

Health & Safety

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1. Introduction

This policy has been produced to set the direction for Abbeyfield The Dales (ATD) to have in operation a Health and Safety policy that is specific to their managerial and service activities.

2. General Health & Safety Management

2.1. Health and Safety at Work Act 1974

ATD has a general duty for health and safety to all employees, people using our services, volunteers, contractors, visitors, and others affected by its work activities. It aims to take action through its health and safety management system to reduce health and safety risks as far as is 'reasonably practicable'.

As part of its general duties and to provide safe accommodation for older people, ATD aims to ensure:

- Safe premises and systems of work.
- Safe use, handling, transport and storage of substance and articles.
- Provision of information, instruction, training and supervision.
- Safe place of work including access and egress; and
- Safe working environment with adequate welfare facilities.

All employees, service users, volunteers and other stakeholders will be actively involved in routine consultation specific to health and safety or as part of other relevant meetings and processes.

2.2. The Management of Health and Safety at Work Regulations 1999

ATD will establish arrangements to comply with these regulations as follows to:

- Carry out suitable and sufficient risk assessments using the five step process of risk assessment (section 4.1), determine who is at risk, evaluate and control risks, record findings and review and revise management systems.
- Implement management systems for planning, organisation, control, monitoring and review to promote quality driven management and effective control measures which aim for continual improvement in health and safety practice as specified by HSG 65.
- Establish competent persons through job role selection, personal development and health and safety training procedures for induction, specific workplace activities, roles and responsibilities with refresher training provision as required.
- Develop suitable emergency procedures for potential significant events, incidents or infections with contingency arrangements.
- Provide health and safety information to people using our services, employees, volunteers, contractors and others affected by ATD activities; and
- Co-operate with local authorities, regulatory and other organisations to safeguard health and safety compliance, control measures and promote good practice.

2.3. Regulatory Health and Safety Compliance

Supported Housing will work to ensure compliance with the Regulatory Framework as set out by the Homes and Communities Agency (the Regulator for Social Housing in England) and where it holds a Supporting People contract with the Quality Assessment Framework (QAF) and any other Administering Authority requirements.

Care and Nursing Services will comply with the quality and safety standards of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009.

3. Organisation

3.1. General Roles & Responsibilities

3.1.1. Chief Executive Officer and Trustee Board Members

- The Chief Executive Officer has overall responsibility for health and safety within ATD for compliance with the Health and Safety at Work etc. Act 1974 and other relevant statutory provisions and for ensuring that adequate governance and management control systems are implemented, monitored and reviewed and that they are kept up to date aiming for continual improvement.
- The Chief Executive Officer will update and sign the Health & Safety Policy Statement of Intent on an annual basis and provide this to the HSM or others as required.
- Board members, individually and collectively have the responsibility for supporting and ensuring that effective governance and management of health and safety control systems are implemented, monitored and reviewed.
- Provide leadership, promote a positive health and safety culture with risk management based upon prioritisation underpinned by suitable and cost-effective resource allocation; and
- Ensure legal and regulatory compliance for care and housing services are monitored, reviewed, and kept up to date with current requirements.

3.1.2. Senior Leadership Team

- Delegate, co-ordinate, plan and integrate health and safety management systems within their respective teams to ensure legal and regulatory compliance for care and housing services.
- Provide leadership and promote a positive health and safety culture, safe systems of working and good standards of practice.
- Identify and prioritise actions in response to identified health and safety risks resulting from risk assessments, monitoring and reporting systems.
- Provide structures, procedures and resources for information, instruction, supervision and training of employees and volunteers to enable health and safety competences and safe systems of working.
- Support the implementation of systems for routine health and safety consultation with employees, people using our services, and volunteers.
- Co-ordinate with managers to develop, plan, implement, monitor, and review management systems which support compliance with legal, regulatory and good practice requirements; and
- Work with managers to identify health and safety risks, the prioritisation and implementation of suitable control measures, contributing to the provision of reports to the ATD board.

3.1.3. House Managers, Housing and Care Service Managers (Registered), Care Home Managers (Registered) with the Advice of the Health and Safety Manager

- Support compliance with health and safety legislation and other legal and regulatory requirements for care and housing services.
- Carry out health and safety inspections, advisory visits and prepare written reports with recommendations to improve health and safety.
- Routinely consult with Senior Management in the continued development and implementation of effective health and safety management systems and good standards of practice.

- Support and co-ordinate with managers to identify learning and development needs and provide a programme of learning and development across ATD.
- Monitor risk assessments identified control measures and action taken.
- Record and monitor accidents, injuries, dangerous occurrences, occupational ill health and incidents using the information to measure performance and to identify health and safety management priorities for continual improvement.
- Monitor and review health and safety management systems including information, guidance, policies and procedures.
- Provide support, information, and guidance to ATD, senior management; and
- Produce health and safety reports to the senior management group, executive committee and the board of trustees as required.

3.1.4. Director of Operations

- Support managers in ATD premises and services to implement and maintain health and safety legal regulatory compliance through management systems, emergency and contingency plans and good practice standards to ensure safe working practices.
- Monitor and record the implementation of health and safety management systems ensuring they are put into practice, maintained and kept up to date within each premises and service provision.
- Provide leadership and promote a positive health and safety culture, safe systems of working and good quality practice standards aiming for continuous improvement in service provision.
- Monitor and report health and safety risks and performance arising from risk assessments, accident and injuries reports, incidents, routine inspection checks and audits.
- Provide information, instruction, supervision and learning and development of and safety competences, safe systems of working and good quality practice standards managers and staff in control of ATD premises and services to maintain health.
- Ensure health and safety consultation takes place with employees, service users, and volunteers.
- Co-ordinate with health and safety personnel for advice and support in the implementation of health and safety management systems, information, training, recording, monitoring and reporting systems; and
- Ensure that a health and safety file is implemented, maintained and kept up to date within each premises or services.

