



Phoenix Community Care Ltd
Policy & Procedure

**Work Place Health & Safety and
Service Users Health & Safety**

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**Work Place Health & Safety and Service
Users Health & Safety**

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Work Place Health & Safety and Service Users Health & Safety

Introduction

This procedural arrangement needs to be read in conjunction with the procedural arrangements for Good house keeping and general workplace risk assessments. PCC recognises the need to provide a safe working environment and safe living areas for its service users.

The contents of this policy are based on the information contained in 'workplace [health and safety and welfare] regulations [the workplace regulations] and associated approved code of practice [ACOP] and guidance notes that support these regulations. The workplace regulations clarify existing law and establish a set of standards for the workplace, including requirements relating to windows, rest facilities, new and expectant mothers and special arrangements for disabled workers.

Regulation requirements

These apply to all workplaces and expand the general duties placed on PCC by the health and safety at work act – including offices, activity rooms, workshops, corridors, stairs and outside areas. It also extends to adequate welfare facilities for people at work, regular maintenance and cleaning of the workplace and service users housing.

Maintenance [regulation 5] – buildings, premises [including mobile and temporary structures], equipment and devices, must be maintained in an efficient state, good working order and repair. This highlights the importance of systematic maintenance, particularly in those areas where failure could endanger anyone.

A proactive building maintenance schedule / systems will help to ensure that regular maintenance, inspection, testing, adjustments, lubrication and cleaning are carried out and any defects remedied. Access to any defective equipment must be prevented until remedial work is carried out and a record kept.

The working environment [regulation 6 to 10] – These deal with the physical characteristics of the work place environment, and set minimum standards and covers such matters as ventilation, temperature, humidity, lighting, cleaning, room dimensions and space. For most indoor workplaces the combined effect of regulation 6 to 10 are to establish a need for reasonable comfort and cleanliness, proper illumination and adequate free space.

The legal minimum temperature in workrooms and offices is 16 degrees centigrade [unless there are special circumstances that require or unavoidably cause lower or higher temperatures]. No upper legal limit has been set.

Care needs to be taken with temporary, portable appliances, which are bought into use during extremes of hot or cold weather. Portable calor gas heating cabinets, for example, can cause fire, explosion and toxic fumes and should only be used if other, safer methods of heating are not practicable. They must not be used as a permanent form of heating. Using electrical heaters/ ventilators also needs careful monitoring to guard against, amongst other things, overloading the electrical installation and the creation of tripping hazards due to trailing cables.

Redecoration may be required when the internal finishes of a workplace or accommodation can no longer be kept sufficiently clean. In some workplaces, such as activity rooms and workshops, there may be particular Health and safety aspects, to the cleaning process. These need to be addressed with reference to the procedural arrangements for complying with COSHH regulations.

Floors and traffic routes [regulation 12]

All workplaces have to cater for the access, egress and movement of staff, service users and visitors etc., either as pedestrians or in vehicles, arriving at or leaving the site. This includes for example delivery vehicles. For site traffic, the routes need to be properly organised to allow for pedestrians and vehicles to circulate freely. The Approved code of practice gives advice regarding the separation of people and vehicles and also pedestrian crossings, loading bays and traffic signs.

Surfaces and floors need to be suitable for their purpose and kept free from hazard and obstructions, which may cause a person to slip, trip, or fall. Particular attention must be paid to holes, bumps, or uneven surfaces, snow and ice on external walkways, and drainage systems [where appropriate]. Arrangements must be in place for dealing with floods and spillages, and taking precautions pending repairs [such as barriers and re-routing]

Open sides of staircases need to be adequately guarded which includes an upper rail.

Falls and falling objects [regulation 13]

The aim is to prevent people from falling from edges of roofs and working platforms, and to prevent objects from falling onto people. The approved code of practice deals with a variety of such issues, including the provision of fencing or covers, fixed ladders, roof work, stacking, racking, and scaffolding. As a guide, a secure fencing or other guarding will always be necessary where someone could fall two metres or more, but all potential risk of falls, whatever the height will also need to be properly assessed. Employers and those in control of premises are required to consider how to plan work at heights, such as putting up displays, lighting, roof guttering cleaning etc, in ways that avoid or adequately control the risk of falling.

Windows, doors, gates, and walls [regulation 14 to 16 and 18]

Any door or gate, which can be pushed open from either side, must allow a clear view of the area close to both sides. The next location, shape and size of any viewing panel needs to take into account the occupants of the building, which may

include wheelchair users. With regards to fire doors, special care is needed to ensure that the provision of any vision panel does not compromise the fire resistant properties. Advice must be sought from the local fire officer .

Windows and transparent or translucent surfaces in walls, partitions, doors and gates may, in certain locations, pose a risk of injury. Vulnerable areas will need to be identified and, unless made of a safety material, be protected against breakage. Translucent areas may also need to be conspicuously marked or incorporate features to make them apparent and prevent people accidentally bumping into them.

