



POLICY INFORMATION (Policy no FR002)	
Subject	Health and Safety Policy <i>(This policy is non-contractual and is subject to periodic review and will be amended according to service development needs).</i>
Applicable to	All employees, volunteers, contractors, and agency staff of Nottinghamshire Hospice
Target Audience	Others such as agents, consultants and other representatives of Nottinghamshire Hospice may be required to comply with the policy as a condition of appointment.
Date issued	4 June 2024
Next review date	4 June 2027
Lead responsible for Policy	Director of Finance and Resources
Policy written/reviewed by	Facilities and Transport Manager
Notified to (when)	Senior Leadership Team Feb 2024
Authorised by (when)	The Board 12 March 2024
CQC Standard if applicable	Safe, Well led
Links to other Hospice Policies	Risk Assessment Policy OP004 Reporting of Incidents and Accidents Policy OP002 Fire Safety Policy OP005 Lone Working Policy OP001 Waste Management Policy OP011 Building Security Policy OP014 Infection Prevention and Control Policy CS001 Alcohol and Drugs Policy HR016 Annual Leave Policy and Procedure HR001 Smoking Policy HR0011
Links to external policies	
Summary	This policy provides guidance on maintaining a safe and healthy working environment for everyone working on our behalf. The Hospice will seek to ensure that the work we undertake does not affect the health or safety of others; our patients, customers, visitors and members of the public.
This policy replaces	RM0001 issued Nov 2019.

IMPORTANT NOTICE

Staff should refer to the Hospice website for the most up to date Policy. If the review date has passed it is still valid for 3 months. After that staff should seek advice from their clinical lead or manager.

VERSION CONTROL		
Status	Date	Review date
Original policy written by Liz Appleton, Executive Assistant (Reviewed by Rowena Naylor-Morrell) Policy reviewed by Corporate Management Team Policy ratified by Finance and Audit Subgroup	Jun 2014	Feb 2018
Reviewed by Rowena Naylor-Morrell - CEO Reviewed by Michelle Wright – Building Supervisor	Jun 2017, Jun 2016 Jun 2015	
Policy reviewed by Health and Safety Group	Aug 2019	
Notified and ratified by Board of Trustees	Nov 2019	Nov 2022
Policy reviewed by Facilities and Transport Manager	Feb 2024	
Policy reviewed by Chief Executive Officer	April 2024	
Policy notified to Senior Leadership Team	Feb 2024	
Policy authorised by Board of Trustees	12 Mar 2024	12 Mar 2027
Policy authorised by Board of Trustees	4 June 2024	4 June 2027
Updated control sheet and published on Policy Doc App	Nov 2019	
Updated logo and published on website	December 2020	
Updated control sheet and published on Website	Mar 2024	Jun 2024

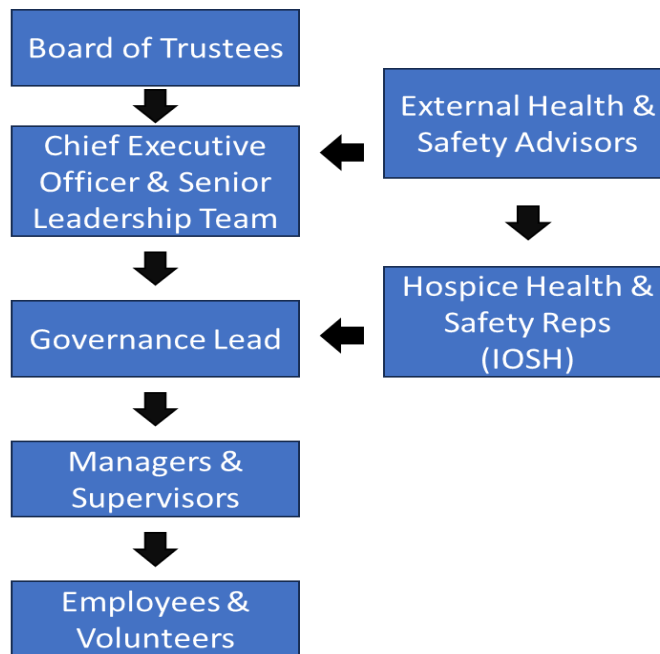
INDEX		
Section	Contents Title	Page
1.	Introduction	4
2.	Policy Statement	4
3.	Scope	5
4.	Organisation & Responsibilities	6
5.	Health and Safety Committee and Reporting	13
6.	Management Arrangements for Health & Safety	14
7.	Equality Impact Assessment	29
8.	Legislation	29
9.	References	29

APPENDICES		
Appendix	Appendix Title	Page
1.	Policy Statement – Health and Safety Notice Board Copy.	30
2.	Health & Safety Management Model	31