3.1.5. House Managers, Housing and Care Service Managers (Registered) and Care Home Managers (Registered)

- Carry out routine day to day health and safety management, risk control systems and good practice standards to maintain safe and quality driven working practices within each premises and service.
- Maintain up to date emergency and contingency plans ensuring this information is available to on call staff, systems and emergency services.
- Maintain and keep up to date health and safety monitoring and recording systems.
- Identify and report to line managers health and safety risks arising from risk assessments, accident and injuries reports, routine inspection checks and audits;
- Provide information, instruction, supervision and in-house learning and development for employees and volunteers working within the premises.

- Provide and display health and safety information for service users and visitors taking care to maintain a homely environment.
- Ensure that emergency information and instructions are given to contractors working within the premises to maintain safe systems of working.
- Maintain a system for routine health and safety consultation with service users, employees, and volunteers.
- Liaise with the Health and Safety Manager and line manager for advice and support in the implementation of health and safety systems, routine monitoring and reporting procedures systems and activities to promote health and safety.
- Record and report to the line manager and Health and Safety Manager all accidents, injuries, dangerous occurrences, incidents and infectious disease outbreaks and occupational ill health.
- Implement and maintain an up to date health and safety file for each premises and service.
- Promote a positive health and safety culture, safe systems of working and good quality practice standards.
- Implement routine health and safety management and risk control systems through a process of risk assessment specific to domiciliary care provision, residential care and provide safe and quality driven working practices within the service.
- Maintain up to date emergency and contingency procedures for safe working within the community.
- Keep health and safety monitoring, recording and routine reporting systems up to date.
- Carry out a risk assessment and put in suitable risk control measures for the safety of each service user and to assure a safe working environment for staff and volunteers.
- Identify and report health and safety risks arising from risk assessments, accident and injuries reports, routine inspection checks and audits on the service.
- Provide information, instruction, supervision and in-house supportive learning and development for employees and volunteers working in domiciliary residential care services.
- Promote a positive health and safety culture, safe systems of working and good practice standards; and
- Co-ordinate and co-operate with all other relevant stakeholders as required to promote good, safe and effective team working within and externally to ATD.

3.1.6. Quality Manager (QM)

- Carry out IPC audit inspections with the HSM as required.
- Carry out quarterly catering kitchen audit reports as required.
- Keep all Safer food better business files up to date as required for staff to follow.

3.1.7. Health & Safety Manager (HSM) / Department

The Health & Safety Manager is responsible for:

- Being ATD 'competent person', as required under Regulation 7 of the Management of Health and Safety at Work Regulations 1999.
- Providing ATD with advice and assistance on the measures it needs to take to comply with all its statutory health and safety obligations.
- Advising the CEO, Directors (SLT) of developments required regarding improvements to the Company's health and safety management arrangements;

- Reporting periodically to the SLT on Company's health and safety performance as required.
- Maintaining the Company Health and Safety Policy (and any other supporting corporate documents such as Fire Safety, Working at height etc.).
- Periodically carry out inspections on the Company's health and safety management arrangements, ensuring those arrangements are effective at and appropriate level for controlling risks.
- Inspect all harness each year for fall protection equipment (FPE) in order to comply with PUWER Regulation 6 and the personal protective equipment at Work Regulations 1992.
- Carry out Quarterly fire inspection and monitoring of all buildings.
- Carry out fire risk assessments on ATD buildings when required to meet the requirements of The Regulatory Reform (Fire Safety) Order 2005 and the Fire Safety Act 2021.
- Carry out fire risk assessments for ATD customers (Not ATD) buildings when required to meet the requirements of The Regulatory Reform (Fire Safety) Order 2005 and the Fire Safety Act 2021.
- Carry out IPC audit inspections with the Quality manager as required.
- Liaising with each building manager (e.g. by managing a periodic health and safety checks) to ensure a consistent approach is taken across the Company to the management of health and safety.
- Help Produce safe systems of work for the in-house maintenance team.
- Open and maintain a FAIB first aid training center for the business and keep the status and live for training staff.
- Select, Interview and employ a suitable first aid tutor as required on a sub-contractor basis for ATD.
- Carry out risk assessment training to managers and all other staff as required.
- Help SLT develop standard operating procedures SOP for BCP business continuity plans.
- The provision of training and / or advice to staff and / or other training providers.
- The provision and development of on-line training platforms; and
- Heightening health and safety and risk management awareness in all staff groups in all locations across the Company.

3.1.8. Health & Safety Assistant (HSA)

- Help Produce safe systems of work with the HSM.
- Will maintain a record of all statutory service records including Gas Safe, EICR, fire alarm, lifts (LOLER) etc, and will book contractors as required.
- Help the HSM with the running of the FAIB first aid training centre, and maintain all records as required.
- Provide all information for Trustee's meeting to the HSM.
- Collate all manager monthly first aid boxes check from all building.
- The HAS will ensure the periodic checking of driving licenses and vehicle insurance will take place on all staff that drive for work related tasks or drive a minibus.

3.1.9. Employees

It is a duty under the Health and Safety at Work Act, for everyone engaged in ATD activities to exercise personal responsibility and care in the prevention of injury and ill health to themselves and to others who may be affected by acts and omissions at work. To do this you must:

- Must comply with the health and safety management, risk control systems and standards to ensure safe working practices.
- Are required to co-operate with preventative and protective measures to safeguard and promote health and safety.
- Must participate in induction, general and specific work activity health and safety learning and development programmes.
- Must participate in both classroom and online training programmes as requested.
- Must participate in the correct and safe use of all PCS, CareMeds, eMAR system and NOBI lighting systems to keep ATD residents and other safe.
- Must follow all SOP's / SSoW, (Standards Operating Procedure / Safe System of Work) instruction and training at all times to keep residents and others safe and in compliance with Section 7 under the Health and Safety at Work Act 1974.
- Staff will be required to wear a Nobi lighting badge while working in possible higher risks part of the buildings, e.g. dementia units or residential care units in compliance with Section 7 under the Health and Safety at Work Act 1974. This will allow staff to silently summon help if required from other staff in less than 30 seconds.
- Need to take reasonable care to promote and ensure their own and others health and safety; and
- Report any health and safety concerns to their line manager, nominated health and safety representative and the health and safety team.

