



Phoenix Community Care Ltd  
Policy & Procedure

**Health & Safety Induction for  
Staff, Service Users & Volunteers**

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# Phoenix Community Care Ltd Policy & Procedure

## Health & Safety Induction for Staff, Volunteers & Service Users

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# Health and Safety Induction for Staff, Service Users & Volunteers

## Introduction

In order to secure the health and safety of all employees and service users, PCC will provide all the necessary training in health and safety. This will include induction training and training updates for staff and awareness training to the service users on their admission to the service and through out their stay in PCC accommodation. All staff and service users should be made aware of basic procedures that are relevant to the accommodation they are based in.

Section 2 of the health and safety at work act 1974, ' ....places a duty of care on the employer, so far as is reasonably practicable, to provide information, instruction and training as necessary to ensure the health and safety at work of his or her employees'. Where section 3 states ' to provide others with necessary information, about such aspects that might affect their health and safety PCC has a duty to provide all new starters and those who have moved into PCC housing with adequate instructions to enable them to be safe.

Regulation 11 of the management of health and safety at work requires '.....every employer to ensure that his or her employees are provided with adequate health and safety training on joining the employer's undertaking and to existing personnel when there has been as significant change in the work process or equipment. This training should take place during normal working hours. The regulation also requires that training be easily understood'.

Therefore, if an employee or volunteer or service user has learning difficulties, or English is not their first language, then training must be adapted to cater for them. Records must be kept on all training both for the individual's portfolio and PCC.

Once the induction has been completed, a record of the training must be kept. The name of the participant, the date and the subjects covered must be included and signed off by all concerned. These records must be made available for inspection if requested by an enforcement agency or for internal audit process

## Training

Training will range from informal talks by the line management to formal sessions. The safety induction will be a separate course. The components of the training will contain the following as a minimum and specifically apply to your own location

### **PCC health and safety policy**

The contents of the policy statement will be covered; including the responsibilities set out in the policy, and will enable all to become acquainted with PCC procedural arrangements.

### **Accident reporting procedures / first aid**

This will cover the action to take when an accident has occurred, and where to go for first aid treatment [this section will also cover PCC procedure as to the investigation of accidents; the reporting procedure will be explained so that the participant is aware as to what to do in their location and what they must do when an accident occurs].

### **Fire procedures and precautions**

This covers action to be taken when a fire has been detected and how the fire alarm sounds and will typically include

- The location of the fire exit and assembly point
- The responsible person to report to
- Further instructions on the action to be taken in the event of discovering a fire
- What to do prior to evacuating an area

### **Introduction to safety legislation**

The employee must be introduced to the legislation that applies to their individual workplace or area, examples include

- The Health and Safety at Work Act 1974
- The Management of Health and Safety at Work regulations 1999
- The Health and Safety Regulations 1992
- The Control of Substances Hazardous to Health Regulations 2002 [COSHH]
- The Manual Handling Operations Regulations 1992

### **Occupational health**

Information on the services provided and any health surveillance required for their work

### **Safety procedures;**

Items for discussion in this section include all items associated with their individual post:-

- Personal protective clothing
- Use of ladders

- Safe manual handling
- Permits to work
- Any other health and safety related issues relevant to their tasks or post.

Written information must be provided on the subjects covered in the induction course. This must include extracts from PCC employee's documentation. After a period of time the training will be followed up to assess the effectiveness of the course and to correct any deficiencies or misunderstandings.

