



Safety Policy

Safety, Health, Environmental and Fire (SHEF) Policy

POLICY STATEMENT

- We will ensure that duties required under the Health and Safety at Work Act 1974 and the Regulation 3 and 5 of the Management of Health and Safety at Work Regulations 1999 are met by Phoenix Learning and Care Health and Safety Policy Statement.
- Our statement of general policy is to:
 1. provide adequate control of the health and safety risks arising from work activities.
 2. consult with our Team Members on matters effecting health and safety.
 3. provide and maintain safe plant and machinery.
 4. ensure safe handling and use of substances.
 5. provide information, instruction, and supervision for Team Members to ensure all Team Members are competent to do their tasks and to give them adequate training.
 6. prevent accident and cases of work-related ill health.
 7. maintain safe and healthy working conditions.
 8. review and revise this policy at regular intervals.

Signed: 

Jon Pain – Chief Executive Officer on behalf of the Group Leadership Team (GLT).

Document Control

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1. Organisational Arrangements and Responsibilities

- 1.1.1 Overall responsibility for health and safety is via the Designated Manager Jon Pain (Health & Safety).
- 1.1.2 The objectives of this policy are fundamental to our business, and the functional Directors are responsible for ensuring that the requirements of this policy are achieved.
- 1.1.3 The following stakeholders are responsible for ensuring safety arrangements are administered and correctly deployed across the whole organisation.

1.2 All Team Members

- 1.2.1 All Team Members are expected to:
 - Co-operate with Line Managers on health and safety matters.
 - Not interfere with anything provided to safeguard their health and safety.
 - Take reasonable care with their own health and safety.
 - Report all health and safety concerns (including near misses) to an appropriate person.
 - Ensure their own health and safety and that of others who may be affected by actions that they do or not do.
 - Observe the health and safety policies and procedures.
 - Assist at all times, in maintaining good housekeeping standards within the workplace.
 - Co-operate and assist in the effective completion of risk assessments with their Line Manager and carry out any actions that may be required under the risk assessment process.
- 1.2.2 All Team Members have a statutory duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions. Team Members must also co-operate so far as is necessary to enable them to comply with the duties and requirements imposed by law.
- 1.2.3 All Team Members are expected to read the relevant sections of the health and safety policies, familiarising themselves with Phoenix provisions and to carry out their defined responsibilities. Team Members are expected, and encouraged, to be proactive on health and safety issues as part of the continued development of the health and safety culture of the organisation and participate in the arrangements for Team Member consultation and feedback (e.g., Supervision and Team meetings).
- 1.2.4 All Team Members are reminded that a breach of this duty could constitute a disciplinary offence.

1.3 Managers

- 1.3.1 Home Managers, Principals and Headteachers are responsible for implementing the specific arrangements made under this policy throughout the individual setting/s they hold registration or are responsible for.
- 1.3.2 In Support Services the Senior Manager for each Team is responsible for implementing the specific arrangements made under this policy for their team.
- 1.3.3 Specific arrangements include:
- Fire Protection
 - First Aid
 - Emergency evacuation procedures and grab bags

2. Risk Assessment and Safe Systems of Work

- 2.1.1 The Management of Health and Safety at Work Regulations 1999 requires employers to assess the risk to Team Members in the workplace.
- 2.1.2 The individual setting Home Manager/Headteacher/Principal/Senior Manager will be responsible for ensuring risk assessments are completed in the workplace including any activities, which may be performed by individual Team Members within their team. These should be updated periodically on a regular (or as risk criteria/profile change basis) but at least annually.
- 2.1.3 Where a specific task has been assessed and removing the hazard cannot realistically reduce the risk to a Team Member/s and/or a Person we Support a safe system of work may be required.
- 2.1.4 Risk Assessments should consider as required by the needs of the service:
- Moving and Handling (as applicable)
 - First Aid
 - Lone Working
 - Slips and Trips (as applicable)
 - Concerning Behaviour (i.e., Violence, Aggression or challenging)
 - Specific medical conditions of the individual we support (i.e., sharps, blood borne virus) (as applicable)
 - Fire
 - Food preparation
 - Environmental
 - Impact (i.e., related to People we Support and their interactions)
 - Any other specific activities to the location.
- 2.1.5 The Home Manager/Headteacher/Principal/Senior Manager, in consultation with People Services, will also be responsible for completing specific risk assessments on expectant mothers.
- 2.1.6 See Policy GRP 558 Risk Taking and Risk assessment.

