



Phoenix Community Care Ltd
Policy & Procedure

Service User

**Health & Safety Policy Statement
For Use in Service Users House Folders**

Version	Written	Updated	Scheduled Review Date	Author	Approving Body	Date Approved
1	2008	2008	2009	Blair Mortimer		



Phoenix Community Care Ltd Policy & Procedure

Service user

Health & Safety Policy Statement For Use in Service Users House Folders

CONTENTS

Introduction

Health and Safety at work Act 1974

Health and Safety Management

Employees

Fire officer

First aid

Risk assessment

Training

Buildings

Good house keeping

Welfare arrangements

Contacts

Health & Safety Policy Statement

For Use in Service Users House Folders

PCC services (Supporting services 18+ / under 18 service / leaving care / rent only service users).

The following is a brief summary for quick reference for staff and service users.
It is to be kept in the house folders at each of the properties

This policy needs to read along side PCC main Health and Safety policy found in the Health and Safety section of PCC policies and procedures folder.

Health and Safety at work Act 1974

Statement of general policy

- To provide adequate control of the health and safety risks arising from work activities.
- To consult with employees on matters affecting their health and safety.
- To provide and maintain safe equipment.
- To ensure safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure all employees are competent to do their tasks, and give them adequate training.
- To prevent accidents and cases of work-related ill health.
- To maintain safe and healthy working conditions.
- To review and revise policies as necessary at regular intervals.

Health and Safety Management

The Health and Safety at work Act 1974 places a statutory duty on all employers to ensure, so far as is reasonably practicable, the safety, Health and Welfare of all its employees at work and other people who may be affected by their activities e.g. service users, volunteers, members of the public.

PCC as the employer, has overall and final responsibility for health and safety matters in its services, ensuring that health and safety legislation is complied with.

PCC will review the operation of its health and safety policy, and will ensure:-

- Employees and volunteers receive sufficient information, training and supervision on health and safety issues.
- A risk assessment is undertaken and the results written up and made available to all employees.
- Accidents are investigated and reported
- There are arrangements in place to monitor the maintenance of all its services and equipment.

Day to day responsibility for ensuring this policy is put into practice is delegated to **Julian Freeman** [the Health and Safety officer] and **Joanna Hawkes** [property Maintenance Manager]



Employees

All employees, volunteers and service users need to:-

- Co-operate with their managers / key workers on health and safety issues.
- Not interfere with anything provided to safeguard health and safety.
- Take reasonable care of their own health and safety
- Report all health and safety concerns

Fire Officer

The appointed Fire Officer for PCC is **Julian Freeman**.

The responsibilities of the fire officer are:-

- 1) Be instructed on potential fire hazards and the use of fire fighting equipment
- 2) Ensure that the property maintenance team arranges the testing of fire alarms and fire drills.
- 3) Advise the effective evacuation of staff, volunteers, visitors and service users.
- 4) Advise staff, volunteers, visitors and service users of the fire assembly points
- 5) Ensure that staff, volunteers and service users are aware of the fire alarm and fire drill.

Please refer to PCC Fire policy for detailed arrangements or ask your Key worker

First aid

PCC have a number of staff who have undertaken the recognised training course approved by the health and safety executive [HSE]. The First Aid person for eBASE is **Blair Mortimer**.

In the PCC housing a first aid box is placed in all the kitchen areas for service users use. It is maintained by the property management team. For advice in office hours **phone eBASE 020 8887 6888** out of hours phone your key worker.

Please refer to PCC First Aid policy for detailed arrangements or ask your Key worker

Risk assessment

PCC will ensure that a risk assessment will be carried out by a competent person in accordance with the 1992 management of Health and Safety at work Regulations and the Approved Code of Practice [ACOP].

The written risk assessment will be reviewed and updated annually to ensure that it covers all employees against all risks, and to ensure that any action identified as needed in the risk assessment has been carried out. The risk assessment will also be updated every time that there is a major change in working practices. The risk assessment will cover all employees of PCC, wherever they may be based, and will cover all aspects of their work.



The property maintenance team will as an ongoing exercise risk assess the properties used by all the services to ensure the above is safe for staff, volunteers and service users

Please refer to the PCC policies on risk assessment for detailed arrangements or ask your Key worker.

Training

PCC will ensure that new employees and volunteers receive information on health and safety as part of their induction.

PCC will organise training for employees and volunteers on health and safety issues as appropriate, including:-

- General health and safety
- First aid
- Manual handling
- Fire safety
- Risk assessment
- Appropriate use of equipment
- Any special training needed to ensure safe systems of work

If employees, volunteers or service users consider they have health and safety training needs they should inform their line manager or Key worker

Buildings

All the staff of PCC are responsible for spotting hazards or potential hazards. If a hazard is seen, it should be removed or dealt with as soon as possible, or if not, reported to the property maintenance team, eBASE office [020 8887 6888] or Key worker.

