



Happy Homes

As at 29/01/20

Health, Safety and Wellbeing Policy

HEALTH AND SAFETY AT WORK ETC ACT 1974

It is the duty of every employee whilst at work:-

- a) to take reasonable care of their own and other persons' health and safety
- b) to co-operate with the employer in fulfilling its obligations under the Act.

1. GENERAL STATEMENT OF POLICY

- 1.1 It is the policy of Happy Homes to recognise and accept its responsibility for providing a safe, healthy work place and working environment for its employee on its own premises and when providing services at clients' premises.

Happy Homes also accepts responsibility to conduct its undertaking in such a way so as to ensure, so far as is reasonably practicable, that persons not in its employment who may be affected, such as clients, their spouses, key family members and advocates, care workers and other professionals within the care setting are not thereby exposed to risks to their health and safety as a result of Happy Homes services being undertaken. Happy Homes is committed to continuous improvement in health, safety and wellbeing in respect of work undertaken for and on behalf of clients.

- 1.2 Happy Homes will take all reasonable and practicable steps as a sole trader to meet these responsibilities paying particular attention to the following:-

- (a) Arrangements for ensuring safe use, handling, storage and transport of articles and substances which are dangerous.
- (b) Sufficient training of employees to avoid hazards and contribute positively to their safety and health at work.
- (c) Checking safe access and egress at clients' premises on each visit to ensure employee and client safe evacuation in the event of a fire or other emergency.
- (d) A healthy working environment.
- (e) Protective clothing and equipment provided and worn as necessary.

2. **EMPLOYEES' RESPONSIBILITY**

It is equally the duty of employees to exercise personal responsibility for health and safety, thereby preventing injury to themselves and others. They must:-

- (a) make themselves familiar with and conform to the Health, Safety and Wellbeing Policy;
- (b) observe safety rules at all times and not interfere with or misuse anything provided for health, safety and welfare;
- (c) wear appropriate protective clothing and use safety devices where provided;
- (d) report to the appropriate premises manager and/or key family member or advocate or client or HSE and other professionals within the care setting when applicable all accidents, including near misses, injuries and violent incidents immediately or as soon as practicable;
- (e) report all unsafe conditions to the responsible person on the client's premises whether that be Estate Manager, client, key family member, advocate, etc;
- (f) comply with all relevant and current legislation in terms of Health, Safety and Wellbeing. This includes personal Safeguarding issues and following/adhering to agreed practices for gaining access to clients' premises and locking up appropriately afterwards, taking due care and attention to safe storage of keys and access fobs to premises.
- (g) it should be noted, and is confirmed in the Happy Homes "Terms and Conditions" page (www.happyhomeslisa.co.uk), that the right is reserved at all times for Happy Homes to cease working at any point, and without due notice, for any individual on the grounds of personal Safeguarding, Health and Safety duties/responsibilities in the event that the individual becomes abusive to an extent that it is not safe for me to work with/for them. This includes self-abuse, abuse of me personally or abuse of others in my presence. Abuse can be physical or mental.

3. **CLIENT MEDICAL EMERGENCY / FALLS PROCEDURE**

In the event of a client experiencing a medical emergency and/or fall whilst Happy Homes is working on site for the client, the procedure which will be followed is as follows:-

1. Dial 999 for emergency services immediately (unless the premise has qualified medical staff on site in which case immediately alert them via emergency pull cord, pendant, or other system in place in the care setting)
2. Stay with the client until emergency services arrive
3. Reassure the client for the duration until the emergency services arrive
4. Follow all telephone instructions provided by emergency services whilst awaiting the paramedics and/or ambulance to arrive
5. Provide the emergency services with all available information as to medical conditions, medicines prescribed, time taken (where known), time last eaten (where known), etc
6. Inform the client's key family member or advocate as to the nature of the medical emergency as soon as it is safe to do so
7. Record all details of the incident and Happy Homes' actions and responses.
8. Maintain all details of the incident confidentially and share only with other professionals within the care setting if requested.

4. **OTHER LEGISLATION, TRAINING AND BEST PRACTICES**

Comply with other required legislation, training received and best practices in relation to Food handling and preparation, Manual Handling, Patient Moving and Handling, Fire or other Emergency Evacuation, Control of Substances Hazardous to Health (including medical waste, P.P.E. etc.)

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