2.2 Service Continuity Plan (SCP)

- 2.2.1 The purpose of the Plan is to provide guidance and support to enable services to tackle the impact of severe disruptions that may occur. Such events may be loss of premises (through fire, flood etc), loss of utilities (electricity, gas, water), failure of IT and telephony, lock down of a school or college, unexpected death or injury through injury or trauma and Team Member shortages (e.g. due to death, accident, industrial action) to a Person we support.

- 2.2.2 Each Home Manager/Headteacher/Principal will be responsible for preparing a SCP for the setting to include guidance to Team Members in the event of an emergency. Within the Support Hub the Head of Property will complete this task.

2.3 Accident Reporting and Investigation

- 2.3.1 All accidents, which occur to People we Support (i.e., Children, Pupils, Learners, or Adults), Team Members, volunteers and/or visitors to the setting (including contractors), must be reported to the Home Manager, Headteacher/Principal. In all cases, appropriate accident recording must be completed no matter how minor the accident, this should include any investigation documentation.
- 2.3.2 The Home Manager, Headteacher/Principal/Senior Manager shall be responsible for the completion of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) reports.
- 2.3.3 Please refer to Group Policy Incident Reporting and Group Policy RIDDOR.

2.4 General welfare and safe place to work.

- 2.4.1 Health, safety, and welfare arrangements are basic requirements at work, and can be divided into four broad categories: the working environment, welfare facilities, workplace safety and housekeeping.
- 2.4.2 The provision of adequate welfare arrangements is important both in terms of complying with the law and keeping Team Members motivated. Individuals perform better and are happier at their work if they are working in a safe and healthy environment. Team Members have the option to opt-out of the Working Time Directive (WTD) if they choose to make themselves available for work in excess of 48 hours per week. Home Managers are responsible for ensuring any hours worked in excess of the WTD limit are monitored with any prolonged periods of working in excess of this risk assessed and capped as necessary to ensure safe working patterns.
- 2.4.3 Please refer to the following policies related to general welfare and safe place to work:
- GRP Employee Substance Misuse
 - GRP Lone working
 - GRP Display screen equipment
 - GRP Infection Control
 - GRP Stress in the Workplace
 - GRP Adverse Weather
 - GRP Protection Against Infection by Blood Borne Viruses
 - GRP First Aid
 - GRP Manual Handling
 - GRP Colleague Code of Conduct
 - GRP Driving and Company vehicles

- GRP COSHH
- GRP Legionella
- GRP Environmental
- GRP Allergies
- GRP Smoking and Vaping
- GRP Dress Code
- GRP Risk Taking and Risk Assessment
- GRP Transportation of People we Support
- GRP Portable Appliance Testing (PAT)
- GRP Fire Safety
- GRP Epilepsy
- GRP Pandemic Infections
- GRP Personal Protective Equipment Use

2.4.4 Setting specific Policies also exist including:

- Schools Policy The Management of Outdoor Education, visits, and off-site activities.
- Schools Policy Incident Management
- Schools Policy School Security Policy.
- Schools Policy Lockdown
- College Policy Incident Management
- College Policy Pupil Drug and Substance Misuse (including alcohol)
- College Policy The Management of Outdoor Education, visits, and off-site activities
- College Policy Lockdown
- Children's Homes Incident Management
- Children's Homes Preventative Actions and Processes – Children going missing
- Adults Incidents
- Adults Missing Persons

2.5 **SHEF Group – Monitoring and Communication**

- 2.5.1 The Chief Executive and Chief Operating Officer monitor health and safety across the Group and will take necessary action to ensure the safety of all stakeholders. The mechanism is the Safety, Health, Environmental and Fire Group (SHEF Group) which meets regularly.
- 2.5.2 The SHEF Group Terms of Reference are listed in Group Policy 519 Governance.
- 2.5.3 The agenda is as follows:
- Review of key statistics indicators, near misses and trends
 - Accident/Injury Investigations
 - Safety – review of accidents, significant incidents
 - Health – sickness absence, wellbeing
 - Environmental,
 - Fire,
 - Training,
 - Policy, procedure, and process.
- 2.5.4 Data is fed from our incident monitoring systems and matters raised through operational/governance meetings, Incident Review Groups (IRGs), and GLT meetings. Actions are delegated as appropriate.
- 2.5.5 The Company ensures that suitable and relevant information relating to health, safety and welfare at the workplace is disseminated to Team Members and non-Team Members as applicable through:
- Policy enhancements and/or deployment
 - Revised or new documentation working practices or advice.
 - Revised or new training material
- 2.5.6 This information is briefed through face-to-face communication, training and/or team briefings, Health & Safety Bulletins or by any other appropriate means to the subject under discussion.
- 2.5.7 Statutory notices will be displayed as required in the workplace.
- 2.5.8 All policies are available on the SharePoint 'Universal' site which all Team Members can access.