Examples of hazards are:-

- Things out of reach
- Damaged equipment
- Damage to the fabric of the building [windows, doors etc]
- Misplaced furniture
- Equipment or supplies.

Please refer to PCC policy on PCC housing for detailed arrangements or ask your Key worker.

Good housekeeping

Aisles and gangways

Must be kept clear from obstructions and objects and materials must be stored in safe areas. Under no circumstances must goods, objects and materials be stacked immediately in front of or obstructing fire doors, fire exits, fire alarms or fire equipment



Smoking

No smoking is allowed in side any PCC properties.

Overcrowding

PCC will avoid unhealthy and overcrowded working and living conditions, and will consult staff and service users on any changes.

Ventilation

PCC will endeavour to provide a well ventilated workplace and living areas in which people have control over their local level of ventilation.

Temperature

In office workplaces a minimum temperature of 16 degrees must be maintained. Efforts will be made so far as is reasonably practical to ensure the workplace temperature does not rise to an uncomfortable level. A thermometer will be provided in such a position as to be easily seen in all PCC properties.

Lighting

Adequate lighting must be provided. If lights are found to be out of order, the fault must be corrected as soon as reasonably possible. All PCC properties are fitted with long life bulbs.

Noise

PCC will endeavour to ensure that noise in its offices is kept to as low as is practicable. All service users are asked to be considerate to neighbours with regards to noise levels particularly after 11pm.

Office atmospheric pollutants

Office equipment such as photocopiers and printers can emit pollutants . PCC will take reasonable precautions in ensuring that these levels are kept as low as possible. Areas with this type of equipment must be well ventilated.

Equipment storage and usage

Equipment must not be left lying around and no wires must be left trailing across floors. Non flammable rubbish bins must be positioned at various points

Except in emergencies the following heating will not be used:-

- Paraffin
- Bar electric
- Calor gas fires

Electrical equipment

All building work such as electrical work, carpentry, painting etc should be carried put by skilled people. Staff and service users should not endanger themselves and others by carrying out such work. Report all broken or defective electrical equipment.

Working at heights

Injuries are often caused by falls from:-

- Ladders
- Scaffolding

- Roofs and roof-edges
- Gangways
- Catwalks
- Vehicles

The poor selection, use and maintenance of equipment causes falls. The working height regulations place a duty on employees, to ensure that:-

- All work at height is properly planned
- Those working at height are competent
- The risks of working on or near fragile surfaces are properly controlled
- Equipment for working at height is properly inspected and maintained
- The correct equipment should be used to prevent or minimise the consequences of falls where working at height.

Welfare arrangements

Toilet and washing facilities

PCC will ensure that:-

- Suitable and sufficient toilets and washing facilities are provided in accordance with minimum Health and Safety legislation and HMO regulations in their properties.
- The toilet will be in a separate, lockable room
- Washing facilities will include a supply of hot and cold water. Soap and a suitable means of drying in the office area.

Drinking water

An adequate supply of drinking water will be provided .

Rest areas

So far as reasonably possible PCC will provide its staff with a seating arrangement where, during rest periods, they may have a break away from their work place.

Pregnant women

Suitable rest areas will be provided for pregnant employees.

Hours of work

The employees should not work excessively long hours, and should take adequate breaks for meals and rest indicated within their statement of terms and conditions of employment.

Please refer to PCC policy on Good house keeping, Health and Safety at work and Welfare arrangements for detail or ask your Key worker

PCC staff should refer to the following policies and be able to answer any questions a service user may raise about them:-

- Personal safety [staff]
- Working in the community away from the office
- PCC housing, security and keys.
- Dealing with aggression
- Reporting incidents, accident..



- Complaints
- COSHH
- Lifting and handling
- Fire
- First Aid
- Risk Assessment

Contacts

Local Health and Safety inspector telephone 020 8887 6888

Health and safety Executive publications – free leaflets

HSE Books, PO 1999, Sudbury, Suffolk CO10 6FS

Telephone 01787 881165

Fax 01787 313995

Website: [www. Hsebooks.co.uk](http://www.Hsebooks.co.uk)

[HSE priced publications are also available from bookshops and free leaflets can be down loaded from HSE's website www.hse.gov.uk/pubns]

Health and Safety Executive – London North Office

Maritime House, 1 Linton Road, Barking, Essex 1G11 8HF

London Hazards Centre – Advice, training and COSHH data sheets etc

213 Haverstock Hill, London, NW3

telephone 0207 7945999

Web site www.ihc.org.uk