The risk will need to be assessed, taking into account all relevant factors such as the location of the glazing, the activities taking place, the volume of traffic and pedestrians and any previous incidents. If there is no risk, no further action will be required. Where the need for action is identified, it needs to be tailored to the degree of risk revealed by the assessment.

Windows, skylights, and ventilators that are provided for the purpose of ventilation must be capable of opening, closing, or adjustment without risk to safety to themselves or other who may be passing by windows that open into corridors. Additional controls or devices, such as opening restrictors will be necessary to protect against falls from heights through or out of a window. Arrangements must be made to ensure that window cleaning can be done safely. Additional features to the building may include anchorage points and fall-arrest equipment for mobile access equipment.

Welfare provisions [regulation 20 to 25]

The minimum number of facilities are set out in the additional code of practice and range from a single toilet and wash station for 5 people at work to 5 toilets and 5 wash stations where 100 people are at work. All such facilities must be designed to ensure that there is privacy to the user, be kept clean and in orderly condition and be adequately ventilated. The location of welfare facilities will be accessible and by law special arrangements for disabled workers must be provided.

An adequate supply of drinking water needs to be readily accessible and suitable cups provided. Where a direct drinking water supply is not available, then the use of refillable and closed containers is acceptable, or chilled water dispensers purchased.

The provision of staff rest areas and secure storage of outdoor clothing. Rest facilities for pregnant women and nursing mothers need to be near sanitary conveniences and where necessary include the facility to lie down. By law smoking is prohibited in all public areas.

The manager is expected to carry out risk assessments to make sure the workplace and service user accommodation is compliant to the regulations talked about above.

Record keeping

Typical records to be kept and maintained include:-

- Number of staff by gender
- Number and location of sanitary and washing facilities
- Details of facilities at each location
- Arrangements for workers working off site
- Arrangements for disposal of sanitary dressings
- Cleaning schedule
- Testing of water outlets for the presence of organisms
- Refurbishment/ maintenance arrangements
- Facilities for the disabled
- Ventilation and hot water controls

Arrangements for ensuring the health and safety of workers

Appropriate and adequate sanitary conveniences will need to be provided throughout the work place with sufficient numbers for both genders.

Arrangements will be need to be made for the cleaning and maintenance of the facilities. Any reported defects need to be remedied as soon as is reasonably practicable. Where facilities are temporary unavailable [such as during repair or maintenance] suitable alternative arrangements will need to be implemented. The attached health and safety checklist is to be used during regular inspections Any defects in these facilities must be reported immediately on the attached hazard/ defect report form to the responsible person or maintenance team.

Safe systems of work

Summary In order to assist PCC in maintaining washing and sanitary facilities the following procedures must be followed:-

- Only use those facilities that you know are authorised for your use and intended purpose i.e. hand basins must not be used for rinsing mops or soiled rags.
- Leave the facilities in clean and tidy condition after use.
- Report any defects or problems
- Ensure that spillages of water or other slip hazards are cleaned up immediately.
- Use sanitary disposal units for their intended purpose
- Do not leave toilet rolls or towels etc on the floor. Keep them in their designated locations
- Inform management of any special needs in relation to provision of sanitary or washing facilities
- Do not smoke in toilets or washrooms [it is against the law]
- Inform visitors and contractors of facilities that are available to them
- The attached health and safety checklist is to be used during regular inspections

- The attached hazard/ defect report form to be used by staff, service users and volunteers, for reporting any defects.

Work place health and safety

Appendix 1

Health and safety checklist work environment

Office / accommodation address	
Name of assessor	
Date	
Completed	

The following areas have been checked and action is required where indicated

Checkpoint	Satisfactory	If 'no' State Action required	Follow up action	Problem Carried out by
Light	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Overall levels	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Ventilation Adequate	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Windows operable	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Fans / extractors	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Rest facilities	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Washrooms / Toilets	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Quantity	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Showers	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Soap/ towels/driers	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Sanitary units	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Water temp	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Temperature	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Comfort	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Controls	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Eating facilities	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Cleanliness	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Tables etc	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Clothing	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Storage facility	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		
Changing areas	Yes <input type="checkbox"/> No <input type="checkbox"/>	Immediate <input type="checkbox"/> Follow up <input type="checkbox"/>		

Work place health and safety

Appendix 2

Health and safety hazard or defect reporting form

Name of person reporting the hazard or defect	
Location of the hazard or defect	
Address of property	
Date	
Time	

The following hazard [s], defective equipment, has been identified

Hazard / defect found	Action taken	taken by	Date to be completed	Date completed	Sign

This form is to be used to report hazards and defects and should be given to the manager for appropriate action

This form was given to [please circle] Key worker / Property maintenance team / PCC office / Manager / Other _____
on date _____

Received by _____ date _____

Form given to for attention _____ -

