



Phoenix Community Care Ltd Policy & Procedure

Personal Health & Safety

Version	Written	Updated/ Reviewed	Scheduled Review Date	Author	Approving Body	Date Approved
1	2008	2008	2009	Anne Spriggs	Board of Directors	Dec. 2008
	2008	2011	2013	Gareth Hawkes	Board of Directors	Dec. 2011
		2016	2019	Al Coates	Board of Directors	Jan 2017



Phoenix Community Care Ltd Policy & Procedure

Personal Health & Safety

CONTENTS

Introduction

Legislation

Record keeping

Managers responsibility

Employee and other's responsibility

Safe systems of work

Personal awareness

Information and training

Personal Health & Safety

Introduction

- This procedural arrangement is to read in conjunction with the procedural policy *Lone working and others relating to safety of the individual in the health and safety* section of the PCC policies and procedures folder.
- PCC accepts its responsibility to ensure the health and safety of all people who come directly or indirectly into contact with PCC activities.
- PCC will ensure, so far as is reasonably practicable, that employees and others who are required to work alone or unsupervised for significant periods of time are protected from risks to their health and safety.

Legislation

PCC is under a general duty of care to ensure that the health and safety and welfare of employees and others, this duty extends to provide adequate supervision [*section 2 of the health and safety at work act*].

All employees must ensure that, by their own acts and omissions, they do not put at risk the health and safety of themselves or *others* [*section 7 of the health and safety at work act*]. This requirement applies both to conduct during normal working hour activities and during work outside the employers premises, for example when at or travelling to PCC houses and offices.

The duties of the Health and safety at work act are wide ranging and require employees and others to comply with agreed systems of work and not to risk injury by cutting corners. Failure to use personal protective equipment without good reason is an offence. Horseplay and practical jokes that may result in injury are a clear breach of law. Attempting to undertake a task for which the employee or volunteer is not trained and authorised, such as making an electrical repair, contravenes the health and safety at work act. Employees and others must co-operate with the manager to enable all statutory duties to be met. This means, the full participation in fire drills and complying with other arrangements designed to promote their safety.

Staff, service users and volunteers, must not be recklessly or interfere with or misuse anything that has been provided in the interests of health and safety, or welfare [*section 8 of the health and safety at work act*]. This means that it is an offence to take actions such as working with machinery after having removed safety guards or negated safety devices, blocking open fire doors, misappropriating first aid supplies, switching off local exhaust ventilation or discharging fire extinguishers for personal amusement. All these actions threaten the life and livelihood of the individual concerned and of other people.

Regulation 12 of the management of health and safety at work regulations require all employees to act in accordance with the information and training that they have

been given. They must inform their line manager of any shortcomings relating to the health and safety arrangements. Employees who feel that there are significant risks arising from a work activity, should obtain clarification before compromising their own safety by risking exposure to the hazards

Record keeping

Records should be kept as a matter of policy regarding issue, servicing and replacement of any clothing or equipment that is provided to enhance personal safety. Examples include personal protective equipment, communication devices, lock- off keys etc.

All safe systems of work in areas of significant risk should be in writing, and made known to employees, Records of training in safe systems and personal safety should be kept, as should the details of any disciplinary procedures that have been found necessary in an attempt to improve performance.

Managers responsibility

Managers are responsible for the adequate supervision of employees and others to ensure that they do not endanger themselves or others by work activities, practical jokes or horseplay. This requires the prevention of unapproved systems or practices, unauthorised work activities, and all other unsafe acts.

Personal audio systems and other audio-visual systems can only be used where these do not pose a risk to health and safety of individuals. All personal equipment [kettles, tools ,etc] must be authorised by a competent person.

Employees and others must be prevented from using equipment or undertaking a task, which could be detrimental to their health and safety.

Managers of employees and others whose duties take them away from the normal workplace, or where employees are required to work alone, require additional consideration. Any special arrangements will depend on the nature of the risk, but may include provision of personal alarms, communication equipment, or other safety devices.

Managers must ensure that employees have received sufficient information and training regarding their personal safety to enable them to work without risk, so far as is reasonably practical.

Employee and other's responsibility

Employees and others must ensure that they do not compromise their own health and safety whilst at work. If there is a perceived shortcoming in the arrangements for the work activity, which could affect the personal safety of any individual, this must be reported to a responsible person. Employees and others must work in accordance with safe working procedures at all times, and comply with PCC policy in all matters.

Where work is undertaken away from PCC premises, thought and attention must be given to any hazards through formal risk assessment, that are present in and around the working area. Employees and others must also familiarise themselves with safe working procedures, including emergency arrangements, applicable to all premises, which they enter. They must report any situations presenting a risk to personal safety to a responsible person immediately, so that measures can be taken to rectify the situation.

Safe systems of work

The following actions should be followed to ensure personal safety – managers must ensure that comprehensive risk assessments are undertaken.

- Always work in accordance with designated safe systems of work.
- Promptly report to a manager or another responsible person any condition or activity which appears to be of significant risk.
- Never misuse plant or equipment.
- Do not tamper with any thing that has been provided in the interest of health and safety
- Ensure that safety alarms and warnings can be heard at all times.
- Actively participate in evacuation drills and with other arrangements.
- If working alone, maintain regular communication with a responsible person.
- Inform a responsible person of any health condition that may be affected by the work activity.
- Do not undertake tasks without having received authorisation and training.
- Only bring personal equipment to work where this is expressly permitted.
- Never indulge in horseplay.

Personal Awareness

There are lots of things we already do that keep us safe, but becoming more aware of our surroundings puts us in control of our environment. The following steps are recommended to all staff as being helpful.

Whilst out and about

Trust your intuition and listen to your feelings. If you sense something is wrong, it probably is. Acting on intuition may prevent an aggressive situation.

Be prepared. Do you know whom to contact and what to do if a difficult situation arises? Find out.

Be Observant. Notice everything around you – exit doors, telephones, windows, sources of help. This will make you more aware of your surroundings and help you escape if you need to.

Assess potential risks. Avoid dangerous short cuts, walk facing the traffic on the street side of pavements, think about where you park your car and remember where you have parked it.

Make sure you have all the relevant information with you. Have you checked to see if there is a known problem with whom you are meeting or where you are going?

Look confident. 'Walking tall' and being aware of your surroundings deters assailants

Never stay in a situation where you think you may be at risk. Don't feel you have to stay because of your work. You can see the service user, arrange the visit or do the interview again. You can ask a colleague to come in or be with you. Don't be afraid to ask for help

Be aware of your personal space – yours and others. Encroaching on other peoples personal space can make them aggressive. If other people are too close to you and making you uncomfortable, ask for more space or move away.

Don't get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, get out and use the stairs, or wait for another lift. Make sure you know where the emergency button is and stand where you can reach it.

Don't accept lifts in vehicles from people you have no reason to trust.

Think about what you are wearing. Can you run if you need to?

For further information on managing aggression, read PCC policy Managing Violence and Aggression.

Information and training

Employees and others will be given all necessary, instruction, training and supervision to enable them to recognise the hazards and appreciate the risks involved with working alone. All will be required to follow the safe working procedures devised which will include the provision of first aid, communication procedures and awareness of emergency procedures. Employees and others are required to co-operate with these efforts to ensure safe working and to report any concerns to management.

Make sure when working alone you follow procedures

For further information read policy and procedure 'Lone Working'