2.6 Training

- 2.6.1 All new Team Members are made aware of the key Company Policies and Procedures as part of their induction. Team Members spend time discussing local Health and Safety arrangements as part of the induction.

2.6.2 Team Members working directly with the People we Support are trained in First Aid. All Team Members are trained in Fire awareness, and these are refreshed periodically. Courses such as Food Safety, Manual Handling are available for Team Members to attend as required. Existing Team Members can request training covering basic information about Health & Safety from their line Home Manager.

2.6.3 Please refer to Group Policies:

- Induction, Probation and Training and Employee/Workforce Development
- Appraisal
- Supervision

3. Health and Safety Assistance

3.1.1 Competent people have been appointed to assist in meeting Health and Safety objectives.

3.1.2 These persons have sufficient knowledge and expertise to ensure that statutory requirements are met and that the Health and Safety policy is being adhered to as follows:

Post	
Health and Safety Lead	Designated Home Manager.
First Aid Coordinator	Designated Home Manager.
Fire Safety Coordinator	Designated Home Manager unless Fire Wardens are assessed as required in which case a Trained Person for each setting.

3.1.3 The company recognises that there may be occasions when specialist advice is necessary. In these circumstances, the services of competent external advisors will be obtained.

3.1.4 The company is currently working with Mark Littlejohns, Head of Safety, Health, Environment and Fire at Capital Law.

4. Other Areas for consideration

4.1 First Aid

- 4.1.1 Suitable numbers of Team Members will be trained and available on-duty to deal with minor accidents and emergencies at the workplace. These personnel will have sufficient training and qualifications in accordance with statutory requirements.

Please see Group Policy No 523 First Aid

4.2 Emergency Procedures

- 4.2.1 Emergency procedures are designed to give warning of imminent danger and to allow all personnel to move to a place of safety.
- 4.2.2 The Home/Setting Home Manager or Headteacher/Principal is responsible for ensuring that all People we Support, Team Members, visitors (including contractors) within the setting are informed of, and are fully conversant with, emergency procedures. Each setting should have a Service Continuity Plan detailing arrangements in the event of an emergency.

4.3 Grab Bags

- 4.3.1 The Home/Setting Home Manager or Headteacher/Principal is responsible for ensuring that emergency evacuation procedures are in place and that grab bags are available to ensure the safety of individuals on leaving the property.
- 4.3.2 Suggested grab bag items include:
- Emergency foil blankets
 - Pens/Pencils and notebook
 - Permanent marker
 - Emergency contact information
 - Plan of building with emergency shut off locations marked. (laminated)
 - Fire procedure with agreed location to relocate to if cannot remain on site.
 - First aid kit (with burn dressings)
 - Whistle
 - Wind up torch
 - High visibility jackets

4.4 Food Hygiene

- 4.4.1 Every Team Member providing practical care and support to individual People we Support receives training in Food Hygiene.
- 4.4.2 See Group policy GRP 522 Nutrition, Preparation and Provision of meals (including Food safety)

4.5 Hot Water Safety

- 4.5.1 Phoenix recognises the duties placed upon the employer by the aforementioned legislation. In ensuring that Phoenix complies with the legislation concerned we will undertake the following:
- A Risk Assessment will be carried out in all premises in order to identify potential risks and the action to be taken.
 - A planned programme of upgrading existing hot water and heating systems will be followed including appropriate interim precautions taken in areas identified as representing a risk.
 - Until the recommended precautions are implemented Team Members will be made aware of any potential dangers and the necessary steps will be taken to protect residents, team members and visitors. Areas which do not meet these recommendations will be identified and plans to comply as soon as practicable will be devised.
 - All Team Members will be made familiar with local procedures and will also be encouraged to report circumstances or changes in circumstances which may increase the risk of scalding.
 - Every hot water outlet which has been identified as being a risk to the specified user will have a thermostatic mixing valve fitted to reduce this risk: in order to maintain the safe operation of these valves a system of in-service testing will be observed.
 - In-service testing will be carried out by trained Team Members or suitably qualified consultants at a frequency which will identify the need for service work before an unsafe water temperature can result.
 - Water temperature monitoring will be carried out by trained Team Members in line within service testing schedule and results recorded in a site-specific logbook.
 - Water temperature monitoring will both aid in the identification of inoperable valves and the need to carry out servicing or replacement as well as having the additional benefit of identifying areas at risk from the onset of Legionellae. (See The Control of Legionella Policy).