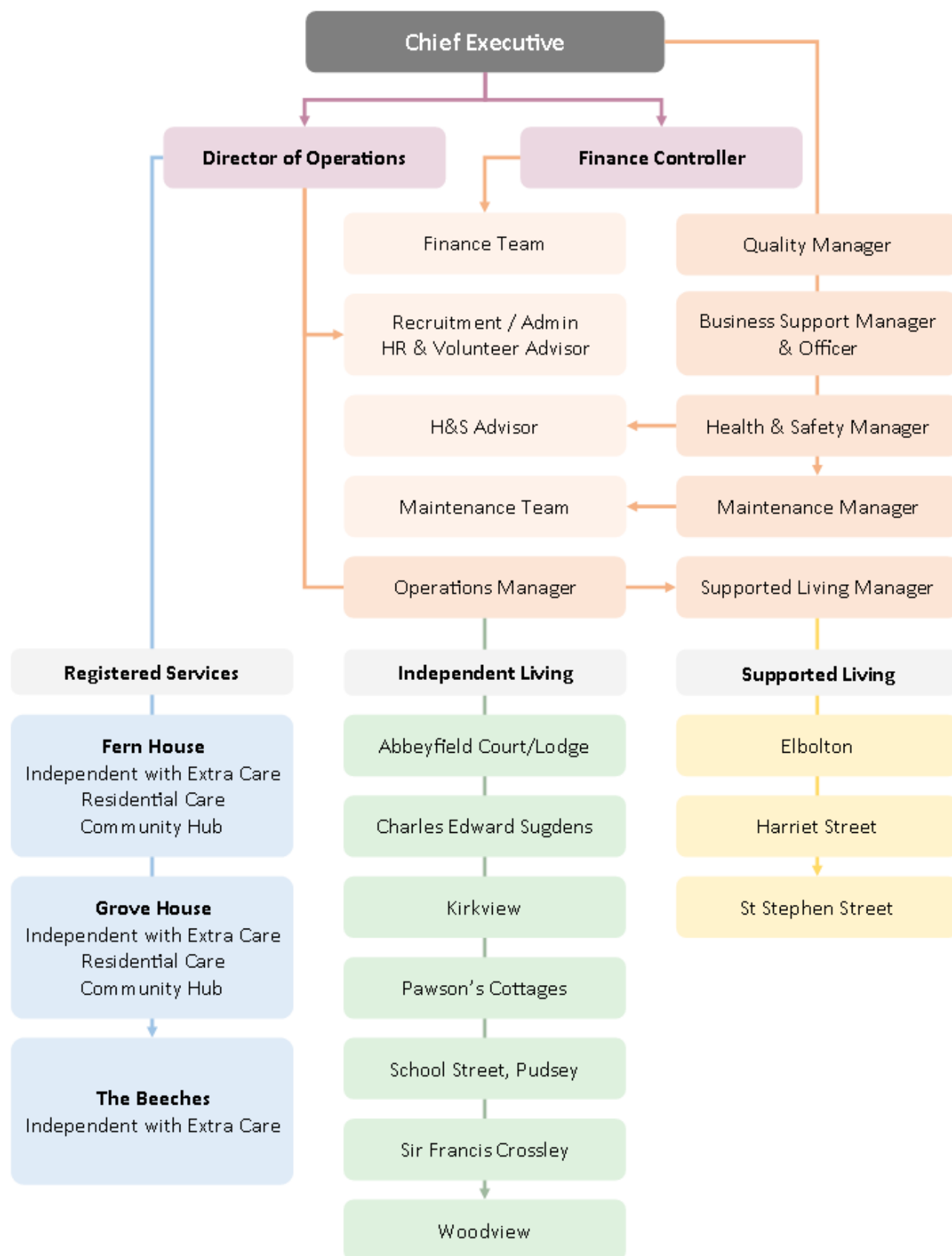
3.1.10. Volunteers

- Must co-operate with health and safety management, preventative and protective control measures to safeguard their own and others health and safety;
- Are expected to participate in induction, general and specific work activity health and safety learning and development programmes as required for their volunteering role in ATD.
- Must co-operate with preventative and protective measures to safeguard and promote health and safety.
- Must participate in both classroom and online training programmes.
- Need to take reasonable care to promote and ensure their own and others health and safety; and
- Report any health and safety concerns to their volunteer co-ordinator, registered managers or the Health and Safety Manager.

3.1.11. Specific Health & Safety Roles & Responsibilities

Health and safety responsibilities are detailed within ATD health and safety policies, guidance and procedures together with other relevant policies and procedures within the organisation.

3.2. Health and Safety Organisational Structure for Management and Consultation



The Health & Safety Manager will interact with all sites and departments as required.

The purpose of the health and safety organisational structure is to facilitate the support and implementation of an effective operational management system. It will enable consultation at all levels within the ATD supporting legislative and regulatory compliance within promoting quality and good practice. Through this consultation process it will proactively engage employees, volunteers and people using services in participation in health and safety management and provide a system to address individual concerns. Working together promotes a quality health and safety culture that provides safe working practices and environments, whilst working towards continual improvement and excellence in practice to create a culture of “Safety First” across the business.

4. Arrangements

Health and Safety information and guidance is provided within policies, procedures and guidance contained in the ‘Health and Safety file’ within each premises and supported by dedicated health and safety information on the ATD staff resources web site.

4.1. Risk Assessment

The Management of Health and Safety at Work Regulations (1999) requires suitable and sufficient risk assessments to be carried out. ATD has incorporated the recommended five step process to risk assessment (HSE: Five steps to risk assessment).