1.	Introduction Nottinghamshire Hospice recognises both the moral and legal health and safety responsibilities expected as an employer and a business. The expectations of the Board of Trustees, the CEO and the Senior Leadership team is that we will all, working together, strive to meet the requirements of all the related legislation and apply a continuous process to review, amend and improve as necessary.
2.	Policy Aims The policy is designed to achieve the legal and moral requirements of the Health and Safety at Work Act 1974 and all other related safety legislation. The General duties of the Hospice as an employer to our employees and volunteers are: <ul style="list-style-type: none">• Ensuring, as far as is reasonably practicable, the health, safety and welfare at work for all employees and volunteers.• Without prejudice to the generality of the employers' duty, under Section 2 (A to E) of the Health and Safety at Work Act 1974, in particular:<ol style="list-style-type: none">1. The provision and maintenance of equipment and systems of work are, as far as is reasonably practicable, safe and without risks to health.2. Arrangements for ensuring, as far as is reasonably practicable, safety and absence of risks to health in connection with the use, handling, storage and transport of articles and substances.3. Provide such information, instruction, training and supervision as is necessary to ensure, as far as is reasonably practicable, the health and safety of employees and volunteers.4. Ensuring, as far as is reasonably practicable, any place of work under the control of the Hospice is maintained and in a condition that is safe and without risks to health and the provision and maintenance of means of access to and egress from it that are safe and without risks.5. The provision and maintenance of a working environment for employees and volunteers that is, as far as is reasonably practicable, safe, without risks to health and adequate as regards facilities and arrangements for

	<p>welfare at work. To achieve this, the Hospice will manage the health and safety using a PLAN, DO, CHECK, ACT management system which it has in place.</p> <p>The policy further details the responsibility for all our employees and volunteers to:</p> <ul style="list-style-type: none"> • Co-operate on Health and Safety matters. • Not interfere or tamper with anything provided to safeguard their safety and health, or that of others. • Take responsibility for their own health and safety and that of others. • Report any health and safety concerns as soon as possible. <p>The Board of Trustees and the Senior Leadership Team will endeavor to provide sufficient resources to enable this policy to be a success. This includes working with those external advisers needed to provide practical advice, guidance or third party Health and Safety assurance.</p>
<p>3. Scope</p>	<p>This policy applies to all employees, volunteers, contractors, service users and visitors, to whom the Hospice has both the legislative and moral responsibility for their health and safety.</p> <p>The policy is applicable to all activities undertaken on behalf of the Hospice by employees or volunteers, whether on Hospice operated premises, in the wider community and patients' homes.</p> <p>This policy does not apply to charity fundraising activities undertaken in locations not operated or controlled by the Hospice. Health and Safety at such events or activities remain the responsibility of the individual fundraiser or the third party hosting/running such events.</p>

4. Organisation and Responsibilities



Board of Trustees

The Board of Trustees will ensure that health and safety is considered in all decision making and overseeing the implementation of a fire and health and safety framework which is adequately resourced across the organisation. They will support the Chief Executive Officer (CEO) and Senior Leadership Team (SLT) in their efforts to provide a safe working environment.

Chief Executive Officer (CEO)

The CEO is the Responsible Person for all Health and Safety matters within the organisation and accepts the overall responsibility for ensuring that suitable and sufficient arrangements are in place to satisfy all current legislation, regulations and codes of practice which are applicable to Nottinghamshire Hospice (henceforth 'the Hospice').

Their general responsibilities are:

- Understand, initiate and monitor the effectiveness of the implementation of this policy and its arrangements, ensuring that necessary alterations are made.

- Ensuring that adequate resources and sufficient financial arrangements are in place to control health and safety risks arising from work activities.
- Ensuring that employees are engaged, informed and take an active participation in the implementation of this policy and its arrangements.
- Ensuring that adequate training is undertaken by employees to enable them to safely undertake their work and duties.
- Ensuring adequate liaison with relevant external bodies such as enforcing authorities, emergency services, where necessary.
- Ensuring that suitable arrangements are in place so that plant and equipment is provided and maintained, conforming to all relevant statutory provisions (e.g. guarding, examination and testing etc.)
- Ensuring that suitable arrangements are in place so that hazardous substances are marked, used, stored or handled in accordance with relevant guidance and procedures.
- Ensuring that suitable arrangements are in place so that appropriate first aid, firefighting and any other emergency equipment is provided and readily available.
- Ensuring that adequate emergency procedures are in place and that they are regularly tested.
- Ensuring adequate procedures are in place to correctly report, record and investigate all accidents and incidents and that action is taken to prevent re-occurrence.
- To take appropriate action when statutory and/or internal standards are breached.
- Ensuring that health and safety is on the agenda at all relevant meetings.