In order to instil the importance of a safety culture to all the following procedures must be followed:-

- Arrange for induction training to be given as soon as possible after the person has started.
- Establish what written information is required
- Ensure that all information relevant to the new employee / service user is covered in the training / omission to the service
- Ensure that the participant understands the topics covered and has the opportunity to clarify any points arising out of training / omission to the service
- Ensure adequate records are kept of training and that the individual and the line manager signs the record, the individual is given a copy for their own portfolio

### **Validation**

This can be achieved by a short test at the end of the session, or questioning the individual about how he or she should respond in given situations. However, it is often more effective to check the level of safety awareness during informal discussions a few days after training has been given or during supervision or at service user reviews

### **Training objectives**

Competence is achieved through training combined with experience. Training has to be correct from the start and standards must be maintained, monitored and reviewed. All participants will be given an end – of – course evaluation form for them to evaluate the course. The following training objectives should be used by all training organisations

- To enable the participant to understand duties of employer and employees.
- To enable the participant to understand and adhere to PCC policy.
- To enable the participant to recognise hazards at the work place and how to avoid risk.

- To emphasise the importance of safe systems of work and any emergency procedure which apply
- To enable the participant to understand all the consequences of failure to comply with health and safety requirements relevant to their workplace and those activities undertaken
- To enable service users and volunteers to have an understanding of their individual responsibilities.

### **Scope of training – Employees and volunteers**

Training will be centred on health and safety requirements under the law and in – house procedures necessary to achieve compliance. It will be both factual and informative, giving sufficient information to enable individual to understand and follow procedures. Therefore they will need to fully understand:-

- Their own legal obligations to work safely
- The contents of the health and safety policy documents
- How to seek further help and advice
- Safe working practices
- Specific hazards and risks at the workplace and how to identify these
- Fire and emergency procedures
- First aid and accident reporting
- How to report unsafe situations or practices
- Welfare facilities [toilets, restrooms, eating areas. etc]

### **Managers**

In addition to the above managers will need to understand in greater detail:-

- Relevant policies and procedures which they are required to implement
- Procedures for dealing with issues that arise
- How, where and when to seek professional further advice

The following list covers the out line of health and safety principles that all employees and service users should understand, training on.

### **Fire safety**

- Be able to hear and identify evacuation alarm
- Know where the evacuation route is and the assembly points

- Know what to do at these assembly points
- Know the locations of fire call points
- Know the use of the different types of fire extinguishers
- Know where the extinguishers are located
- Know how to summon help

### **Access /egress/good housekeeping**

- Know why access / egress routes must be kept clear
- Know general cleanliness and waste removal

### **Smoking**

- Know the policy restrictions on smoking
- Understand the reason for no smoking policy and the legal implications

### **Accidents /incidents / assaults**

- Know and understand the procedures for reporting
- Know who your first aider is and how to get treatment and where the first aid boxes are located
- Understand the procedure for summoning external medical assistance

### **For staff**

#### **Risk assessments**

- Has your line manager carried out general and specific workplace risk assessments
- Have you had clear instructions on the findings
- Have you been identified for further training
- Have specific assessments been carried out to comply with the following;
- Fire
- First aid provision
- Lone working
- Working in PCC properties
- Personal protective equipment

- Manual handling / lifting and moving
- Work equipment

## Hygiene

- Understand cross infection and cross infection control policy
- Understand the requirements of general body cleanliness
- Immunisation is up to date

## Policies

- Have read the health and safety policy
- Know who your workplace representative is
- Safety procedures

## Electrical hazards

- Received full instructions / training in the use of all electrical equipment
- Understand the need to have the equipment tested
- Understand the reporting procedure for faulty equipment
- Know who is responsible for minor repairs

## Material hazards and COSHH

- Shown how to handle, store and use substances correctly
- Have access to the risk assessments that have been carried out
- Know where to find information on the substance being used
- Shown safe handling methods for glassware, corrosive chemicals, solvents etc
- Shown safe disposal and what emergency actions need to be taken in the event of leakage
- Information given on waste disposal

## Public utilities

- Know where the main stop valve or switches are for the following utilities
- Water



- Gas
- Electric
- Other types of fuel

### **General safety**

- Know who your local health and safety link person is
- Understand their function, role and responsibilities
- Understand the role and function of national health and safety committees
- Know where to find PCC health and safety policies
- Understand the responsibilities under the health and safety at work act and other health and safety legislation
- Know where the workplace health and safety notice is
- Know the name and location of the health and safety adviser