- Risk assessments are to be carried out:
 - a) Proactively for a specific activity or a concern; or
 - b) Reactively for an accident or incident.
- Risk assessments unless otherwise indicated will follow the HSE five step process:

Step 1: Identify the hazards

Step 2: Identify who might be harmed

Step 3: Evaluate and control the risks

Step 4: Record your significant findings

Step 5: Review the findings and revise

- Generic risk assessment forms are provided for hazards associated with general work activities, locations, equipment and processes and are based on a five by five risk matrix to determine the risk level for likelihood and the potential severity of the outcome. Control measures identified are put into an action plan and reviewed.
- Specific risk assessments are provided for recording some risks to individuals, complex tasks and policy areas for example, fire, hazardous substances, manual handling, display screen equipment, lone working, bed rails, use of equipment, occupational health, pregnancy and young persons.
- Information and practical training is provided to staff on risk assessments.
- Outcomes and actions from risk assessment are reviewed and reported to line managers.
- Employees and volunteers are required to report any workplace hazards or concerns to their line manager or the health and safety teams.

4.2. Fire Safety and Emergency Procedures

The Regulatory Reform (Fire Safety Order) 2005, the Fire Safety Act 2021 and Fire Safety (England) Regulations 2022 (FS(E)R) requires organisations to take responsibility for fire safety management and through risk assessment to put in place measures to reduce and control the risks of fire and to enable safe evacuation of all persons from the premises to a place of total safety. ATD operates to a general evacuation policy aiming to secure the safety of all persons within its premises from the risk of fire through direct or progressive horizontal evacuation, or if required alternative and suitably compliant safety arrangements.

ATD fire policy describes the organisation and arrangements for the effective management of fire safety within all ATD supported housing, independent living, and office premises. It establishes a fire risk management framework based upon risk assessment and the implementation of control measures to prevent and protect residents, employees, volunteers, contractors and property from the risk of smoke, fire and damage to building structures. Fire safety planning and procedures take into account the specific risks associated with vulnerable older residents together with the nature and purpose of service activities.

Key procedures include:

- The completion of an individual fire safety needs and risk assessment for each resident which is routinely monitored together with My Life plan assessments and care plans, or with any changing needs are reviewed.
- Personal Emergency Evacuation Plans (PEEPs) developed for each resident (in registered properties only not for independent living) and any other disabled or vulnerable person working or visiting the premises, as required.
- Providing fire safety information, induction and mandatory learning and development for employees and volunteers.
- Maintenance and inspection of fire safety detection, warning and protective systems, fire equipment and emergency evacuation routes are routinely checked, monitored and recorded in the fire logbook for each premises.
- Fire drills are carried out a minimum of twice yearly; these are monitored and recorded together with any identified actions for improvement of fire safety and evacuation procedures.
- Fire risk assessments are carried out on all properties bi-annually unless there is a significant change which requires this to be sooner and routinely reviewed.
- Fire inspections are completed annually on all premises to ensure management procedures are carried out correctly and the risk assessment reviewed.
- A building design layout plan that shows the fire protected areas or zones within each premises is displayed next to the fire panel.
- Fire evacuation and emergency contingency plans are available and easily accessible in each premises and kept up to date; and/or
- Fire inspections are carried out on a quarterly basis.

Each employee, volunteer and contractor have a responsibility for maintaining fire safety measures.

Fire safety will be promoted and sustained through a pro-active system of consultation with service users, employees, volunteers and others affected by ATD activities.

ATD will work in co-operation and co-ordination with authorities, registered bodies and premises with shared tenancy to promote and maintain effective fire safety management and good practice within its premises. ATD will strive to meet all lessons learned from the Grenfell Tower fire and subsequent inquiries and recommendations. To do this ATD will use a risk based approach in all cases.

4.3. Reporting Accidents and Incidents

All employees are required to immediately report all accidents, injuries and ill health associated with work activities and a legal duty to notify the Health and Safety Executive as guided in the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

RIDDOR requires employers and others to report deaths, certain types of injury, some occupational diseases and dangerous occurrences that **'arise out of or in connection with**

work’. Generally, this covers incidents where the work activities, equipment or environment (including how work is carried out, organised or supervised) contributed in some way to the circumstances of the accident. Other reporting requirements, relevant for health and social care are:

- **Over-seven-day incapacitation of a worker:** Accidents must be reported where they result in an employee or self-employed person being away from work, or unable to perform their normal work duties, for more than seven consecutive days as the result of their injury; and
- **Over-three-day incapacitation:** must be recorded, but not reported where a person has been incapacitated for more than three consecutive days.

4.3.1. Injuries and ill health involving people not at work (for example residents or visitors):

Accident or injuries which result in a person not at work being taken to hospital for treatment, must be reported if it arises out of or is in connection with a work activity being undertaken by others. A resident falling is only reportable under RIDDOR when the fall has arisen out of, or in connection with a work activity which includes where equipment or the work environment (including how or where work is carried out, organised or supervised) are involved.

- Each house and service keeps and maintains an accident reporting book that complies with the data protection.
- A record of accidents and incidents is maintained within each premises and for each service, via the Management Information Workbook.
- A record of service users falls will be completed and kept secure with personal plans and risk assessment records; falls are monitored and reported every month as part of accident and incident reporting procedures via the Management Information Workbook.
- All accidents, injuries, illnesses and incidents will be recorded and reported routinely to line managers every month as part of routine reporting procedures, via the Management Information Workbook; and
- Accident investigation procedures are to identify the causes of accidents and incidents and the implementation of suitable preventative and control measures. The generic risk assessment form and system is used in this process for minor events. Significant events require formal investigation with the identification of root causes to enable both local and organisational learning as part of the quality management process for continual improvement.

4.4. First Aid Training and Provision

- First aid training and provision will be guided by The Health and Safety (First-Aid) Regulations 1981 as amended 2013 and ATD policy HFS002-First Aid.
- There will be designated ‘first aiders’ in all care homes, independent living with care, domiciliary care and supported living providing a range of services within ATD. Training will be provided where necessary to ensure those designated with this responsibility have the required competencies to carry out this role. Managers and designated staff in supported housing will be trained in ‘Emergency first aid at work’.
- First Aid boxes will be based upon risk assessment and located in a secure, yet accessible place and routinely checked and kept up to date; and
- Any large events or activities will include first aid provision.