- Ensuring that contractors understand and comply with the Hospice's policies and procedures, acting where compliance is not achieved.

Senior Leadership Team (SLT)

SLT will provide the commitment, leadership and drive to continually improve the health and safety performance of the Hospice. Their responsibilities are:

- Through their leadership, demonstrating the modelling of safe behaviors.
- Through effective communication, informing and addressing safety and health issues.
- Conducting assurance of the Hospices health and safety through tours, workplace and shop floor visits.
- Being members of the Hospice Health and Safety Committee.
- Allocating resources by the organisation.
- Including Health and Safety matters in Governance meetings, including accident and other statistics review.
- Ensuring teams are provided adequate information, supervision, instruction and training.
- Prioritising health and safety issues and how it deals with short term conflicts between priorities, such as commercial pressures.

Governance Lead

- Organises the periodic review and publication of the Hospice Health and Safety Policy and associated Standing Operating Procedures.
- Member of the Hospice Incident Review Panel
- Member of the Hospice Health and Safety Committee

Safety management consultancy

This company is contracted to the Hospice as the external safety advisor; this role has no executive authority. In general, the safety consultant will:

- Assist the organisation with the implementation and monitoring of safety arrangements.
- Conduct yearly site safety inspections of all retail premises.
- Conduct a Hospice Health and Safety advisory visit yearly.
- Provide aid with the development, writing and implementation and monitoring of risk assessments/safe systems of work.
- Through these activities, provide written reports to evidence third party assurance of Hospice Health and Safety arrangements.

Hospice Health and Safety representatives

The following Hospice staff, by result of their employment duties and responsibilities are the nominated IOSH qualified Health and Safety Representatives

- The Facilities and Transport Manager.
- The Retail Operations Manager.

These appointments will deliver the day to day implementation of the Health and Safety Policy across the Hospice and are members of the Health and Safety Committee. Their responsibilities are:

- Writing, publishing and reviewing risk assessments and COSHH assessments.
- Drafting and reviewing the Health and Safety Policy on behalf of the CEO.
- Drafting and reviewing safe systems of work and processes for operations and equipment, including road transport.

- Implementing and assuring Health and Safety arrangements within the workplace, including both Fire Safety and First Aid arrangements.
- Assist in the investigation of accidents and near misses, providing feedback and resolutions/mitigation to any risks arising.
- The provision, management and maintenance of non-clinical PPE and safety equipment, inclusive of the periodic inspection and maintenance by external contractors.
- Management of the Hospice online Health and Safety Folder.
- Consultation with employees and volunteers at all levels.

Managers and Supervisors

All managers and supervisors are responsible for ensuring that health and safety arrangements are implemented and adhered to in the area of work for which they have control. Where specific arrangements or responsibilities are allocated, they are listed at Appendix 2. The general responsibilities of a manager or a supervisor is to:

- Ensure they, and all employees or volunteers in their area of responsibility, observe the requirements of this policy and all associated procedures/safe systems of work.
- Ensuring that all employees or volunteers in their area of responsibility have received induction and further training, refreshed periodically, which is specific to the tasks they perform.
- Ensuring that where required, suitable and sufficient risk assessments are in place for the specific tasks undertaken or for the environment in which they work.
- Ensuring that relevant health and safety information is disseminated and distributed without delay.
- Ensuring their area of control is tidy, waste removed immediately and

that all equipment is in good condition.

- Ensuring all hazardous substances are marked, used and stored correctly in accordance with the relevant COSHH risk assessment and user instructions.
- Ensuring the correct PPE is provided and worn by employees or volunteers in their area of control.
- Assess, follow up and record any health and safety concerns from employees and volunteers, ensuring that they are dealt with or referred to their line manager or the Health and Safety Committee in a timely manner.
- Ensure that all accidents and near misses are correctly reported, recorded and investigated in order to prevent re-occurrence.
- Attend relevant health and safety meetings when requested or required.

Employees & Volunteers

It is the responsibility of all employees and volunteers to co-operate in the implementation of the Health and Safety Policy. They are to ensure their own safety as well as the safety of others. The general responsibilities are:

- Adhere to the information, instructions and training they have received.
- Where provided by the Hospice for specific tasks, PPE must be worn as directed.
- Not operate any vehicle, machinery or equipment that they are not competent or authorised to use.
- Not to interfere, tamper or misuse anything provided in the interests of health and safety.
- Report all defects in equipment, vehicles or machinery, and any obvious health and safety hazards, accidents, injuries or near misses to their supervisor or manager.

- Ensure good housekeeping at all times to prevent incidents where possible.

