFORMATIONwith others you work with and with your manager |

# APPENDIX 7

## GOOD HANDLING TECHNIQUES

|  |  |
| --- | --- |
| **GOOD HANDLING TECHNIQUES** | |
| * **Think before lifting / handling**. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long vertical lift consider resting the load midway on a table or bench to change grip. |  |
| * **Keep the load close to the waist.** The distance of the load from the spine is an important factor on Spinal Loading and causal factors of back injury. |
| * **Adopt a stable position.** The feet should be in walking stance. This gives stability in both planes, side to side and back to front; it also lets you get closer to the load. |
| * **Get a good hold.** Use any handholds provided, bring the load close to your body as quickly as possible. |
| * **Continue in a good posture.** Avoid bending forward as far as you can, use your leg muscles to lift your body, the load will come with you. Also avoid twisting or leaning sideways. |
| * **Keep your head up, try not to look down.** When you look down your spine naturally curves over (bends) this is not an ideal position when lifting. |
| * **Set down the load with care.** Avoid forward bending and let your knees flex a little. |

## APPENDIX 8

# RISK MATRIX

The risk matrix below is **a supplementary tool** **only**, to be used in conjunction with knowledge, experience and/or qualification for the situation/system of work being assessed. The risk rating scores need to be judged using the assessor’s own discretion.

Only staff who have received necessary information/ instruction/ training in the assessment process and the particular systems of work are competent to use this tool.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Consequence** | **Score** | **RISK MATRIX** | | | | |
| Catastrophic | 5 | 5 | 10 | 15 | 20 | 25 |
| Specified/major injury | 4 | 4 | 8 | 12 | 16 | 20 |
| Reportable injury | 3 | 3 | 6 | 9 | 12 | 15 |
| Lost time injury | 2 | 2 | 4 | 6 | 8 | 10 |
| Minor injury | 1 | 1 | 2 | 3 | 4 | 5 |
| **Score** | | 1 | 2 | 3 | 4 | 5 |
| **Frequency** | | Remote | Unlikely | Occasional | Probable | Frequent |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | | **FREQUENCY (approx. % probability)** | | | | Level | Descriptor | Description | | 1 | Remote | Very unlikely (1%) | | 2 | Unlikely | Expected in a few circumstances (10%) | | 3 | Occasional | Expected in some circumstances (50%) | | 4 | Probable | Expected in many circumstances (75%) | | 5 | Frequent | Likely in most circumstances (99%) | | |  |  |  | | --- | --- | --- | | **CONSEQUENCE** | | | | Level | Descriptor | Description of injury | | 1 | Minor | Cuts, abrasions | | 2 | Lost time | Time off work | | 3 | Reportable | [Reportable to RIDDOR](https://www.hse.gov.uk/riddor/reportable-incidents.htm) | | 4 | Specified / major | [Defined under RIDDOR](https://www.hse.gov.uk/riddor/specified-injuries.htm) | | 5 | Catastrophic | Death | |

Risk Rating = Frequency x Consequence

|  |  |
| --- | --- |
| **Risk Rating** | **ACTION REQUIRED** |
| **10-25**  **HIGH RISK** | Existing controls inadequate. Introduce effective risk control measures immediately. Do not provide service until these in place or withdraw service if reviewed rating at this level. |
| **5-9**  **MEDIUM RISK** | Existing controls inadequate. Introduce additional risk control measures. Task can go ahead with additional supervision while effective control measures being planned and introduced. |
| **1-4**  **LOW RISK** | Risk at or being mitigated to level for safe system of work. Existing control measures to be kept under review and efforts made to reduce risks still further where reasonable to do so. |

1. ‘Service user’ refers to parents, carers and people of all ages with care and needs. [↑](#footnote-ref-1)
2. ‘Care worker’ refers to employees providing regulated care and support to people of all ages with care needs [↑](#footnote-ref-2)
3. A ‘near miss’ is any unplanned event that did not result in injury, illness or damage, but could have done. It is important to report all such occurrences as they could be an accident waiting to happen. [↑](#footnote-ref-3)
4. Definitions of ‘hazard’, ‘risk’ and ‘control measures’ are given in Appendix 1. [↑](#footnote-ref-4)