4.5. The Personal Protective Equipment at Work (Amendment) Regulations 2022

(come into force on the 6 April 2022.) The duty to provide PPE remains the same, but the 2022 regulations widen the scope of which workers an employer must provide PPE for, to now include not just employees working under a contract of employment. But from the 6 April 2022, the duty will also apply where a worker has a contract for service i.e. a more casual employment relationship. This will include casual or irregular workers, but not those with self-employed status. *"worker" means 'an individual who has entered into, or works under -*

(a) a contract of employment; or

(b) any other contract, whether express or implied and (if it is express) whether oral or in writing, whereby the individual undertakes to do or perform personally any work or services for another party to the contract whose status is not by virtue of the contract that of a client or customer of any profession or business undertaking carried on by the individual; and any references to a worker's contract shall be construed accordingly.

The duty is to assess the risks to all workers in the definition, to provide (free of charge) appropriate PPE, to maintain it, ensure it is correctly stored and used properly, as well as providing training on its use.

4.6. Safe Premises & Equipment

Legislation governing health and safety in ATD buildings and equipment mainly concern; Health and Safety at Work Act 1974, Workplace Health, Safety and Welfare Regulations (1992); Provision and Use of Work Equipment Regulations 1998 (PUWER), Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), electrical and gas installation, service and maintenance regulations and water safety to prevent legionella, burns and scalding.

- Buildings and properties are to be professionally maintained in a safe state and in accordance with current legislation and in accordance with the Decent Homes Standard.
- Building and personal security are to be maintained with regular reference to Good Practice Standards and regular consultation with Police Crime Prevention Officers and other specialists.
- All equipment will be routinely inspected, serviced and maintained in safe condition by competent persons and in accordance with suppliers' manuals and all requirements for statutory inspections.
- All maintenance equipment should be tested every 3 months as this equipment is used in a construction type role. All ATD commercial kitchens should have portable and handheld equipment tested every 6 months.
- People using services, volunteers and employees using specialised or new equipment such as hoists or stair chair lifts are to receive suitable information, instruction, training and supervision.
- Kitchen staff will carry out daily visual checks on all kitchen equipment before use e.g, fryers, mixers, hot trolly's, oven etc and report any faults immediately to their line manager, catering Manager, Maintenance Manager and remove unsafe equipment from service if unsafe to use.
- Routine premises health and safety housekeeping checks and inspections will be carried out, recorded and any defects reported.

4.7. Mobility Scooters & Powered Wheelchairs

- ATD will ensure the safe use of mobility scooter within our buildings by residents and service users and any visitors in our buildings via Policy Ref: HS011P
- Mobility scooter or powered wheelchair users must have insurance in place with a minimum of 2 million pounds public liability insurance cover if the vehicle is to be used and stored within one of our buildings.
- Electric Scooter (E-Scooter) which is a two-wheeled vehicle with an electric motor commonly used as a means of transport. Electric Bike which is a bike that can be powered by electricity as well as driven by pedals are NOT permitted in any ATD building by residents, staff or visitors including scooter stores.
- A 2mph speed limit is in place to use the mobility scooter or powered wheelchair in any ATD building.

4.8. Services

4.8.1. Water

- All water systems comply with ACoP L8 and provide a system for the management of the risk of Legionella.
- A Water Hygiene Logbook will be in place in all properties. Any anomalies will be reported to the Maintenance Department and the Health & Safety Manager as soon as they occur.
- All showerheads are to be inspected and cleaned at routine recommended intervals.
- A programme of electronic monitoring is being used and there are currently annual water tests and de-scaling of faucets.
- All RPZ valves within ATD property will be serviced and maintained in line with The Water Supply (Water Fittings) Regulations (1999).

4.8.2. Gas

- Gas Safety Checks are carried out on all individual gas appliances in all premises and a completed CP12 certificate is to be obtained for each premises listing all gas appliances within a twelve-month period. Following the guidance from The Gas Safety (Installation and Use) (Amendment) Regulations 2018.
- A strict monitoring regime has been implemented since May 2009 that highlights properties that are due for inspection 30 days in advance; and
- The Management and recording of Gas safety checks are to be held by the Maintenance Manager for each site.
- Any gas fires or gas hobs will be removed from all ATD buildings to remove the risk of naked flame fires and carbon monoxide poisoning.

4.8.3. Electricity

- All work is to be carried out in accordance with the requirements of the Electricity at Work Regulations 1989.
- Routine Periodic, EICR (5-Year) Inspections are carried out to ensure compliance with standards; and
- All portable electrical appliances will be tested at least every year to comply with the regulations, and 4.6. above or on an ad hoc basis on equipment brought in by new residents.

4.8.4. CCTV

- ATD buildings may have CCTV within the inside of building or grounds this is for the prevention of crime , public safety, residents or staff safety, visitors or member of the public reasons.
- CCTV data will be kept in line with ICO requirement and used for HR purposes if required.

4.9. Safe Handling & Use of Substances

The Control of Substances Hazardous to Health Regulations (2002) requirements will be applied to daily working practices within ATD properties.