Contractors

It is the responsibility of contractors to co-operate in the implementation of this health and safety policy and for them to follow the instructions provided to them by the Hospice.

The general responsibilities of contractors are:

- Familiarise themselves with so much of this Policy as will affect them and ensure that appropriate information is communicated to their employees.
- Provide a current copy of their health and safety policy and any other relevant documentation to the organisation when requested.
- Ensuring all work undertaken is in accordance with relevant statutory provisions, guidance and best practice. It must be completed in such a manner as to not put either themselves or any other persons at risk.
- Ensuring that any and all plant or equipment brought onto site/ premises is in a safe condition, good working order and conforms to all relevant statutory provisions. E.g., guards fitted, examination and testing etc.
- Ensuring that any hazardous substances brought onto site/premises are marked, stored and handled in accordance with the relevant guidance or statutory conditions. Any substances offering a substantial health, fire or explosion risk must be notified in advance to the Hospice Facilities Manager.
- Ensure that all fire prevention and precaution measures appropriate to the work are taken. Any hot work or use of naked flame must be notified in advance to the Hospice Facilities Manager.
- Ensuring that as far as is reasonably practicable, steps are taken to minimise the noise and vibration produced by their equipment or activities.

	<ul style="list-style-type: none"> • Ensure that work areas are kept tidy and that any and all waste produced by their works is removed and disposed of correctly. • Ensuring that any accidents, incidents or near misses are reported as soon as is possible to the Facilities Manager. • Ensuring that welfare facilities provided by the Hospice are treated with care and respect.
<p>5.</p>	<p>Health and Safety Committee and Reporting</p> <p>The Board of Trustees</p> <p>The board is the primary governing body of Nottinghamshire Hospice. They have the final responsibility for all aspects of health and safety at the Hospice and for this Policy.</p> <p>Health and Safety will be an annual agenda item at the Board of Trustees meetings, where the annual Health and Safety reports from the Safety Consultant will be received and reviewed.</p> <p>The Health and Safety Committee</p> <p>The Health and Safety Committee will be the primary means for consultation with staff on all health and safety matters. They will also participate fully in all safety management on behalf of the Hospice. The CEO is the chair the Health and Safety Committee.</p> <p>The Hospice Health and Safety Committee is made up of the following appointments:</p> <ul style="list-style-type: none"> • All Senior Leadership Team members • Deputy Director of Care Services • Governance Lead • Head of Community Services • Education Lead

- Facilities and Transport Manager – Health and Safety IOSH Representative
- Retail Operations Manager – Health and Safety IOSH Representative.

Committee meetings will be minuted by the Executive Assistant and the CEO and SLT members reserve the right to invite other Leadership Team members or Hospice employees or the Hospice Health and Safety consultants to attend the committee as required.

All staff will be notified of the date of the Health and Safety meeting in case they wish to attend, raise a concern or highlight an area of good practice.

Health and Safety Reporting

To ensure that health and safety is embedded within the organisation the following committees and teams will consider health and safety, inclusive of accidents, incidents and near misses.

- Nottinghamshire Hospice Board – Annual Health and Safety Reports.
- Quality and Safety Committee – Receives annual Health and Safety report and clinical incident reports. They will review progress against the Health and Safety Plan and training needs.
- Quality Improvement Group – Will review health and safety issues within the continuous improvement process and against the Health and Safety plan (held on the N drive) and training needs.

6. Management Arrangements for Health and Safety

Accident/Incident Reporting

All accidents, incidents or near misses are to be reported on the Hospice's online reporting system, Vantage. All will be investigated and documented, considering the severity and loss potential of the incident as well as the regulatory insurance requirements.

- Accident reports will be reviewed by the CEO, Director of Care and the

Governance lead who will make any required reporting under RIDDOR.

- Lessons learned will be shared by staff and form subsequent risk assessments, SOPS or systems of work.
- Accident records will be retained by the Hospice for a period of ten years. In addition, a record of any incident or accident will be made in the service users' healthcare records.
- All accident, incidents and near misses will be reviewed at the Incident Review Meeting chaired by the Director of Care
- The [Reporting of Incidents and Accidents Policy](#) will be followed.

Care Activities and Visits

All external care teams, Hospice at Home visits and Wellbeing activities are authorised, planned and risk assessed.

- Arrangements exist for obtaining informed consent in advance of any visit or activity.
- Visits are planned, coordinated and recorded.
- Supervisory ratios and the competence of supervision are determined by risk assessment.
- Welfare checks and emergency procedures are in place to protect Hospice staff working in the community.
- There is a robust feedback process for any complaints and concerns raised.
- Further detail of Care Policies and SOPS can be found on the Hospice website

Asbestos

Due to the age of the Hospice building and retail outlets there are confirmed areas which contain asbestos.

- The locations of all asbestos or suspected asbestos have been identified by testing by external contractors and these have been recorded.
- A plan is in place to manage the potential risks from this suspected or confirmed asbestos.
- The location of any known asbestos is identified by warning signage.
- All persons, including employees, volunteers and contractors, who are likely to work on or near the location of the asbestos are informed of its location.
- Further detail of the Asbestos control procedures can be found in [SOP42 Asbestos Management Plan](#).

Audits

The audit of health and safety within the Hospice is an ongoing process which begins at the lowest level – employees and volunteers looking at tasks, situations or areas and raising any concerns to their line manager/supervisor.

The formal audit processes are:

- The yearly review of all current risk assessments
- Incident review meetings are conducted fortnightly by respective Directors, the Leadership team and the Governance lead.
- Monthly Health and safety checks by the Hospice Health and Safety Representatives and walkaround checks by the SLT.
- The Health and Safety Committee conduct quarterly review meetings.
- Safety Consultant will conduct yearly audits of both the Hospice and all retail locations the results of which are published to the SLT and the Executive Board.
- The Executive Board review the annual Safety Report.
- The Care Quality Commission and The Health and Safety Executive have

authority to audit the Hospice for issues regarding health and safety.

Control of Contractors

The Hospice utilises contracted companies to undertake specialist inspection, testing, repairs to property and servicing of equipment. To ensure the health and safety of our employees, volunteers, patients and all others, the following arrangements are in place:

- Contractors will sign in and out of all Hospice operated premises and will need to read specific rules if project work is being undertaken.
- All contractors used are assessed as competent, qualified and have relevant activity/business insurance to complete the tasks required of them. This is assured through checks carried out by the Hospice Health and Safety reps.
- No work is undertaken until an agreement is reached with either the Facilities Manager or the Retail Operations Manager. Safety is paramount and the magnitude of the risks of the job and use of the area(s) where the work is conducted is fully assessed.
- Where contracts are agreed, the terms and insurances adequately protect the interests of the Hospice.
- Hot works or the use of hazardous techniques by contractors is controlled through prior authorization by the Hospice. Control measures and mitigation are implemented where necessary to protect persons and property.
- Any substantial construction or maintenance project (that being of a duration of more than 30 days, with more than 20 workers operating at the same time or involving more than 500 person days of construction work) will be notified to the Health and Safety Executive under the provisions of the Construction (Design and Management) Regulations 2015. In such an event, specialist advice will be sought.
- Further detail of these processes will be found in the SOP for the Control

of Contractors which is being developed.

COSHH

- No work will be undertaken which involves the use of a substance classified as hazardous to health, unless a COSHH risk assessment has been undertaken and documented.
- COSHH risk assessments will be carried out for all newly purchased hazardous substances or chemicals procured for use by the Hospice.
- COSHH substances will be stored in suitable secure locations, ensuring that only the minimum quantities for use are held.
- Those working with hazardous substances are trained and competent and have access to the safety data sheets and the relevant COSHH risk assessments.
- Contractors working on any Hospice site will be required to provide details of any hazardous substances to be used and have completed their own relevant risk assessments for use.
- Further details of these process will de developed into a COSHH SOP.

Display Screen Users

Display screen assessments are undertaken for all employees who are deemed to be 'users' under the Display Screen Equipment Regulations.

- All 'users' are provided with adequate information, instructions and training.
- Display screen users are advised to take short regular breaks away from their screen and complete other tasks.
- Employees who are deemed to be 'users' are able to undertake an eyesight test at the Hospice's expense.
- Any muscular or visual discomfort as a result of working with VDUs is to

be reported to the respective line manager immediately.

- Further details on DSE arrangements can be found at [Display Screen Equipment \(DSE\)\DSE - Manager Flowchart](#)

Controlled Drugs and Medicines

The Hospice does not store or hold controlled drugs or medicines on its premises; however, Care Staff and supervising RNs may assist with the administering of patients prescribed medicines and controlled drugs in the home.

- Further details can be found in the [Administration of Medication Policy CS008](#)

Confined Spaces

The Hospice has no specific areas or operations which are directly related to the statutory Confined Spaces Regulations 1997. However, as specific locations within the main Hospice building result in multiple risks arising from a risk assessment, the access, management and works conducted in such areas are treated as such for best practice and safety.

- Cellars, basements and attic spaces are kept secure and hazard signage is clearly displayed at the entrances.
- Access to such areas is restricted to Facilities Staff only. Access by contractors to these areas will be controlled by the Facilities Manager.
- Work or activity in such areas will be notified to the Facilities Manager before entry and upon completion of the tasks.
- Staff carry portable communications equipment if working alone.
- Doors and access points are to be left open and unblocked whilst work is being completed.
- Where there is a risk of buildup of carbon monoxide, suitable detection and alarm systems are fitted.