- All substances requiring CoSHH assessment should be identified. Assessments will review risks versus the need to use the chemical.
- A CoSHH data base will be held by the Health & Safety Manager for all ATD sites. Each chemical will have its own CoSHH Substance Information Sheet which will give all Managers help and guidance on the chemicals that will be risk assessed in their property.
- The CoSHH data base and all-chemical substance information sheets will be held on the ATD internal internet so that all managers have the latest information available.
- For all hazardous chemicals used, appropriate safeguards are to be put in place to minimise risks identified and communicated to potential users.
- In some cases, the Health & Safety Manager may on occasion BAN some chemical from use in all cases for safety reasons. In this case all current stocks will be used but not re-ordered (e.g. Bleach banned from use Jan 2022).
- Risk assessments/ chemical substance information sheets will take into account exposure routes through respiration, ingestion and skin exposure and be based upon safety data sheet information and the risk assessment carried out by the managers for their staffs operational safety.
- Any chemicals causing health risks will be eliminated (banned) and substituted with a safer option or mitigated.
- Employees are to be provided with information and training on CoSHH.
- Residents receiving 'Domiciliary Oxygen Therapy' will need to follow policies and procedural guidance for risk assessment and control measures. Suppliers are required to provide instruction, training, online support and emergency contact numbers; and
- Portable oxygen tanks will be kept outside all properties in a suitable cage with markings whenever possible. This is so we keep the minimum amount of cylinders inside each property as is reasonably practicable to avoid these becoming a projectile in a fire.

4.10. Infection & Prevention Control

Registered homes will support and comply with The Code of Practice for health and adult social care on the prevention and control of infections and related guidance, in line with the Health & Social Care Act 2008.

- If an infectious outbreak occurs within a supported house or a person using a service returns from hospital with an infection, house and registered managers are required to contact their local infection control nurse for advice, procedural guidance according to the infective organism and control measures to be put in place.
- Infection control procedures, information and guidance are provided on the ATD shared drive for specific infectious disease outbreaks.
- A supply of personal protective equipment will be used by employees for an infection outbreak or for the care of specific residents with an infection.
- An emergency infection control spill kit will be prepared in care homes only.

- A system will be put in place to separate soiled or infectious linen with laundry rooms being divided into dirty and clean areas in care homes only.
- Infectious waste products will be kept securely and disposed of following local council waste control measures.
- IPC audit inspections take place and are carried out jointly with the QM and the HSM as required.
- A pandemic contingency plan will be in place nationally and for each house and care home.
- House and care home managers must record and report any infectious disease outbreaks to the health and safety team.
- The importance of stringent hygiene measures especially for cooks, catering staff or those involved with food handling will be reinforced through food hygiene procedures and fitness to work must be completed before any person returns to work following an infectious illness; and
- ATD will use a risk-based approach with regards to Covid-19 and any new infectious disease. ATD will follow the guidance issued jointly by The Government, Department of Health and Social Care (DHSC), Public Health Agency, Public Health England, CQC and the NHS.

4.11. Food and Hygiene Safety

ATD works to the HACCP regulation guidance which came into force in January 2006 and uses 'Safer Food Better Business' specific for supported housing with additional requirements and guidance for care homes.

- Kitchens/Catering departments and all houses and care homes are required to maintain effective means, including routine audits, risk analysis and supplier checks, to ensure the safety of supplied food and facilities.
- All food is sourced, stored, refrigerated, prepared, served and managed within the 'Safer food, better business' handbook provided by the Foods Standards Agency.
- All sites will continue to use systems that support HACCP and provide a suitable management and recording system according to their size of catering provision.
- Training according to HACCP principles and Understanding Dysphagia will be provided and updated for all staff involved in food preparation and hygiene activities including ATD online level 2 & 3 equivalent in food safety.
- There will be active promotion of nutritional well-being for all residents.
- A list of all food allergens will be available at all premises to detail what is present within all meals served; and
- All person's entering a kitchen as part of the kitchen team must wash their hands and will use PPE at all time including hair nets, tabards and beard nets as required.

4.12. Environment and Waste

ATD has implemented the new Hazardous Waste Regulations 2005 (HWR) and The List of Waste Regulations 2005 (LoWR). The HWR and LoWR introduce the requirements of the European Hazardous Waste Directive 91/689/EEC (HWD) into England and Wales. The HWD's main aim is to define hazardous waste and to make sure it is properly managed and regulated.

- Full compliance with Waste Regulations and 'Duty of Care' to be maintained with regular initiatives that considers environmental improvements, energy efficiency and reduction of waste.
- Food waste as of March 31, 2025 "Simpler Recycling" legislation required all business in England to separate food waste from other waste streams. ATD has food waste

collected in compliance with this legislation at our three largest sites and will update in 31st March 2027 as required.

- ATD holds an Environment Agency upper tier waste carrier, broker and dealer licence to recycle any waste as required to meet legislation registration number CBDU603896.

4.13. Occupational Health

ATD recognises its responsibility to promote and support the safety, health and well-being of its employees and volunteers:

- Workplace and activity risk assessments will be carried out by line managers for employees and volunteers that will be specific to roles and work activities; specific hazards to a working environment and activities to be undertaken will be identified with information and instruction provided on the control measures and preventative procedures in place.
- All staff working at computers will be informed of the need for two yearly eyesight tests specific to Display Screen Equipment with funding provision from ATD as an employer; and
- All staff that do not have flu vaccination provided by the NHS for an existing clinical health condition will be offered winter flu vaccination by ATD.

4.14. Work Related Stress

Pressure is part of work and keeps us motivated and productive. But too much pressure, or pressure that lasts for a long time, can lead to stress, which undermines performance, is costly, and can damage both physical and mental health. Under the Management of Health and Safety at Work Regulations 1999 ATD will assess the risk of stress-related ill health arising from work activities and from the Health and Safety at Work etc Act 1974. To take measures to control that risk". By taking action to tackle the causes of stress in your workplace, we can prevent or reduce the impact of stress. ATD will look at stress in the workplace not just because of the statutory requirements list above but also because the moral or ethical reasons. Tackling stress prevents ill health and there is now convincing evidence that prolonged periods of stress, including work-related stress, have an adverse effect on health. Research provides strong links between stress and physical effects such as heart disease, back pain, headaches, gastrointestinal disturbances, or various minor illnesses; and psychological effects such as anxiety and depression.

Health surveillance requirements will be considered as part of the relevant risk assessment processes.