Electrical Safety

- Fixed electrical installations at all sites operated by the Hospice are tested by a competent person every five years.
- All electrical work is undertaken by a competent person.
- Portable electrical appliances used by the Hospice are regularly tested by a competent person and records are held detailing this.
- Portable electrical items offered for sale by the Hospice retail outlets are electrically tested by a competent person before the point of sale.
- Staff are reminded to visually check portable electrical equipment for visible damage before each use.
- Further details on electrical safety will be developed into an Electrical Safety Procedures SOP.

Equipment and Building Maintenance

Buildings and equipment operated by the Hospice, including vehicles, are maintained in safe and usable condition. This includes:

- Regular maintenance and servicing of equipment.
- Regular testing and certification of specialist equipment and vehicles.
- Statutory safety inspections are undertaken on lifting equipment and gas fired appliances.
- Buildings, their fittings and decorations are maintained in a safe condition.
- Further details on Equipment and Building Maintenance will be developed in SOPs for Building Maintenance and Equipment Maintenance.

Expectant and New Mothers

- Employees or volunteers who become pregnant inform their line manager and a risk assessment is conducted for their workspace and tasks.
- Employees or volunteers who are new mothers and return to work will have a risk assessment conducted for their workspace and tasks.
- The precautions put in place by the Hospice are suitable within the context of any medical conditions of which they have made us aware.
- Such risk assessments are reviewed periodically with employees to ensure they take account of any changing needs.
- Further details can be found in the [Family Leave Policy HR002](#).

External Areas

- Outdoor spaces are safely accessible to employees, volunteers service users and contractors.
- All steps, paths and ramps are maintained in good condition and free from moss, algae, fallen leaves and any other trip hazards. Where such hazards are present, warning signage is displayed or the area cordoned off until rectification of the issue.
- Adequate separation is made between pedestrians and vehicles, with site speed limits and marked parking bays for vehicles.
- External areas are well lit at night, with lights illuminating areas and paths where employees are expected to walk during the hours of darkness.
- External features such as trees, garden buildings, walls and external storage areas are regularly checked for safety.
- Further details will be developed in a Preventative Property Management Checks SOP.

Fire Safety

- A Fire Risk Assessment is undertaken for all premises and the necessary

remedial works are carried out on the findings of the assessment, in some instances in conjunction with the landlords of retail premises,

- All employees and volunteers receive mandatory training on fire safety and the actions to be taken in the event of a fire or activation of a fire alarm. Suitable records of this training are maintained.
- Fire Alarm systems, where fitted, will be regularly tested, serviced and maintained.
- Fire procedure notices will be clearly displayed in prominent locations in all Hospice operated buildings.
- All firefighting equipment will be maintained, inspected yearly and accurate records kept.
- All emergency evacuation routes and fire exits will be kept free from obstruction at all times.
- All statutory tests of firefighting equipment, fire training and evacuation drills will be recorded and retained.
- Further detail on Fire Safety can be found in the [Fire Safety Policy OP005](#).

First Aid

- The Hospice will maintain a pool of trained First Aiders to cover both the Hospice and the retail locations.
- First aid kits will be provided in all Hospice operated sites. These will be checked regularly, kept stocked and include a contents list and guidance booklet.
- All Hospice vehicles will be equipped with a first aid kit. These will be checked regularly, kept stocked and include a contents list and guidance booklet.
- An AED will be sited in the Hospice building; available for use in an

emergency by First Aiders who are trained to operate it.

- First Aiders are to ensure that incidents which come to their attention are reported accurately and in a timely manner on the Vantage – Incident Reporting Tool.

Grounds Maintenance

- Ground maintenance equipment is maintained in good working order and only operated by employees and those volunteers trained and authorised to do so.
- Storage of chemicals, fuels and ground maintenance equipment is in secure areas and subjected to COSHH risk assessments and fire safety considerations.
- Where required, the operators of ground maintenance equipment and those conducting ground maintenance activity will be provided with suitable protective clothing and PPE. Clothing will protect them against weather conditions, chemicals, falling objects, sharp edges, abrasions and heated surfaces.
- Third party contracted ground maintenance companies will ensure that a risk assessment is in place for their respective tasks.
- A risk assessment will be undertaken and regularly reviewed for general ground maintenance activities.

Hot Surfaces and Hot Water

- Risk assessments and care plans inform the actions staff take on the prevention of injury due to exposure to heated surfaces and hot water.
- Hot water outlets in the Hospice, which service users may have access to, are thermostatically controlled to ensure that the temperature of the water cannot exceed 43 degrees Celsius.
- Regular checks are conducted to ensure the functionality of thermostatically controlled water supplies.

- Unregulated supplies of hot water in all Hospice sites will be clearly marked with warning signs to indicate the high temperatures of the supply.
- Radiators and similar heated surfaces within treatment rooms or areas where service users may be present are covered where it is necessary for safety.

Illegal Drugs and Alcohol

- The use of illegal drugs is forbidden whilst employed by the Hospice.
- Alcohol is not consumed on any Hospice sites during working hours by employees or service users.
- Any person found to be under the influence of alcohol or illegal substances during working hours may face disciplinary action.
- Further details can be found in the [Alcohol and Drugs Policy](#)

Infection Control

- Employees and volunteers are trained so that they are aware of the risks and precautions to be taken to prevent the spread of infections.
- Clinical waste is handled, stored and disposed of so as to prevent the spread of infection.
- The Hospice uses licensed waste disposal contractors to arrange for the transport and final safe disposal of clinical waste and records of this activity are maintained.
- Staff are encouraged to be immunized where a risk assessment has shown there may be a need.
- All incidents or near misses regarding infection control are reported and investigated.
- Any notifiable infections are reported to the local or national enforcing

authority.

- Further details can be found in the [Infection Prevention and Control Policy](#) and the [Waste Management Policy \(OP011\)](#).

Legionella

- A combination of water temperature control, physical checks, sterilization and bacterial sampling is used to manage the risk of legionella in the Hospice water systems.
- Infrequently used water outlets are regularly cleaned and flushed through weekly.
- Water outlets and supply pipes identified as redundant are removed from the Hospice water systems by a qualified plumber to negate dead legs which cannot be flushed.
- Records are maintained of all our control systems and processes.
- Further details will be developed in a Preventative Property Management Checks SOP.

Manual Handling

- Whenever possible, the Hospice will endeavor to eliminate manual handling of loads.
- Where handling cannot be avoided, assessments will be carried out for all handling activities.
- Employees and volunteers are provided with appropriate handling equipment to reduce or negate the need for manual handling.
- Employees and volunteers are given adequate training and information to undertake manual handling activities safely.
- Further detail can be found in the [Manual Handling Policy \(Non-patient\) CS013](#).

Moving and Handling Patients

- Risk assessments are completed for tasks that require the moving and handling of patients and any associated handling equipment where there is a significant risk of injury.
- Formal moving and handling training is completed by all staff and volunteers who are authorised and could be reasonably expected to move and handle patients within their Hospice role.
- Further details can be found in the [Moving and Handling Policy CS031](#).

Night Working

- All employees working nights are entitled to undergo an appropriate medical examination to determine their ability to work unsocial hours.
- Adequate staffing levels are maintained to ensure shift safety for staff and an on call system is in operation.

Personal Protective Equipment

- Personal Protective Equipment is provided to employees and volunteers where a risk assessment or clinical procedure identifies the requirement for its use.
- Latex free and powder free gloves are provided unless a risk assessment indicates otherwise.
- Information, instruction and training on the use and care of personal protective equipment is provided.
- Sufficient supplies of in date and serviceable personal protective equipment are maintained.

Risk Assessments

- Staff who undertake risk assessments are competent.

- Risk assessments are undertaken to identify significant risks associated with tasks, activities or people.
- Generic risk assessments are conducted and reviewed regularly for everyday activity – ensuring a consistency in approach across the Hospice.
- Assessment findings are recorded and acted upon. Employees and volunteers all have access to read the risk assessments.
- All risk assessments are reviewed at least annually, following an incident or accident, a change in law or of key personnel within the Hospice.
- Further detail is in the [Risk Assessment Policy OP004](#).

Safety Awareness, Induction and Information

- A copy of the Health and Safety Policy Statement (Appendix 1 of this document) is displayed clearly in all sites operated by the Hospice.
- The statutory Health and Safety Poster (HSE) is displayed clearly in all Hospice operated sites along with a copy of the Employers Liability Compulsory Insurance Certificate.
- Induction training is provided to all new employees and volunteers.
- Ongoing safety information, instruction and training is provided to employees and volunteers.
- All training and instruction is recorded.
- Employees and volunteers are consulted on health and safety issues which may affect them.

Security

- Employee and volunteer appointments are subject to reference, clearance and DBS checks.

- The Hospice layout, lighting levels and the securing of entrances/exits are checked to ensure that personal safety risks are eliminated or mitigated.
- Site CCTV is used at specific locations to deter criminality and ensure the security of the property and the staff within.
- The personal safety of employees and volunteers is taken into account when planning changes to buildings, events and activities.
- Further detail can be found in the [Building Security Policy OP014](#) and [CCTV Policy and Procedures OP009](#).