- Primary interventions take place to manage those work-related factors known to be causes of stress. Whenever possible ATD will follow WBK01, HSE.
- Consideration of the many and varied possible causes of work and non-work-related pressures that can be affecting individuals.
- ATD will carry out stress questionnaires relating to primary stressors to identify and to tackling work related stress.
- ATD will provide confidential counselling for staff affected by stress caused by either ATD staff or external factors and extra support should this be highlighted in an individual's confidential supervisions meeting with the person line manager.

4.15. Mental Health

ATD will offer mental health support in the first instance by offering all staff the opportunity to see trained mental health first aiders following the Managing Mental Health Flowchart, See Appendix 2.

4.16. Vulnerable Persons

The legislation governing vulnerable persons within ATD includes the Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999 and the application of the Equality Act 2010.

- All vulnerable persons including people using services, people with disabilities, pregnant workers, lone working, and young persons will be risk assessed and measures taken to control and mitigate identified risks. Actions to be taken will be included and incorporated within management systems; and
- Information is provided in the ATD health and safety at work handbook for care, supported housing and office employees as part of their induction process.

4.17. Working at Height

All working at height activities in ATD properties will be governed by the Working at Height Regulations 2005. (For further information refer to Working at Height (HSF010).

- Management systems will encourage the avoidance of working at height, risk assessment, use of safe equipment, planning and organisation, competence, and safe working systems.
- Man-safe systems are in place on some building and will have annual inspections carried out by outside contractors to comply with Working at Height Regulations 2005 and guidance; and
- No work will take place on any building roof without a (PTW) Permit to Work being issued by either the Health & Safety Manager or the Maintenance Manager. Working without a PTW will be seen as gross misconduct. Contractor working without a PTW will be banned from all further work for ATD.

4.18. Manual Handling

ATD complies with the Manual Handling Operations Regulations (1992).

- Manual handling information is provided in the 'Abbeyfield The Dales health and safety at work handbook for Care and SSH' employees.
- Manual handling online training must be carried by all staff with the first four weeks of employment and that refreshed as required.

4.19. Work-Related Road Safety

- Work-related road safety risks, whether associated with driving whilst on ATD business or activities placing individuals within or immediately adjacent to roads will be considered through general or, where warranted, separate specific risk assessment processes.
- Relevant personnel (minibus drivers) will be fully aware of the measures in place, including their personal responsibilities, for managing work-related road safety risks.
- All minibus drivers must complete and successfully pass all part of the MiDAS training course before driving a minibus for ATD.
- Procedures will be in place to ensure the periodic checking of driving licenses and vehicle insurance details for employees whose work involves driving their own cars this will be carried out by the Health & Safety department to ensure that insurance includes business use.
- Procedure will be in place to carry out daily vehicle checks on all ATD vehicles (Vans/ Minibus) before use and must be recorded prior to use, any faults will be reported to the Health & Safety Manager (HSM).
- All maintenance van/ cars will be tracked for safety, loan worker and HR purposes.

4.20. Learning & Development

- ATD will provide employees and volunteers health and safety induction and role specific learning and development. Further learning and development will be provided as necessary with records maintained as evidence.
- Any specific training needs will be identified for specific roles and work activities which include young persons, lone workers, pregnancy, volunteers, and those working at other locations.
- ATD has its own on-line training platform and all training issued to staff is a mandatory requirement to be completed within the timeline that is stipulated when being set out.
- Notification of sources of health and safety advice is displayed on notice boards; and
- A dedicated health and safety policy page on the 'Abbeyfield Connect' (connect.abbeyfield.com), login details required) team pages website provides alerts, information, policy and procedural guidance.

4.21. Displayed Health and Safety Information

Key health and safety information is displayed within each premises which includes:

- Health and Safety Law Poster.
- Certificate of Employer's Liability Insurance.
- The ATD Health and Safety Policy Statement.
- Action in the event of a fire or emergency.
- First aiders and appointed persons.
- The location of first aid box.
- Emergency fire and contingency plan; and
- Health and Safety minutes and actions from team and premises meetings.

4.22. Contractor Safety

ATD has a legal duty to provide a safe working environment for contractors working on its property. Contractors have responsibilities, under the Health and Safety at Work Act, for their safety and for the safety of anyone else who may be affected by their work. This includes a responsibility to cooperate with other duty holders to discharge that responsibility. As such, contractors are required to observe relevant ATD health and safety policy, standards and guidance whilst working under the direct control of ATD.

All construction and contractual work must be compliant, as appropriate with The Construction (Design and Management) Regulations 2015 (CDM 2015) and follow good practice standards when working in ATD premises for older residents. These guidelines mainly concern refurbishment works where the premises may be occupied.

- Ensure that all contractors are CHAS (The Contractors Health and Safety Assessment Scheme) accredited which means that they meet acceptable standards of Health and Safety.
- All contractors used must be capable of meeting the Construction (Design and Management) Regulations 2015 as required.
- All Contractors will be required to fill out a Contractor/Supplier Health & Safety Environmental Competence Assessment form.
- Contractors must produce and provide accurate and suitable risk assessments and method statements for each project.
- There must be good understanding and co-operation with ATD staff and services when working in ATD occupied premises making special provisions as required.
- Each project must have a competent site foreman in control who has passed their CSCS tests as well as any trades on site.

- Availability must be provided at all times for inspections with regular progress meetings to discuss the quality of work and health and safety issues.
- A sign in and report to the scheme manager on a daily basis must be implemented and maintained; this includes signing out and that all working areas are left safe and secure with all emergency systems and provisions reinstated and good working order.
- Daily communication meetings must be held with the house or care manager ensuring that all parties are aware of the works taking place that day.
- The Maintenance Manager will carry out toolbox talks to Contractors as required and site workmen before the project; and
- Provide appropriate documentation, instruction information and demonstrations which enable the end users to operate any installations correctly and safely.

4.23. Monitoring & Audit

In compliance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999, ATD will carry out systematic monitoring and audit review using a system of routine checks, risk assessments, inspections, reporting procedures and audits for health and safety.

- Routine health and safety checks will be carried out monthly/quarterly in each premises which will be monitored and reviewed by line managers.
- Effective procedures are to be maintained at each site to facilitate the identification, reporting and correction of hazards.
- A system of routine reporting procedures is implemented for key health and safety areas, which includes accidents, incidents and fire safety events; and
- Internal auditing will be carried out annually as required.

4.24. Awaab's Law

In compliance with Awaab's Law which came into effect on 27 October 2025. ATD will carry out the following:

- **Emergency Hazards**, issues that pose an immediate and significant risk of harm to health (e.g. dangerous electrical faults, damaged external doors or windows, and major leaks). These must be investigated and made safe within 24 hours by either ATD maintenance team or contractors.
- **Dangerous Damp, and Mould**, that poses a significant risk of harm to a residents health and safety must be investigated within 10 working days and then must be made safe within a further 5 working days. If steps cannot be taken to begin work in 5 working days this must be done as soon as possible, and work must be physically started within 12 weeks.

Under Awaab's Law, social landlords have a defence if they have taken all reasonable steps to comply with the requirements but have been unable to comply for reasons beyond their control (Section 10A(5) of the Landlord and Tenant Act 1985).

5. Finance, Value for Money & Social Value

N/A

6. Supported Appendices

APPENDIX 1: Health & Safety Policy Statement

APPENDIX 2: Managing Mental Health Flowchart

7. Linked Policies

Asbestos (YH002P)
Bedrails (C006P)
CCTV (LG005P)
Code of Conduct for Contractors (YH003P)
COSHH (YH004P)
Display Screen Equipment (S010P)
Driver Safety (S009P)
Fire Safety (HSF001)
First Aid (HSF002)
Food Hygiene (HSF003)
Legionella Prevention & Control (HSF005P)
Lone Working (S016P)
Mobility Scooters & Powered Wheelchairs (HS011P)
Moving & Handling (R029P)
Prevention of Scalds & Burns (HSF004)
Risk Assessment HSR001)
Silica Dust (TBC)
Working at Height (HSF010)

8. Legislation/Regulation

Health and Safety at Work etc Act 1974 - Section 3
Landlord and Tenant Act 1985
Management of Health and Safety at Work Regulations 1999 – Regulations 3 & 4
Provision and Use of Work Equipment Regulations 1998
Construction (Design and Management) Regulations 2015
Personal Protective Equipment at Work Regulations 2022 as amend 1992
The Personal Protective Equipment at Work Regulations 2022 amend the 1992 Regulations
The Health and Social Care Act 2008
The Health and Social Care Act (Regulated Activities) Regulations 2014
Water Supply and Water Fittings Regulations 1999
International Labour Organisation (ILO-OSH 2001)
Building Safety Act 2022
Awaab's Law 2025
Crime and Policing Act 2026

9. Review

Every 2 years, subject to any regulatory or legislative updates.

10. Procedure/Guidance

N/A

Health & Safety Policy Statement

The health and safety of Abbeyfield The Dales residents, staff, volunteers, visitors to our premises, and contractors or any other person who may be affected by our undertakings is central to achieving our mission to enhance the quality of life for older people.

Abbeyfield The Dales is fully committed to achieving and maintaining the highest standards of health and safety by pursuing improvements in health and safety performance and will conduct its undertakings in such a manner that:

1. All work is carried out in accordance with the Health & Safety at Work Act 1974 and all other relevant statutory provisions, with all reasonably practicable measures taken to avoid hazards & risks.
2. ATD recognises and will implement its responsibilities under the Management of Health and Safety at Work Regulations 1999, particularly the duty to provide suitable and sufficient risk assessments.
3. All Abbeyfield The Dales premises are maintained in a safe condition, without risk to health and well-being, with safe access and egress, and with adequate welfare facilities.
4. Health and Safety will be centred on the needs of individual residents, staff, volunteers, visitors and contractors, and our commitment to provide them with a safe, secure and comfortable home.
5. To provide such information, instruction, training and supervision as is necessary to ensure the health and safety at work of employees, volunteers and visitors.
6. All staff and volunteers will carry out safe working activities within a supportive health and safety culture that is promoted through learning, training, development and supervision to high standards of quality and good practice.
7. Systems will be put in place to ensure that the health and safety implications of any new acquisitions or alterations, whether of buildings, processes, or areas of work, are risk assessed as part of the normal planning process. The aim will be to ensure that no member of staff, residents, or other person who could be affected, is endangered.
8. Ensure that all work-related equipment (including vehicles) is/are suitable for purpose and properly maintained.
9. Ensure the competence of any contractor engaged by ATD, paying attention to the exchange and sharing of H&S related information with them.

Programmed proactive monitoring of Abbeyfield The Dales premises and service activities together with reactive monitoring of incidents will be carried out to ensure that premises, equipment and health and safety arrangements are safe, suitable and sufficient. Accountability for health and safety lies with Abbeyfield The Dales Board who will delegate responsibility to the Chief Executive Officer. They will ensure health and safety is given priority when planning and implementing Abbeyfield The Dales undertakings and ensure that health and safety policy and arrangements are reviewed at regular intervals or upon change to statutory legislation and good practice guidance.

The minimum health and safety standards to be achieved within all the Abbeyfield The Dales premises and services are those set by health and safety legislation, regulation and Abbeyfield The Dales policies, procedures and good practice guidance. However, all personnel are to strive to attain the highest achievable standards by adhering to Abbeyfield The Dales health and safety arrangements, not the bare minimum. Staff, volunteers and contractors are required to co-operate with Abbeyfield The Dales in fulfilling the health and safety policy and procedures. They must ensure they carry out their work so far as is reasonably practicable, without risk to themselves or others.



Signed: **Philip Birkinshaw** (Chief Executive)

Date: ??/??/????

APPENDIX 2: Managing Mental Health Flowchart

Abbeyfield The Dales

Managing Mental Health Flow Chart