Stress and Psychosocial Safety

- Hospices' approach to stress management is guided by the HSE published Stress Management Standards.
- All incidences of ill health due to workplace stress are documented and managed through the appropriate policy, and trends are reviewed by the Senior Leadership Team and appropriate actions taken.
- Employees and volunteers are encouraged to report and stress related concerns to their line manager or to seek advice from a trusted colleague

The Hospice has both Carer's Champions, Freedom to Speak up Guardians, Mental Health First Aiders and an Employee Assistance Programme within the organisation who can listen, advise and signpost employees and volunteers.

Training

- All employees and volunteers complete mandatory workplace training, of which Health and safety training is a core requirement.
- All employees and volunteers have their training needs assessed and are given any further task specific training in order for them to carry out their roles safely.

	<ul style="list-style-type: none"> Supervisors and managers are responsible for ensuring that all employees or volunteers within their team or department complete all mandatory training. Records of training are maintained.
7.	<p>Equality Impact Assessment (EIA)</p> <p>A full EIA has been completed.</p>
8.	<p>Legislation</p> <p>Health and Safety at Work etc. Act 1974</p> <p>Health and Social Care (Safety and Quality) Act 2015</p> <p>The Management of Health and Safety at Work Regulations 1999</p> <p>The Health and Safety (Consultation with Employees) Regulations 1996</p> <p>The Workplace (Health, Safety and Welfare) Regulations 1992</p> <p>The Health and Safety (Safety Signs and Signals) Regulations 1996</p>
9.	<p>References</p> <p>1. www.hse.gov.uk</p>



Health and Safety Policy Statement

January 2024

Our policy is to provide and maintain safe and healthy working conditions for all our employees, contractors and agency staff working on our behalf. In addition, we will seek to ensure the work that we carry out does not affect the health and safety of others. E.g., our customers, visitors and members of the public.

We will achieve this by:

- Appointing competent Managers who are responsible for health and safety in their respective areas.
- Ensuring that adequate resources and sufficient financial arrangements are in place to control health and safety risks arising from our work activities.
- Consulting with our employees on matters affecting their health and safety and providing information, instruction, training and supervision as appropriate.
- Seeking advice and assistance from external organisations to supplement our own in-house health and safety initiatives.
- Monitoring and reviewing the health, safety and welfare arrangements we have put in place at least annually to determine their continued effectiveness.
- Setting goals and following action plans to ensure continuous improvements in our health and safety performance.
- Promote a positive health and safety culture within our organisation, with leaders and managers setting the example.

I look forward to your full co-operation and support.

Chief Executive Officer, Rachel Hucknall

Health & Safety Management Model

Step		Summary of Action
Plan	Policy	<ul style="list-style-type: none"> • Think about where you are now and where you need to be. • Say what you want to achieve. • Decide how you will measure performance • Plan changes and identify specific legal requirements which apply to you
	Planning	<ul style="list-style-type: none"> • Establish where you are now, by considering accurate information about the current situation. • Establish where you need to be, using legal requirements and benchmarking to make comparisons. • Establish what action is needed to reach that point.
Do	Risk Profiling	<ul style="list-style-type: none"> • Identify who takes ownership of health and safety risks. • Ensure Risk Assessments are undertaken by a competent person. • Identify who will be responsible for implementing risk controls and over what timescale. • Ensure risks are owned so appropriate resources can be allocated. • Report risk control performance regularly and consider whether it should be done so externally.
	Organising	<ul style="list-style-type: none"> • Make resources available to successfully implement your plans. • Demonstrate commitment to delivery at all levels using a variety of communication channels to engage your workforce.
	Implement your plans	<ul style="list-style-type: none"> • Make full use of expertise available on safety committees and other forums. • Ensure the competence of individuals is developed through good experience, training and mentoring. • Make use of specialist advice as required.
Check	Measure Performance	<ul style="list-style-type: none"> • Carry out routine inspections of premises, plant and equipment, • Ensure systems are in place to report performance upwards so that 'leaders' can review and be assured that legal compliance is achieved and maintained. • Make certain there is a process in place to report serious incidents upwards immediately. • Benchmark performance with other similar organisations.
	Investigate accidents	<ul style="list-style-type: none"> • Investigate incidents/accidents, near misses and cases of occupational ill health to help uncover and correct any breaches of health and safety legal compliance you were not aware of. • Seek specialist advice as needed.
Act	Reviewing performance	<ul style="list-style-type: none"> • Check the validity of your health and safety policy. • Ensure the systems you have in place for managing health and safety is effective.