4.6 Window Restrictors

4.6.1 Accident data continue to highlight the serious issue of Person we Support falling from windows or balconies in health and social care premises. These often result in fatal or serious injury and there have been several successful prosecutions by HSE following accidents to vulnerable people.

4.6.2 There are three broad categories of falls:

- accidental falls;
- falls arising out of a confused mental state;
- deliberate self-harm.

4.6.3 Accidental falls can occur where a person is sitting on a windowsill, or where the sill or banister height is low and acts as a pivot, allowing them to fall. These are rare but can affect Team Members as well as the People we Support.

4.7 What the law says

4.7.1 The following legislation applies to employers' duties to People we Support:

- Health and Safety at Work etc Act 1974, section 3
- Management of Health and Safety at Work Regulations 1999, regulation 3
Complying with the following legislation, dealing with employers' duties to Team Members, will also help reduce the risk to service users:
- Workplace (Health, Safety and Welfare) Regulations 1992

4.7.2 Where vulnerable people have access to windows large enough to allow them to fall out and be harmed, those windows should be restrained sufficiently to prevent such falls. Window restrictors should:

- restrict the window opening to 100 mm or less;
- be suitably robust to withstand foreseeable forces applied by an individual determined to open the window further;
- be sufficiently robust to withstand damage (either deliberate or from general wear);
- be robustly secured using tamper-proof fittings so they cannot be removed or disengaged using readily accessible implements (such as cutlery) and require a special tool or key (see Department of Health Building Note 00-10 Part D Windows and associated hardware). Please note that 'safety restricted hinges' that limit the initial opening of a window can be overridden without the use of any tools and are not suitable in health and social care premises where individuals are identified as being vulnerable to the risk of falls from windows.

5. Team Member Support and Assistance

5.1 Team Member Assistance Programme

- 5.1.1 Team Member Assistance Programmes (EAP) are Team Member benefit programmes offered by many employers. EAPs are intended to help Team Members deal with personal problems that might adversely impact their work performance, health, and well-being. EAP generally include assessment, short-term counselling and referral services for Team Members and their immediate family.
- 5.1.2 The company provides a Team Member Assistance programme with Team Members able to access a 24-hour confidential helpline to assist them with various enquiries. Details of the scheme are explained to Team Members on first joining the Company in induction.
- 5.1.3 Further details can be located on The Wellbeing Hub on SharePoint.

5.2 Occupational Health Services

- 5.2.1 The company uses Occupational Health practitioners as and when required for individual cases that may arise from time to time.

6. Team Member Involvement in Policy Making

- 6.1.1 The Health and Safety Commission has stated in the Statement on Worker Involvement and Consultation that "an organisation's greatest asset is its workforce: Team Members are often best able to spot issues and bring about real improvements. We need to expand the base of Team Member involvement in SHEF management to cover the whole workforce".
- 6.1.2 Where a policy has the approval of the workforce, it is more likely to be adhered to.
- 6.1.3 The Health and Safety (Consultation with Team Members) Regulations 1996 (HSCER) require employers to consult their Team Members on matters that affect their health and safety, where all Team Members are not already covered by the provisions of the Safety Representatives and Safety Committees Regulations 1977 (SRSCR). Team Members will be consulted directly.

6.2 SHEF Policy Review

- 6.2.1 SHEF policies will be reviewed annually by the Quality Team. This review will include oversight from the Head of SHEF for Capital Law where necessary and a review of current legislation will be completed.
- 6.2.2 SHEF policies will be submitted to Policy Review Group where significant changes are identified at the annual review or every five years.

7. Data Storage

- 7.1.1 Ensure that all files or written information of a confidential nature are stored in a secure manner in a locked filing cabinet and are only accessed by Team Members who have a need and a right to access them.
- 7.1.2 Ensure that all files or written information of a confidential nature are not left out where they can be read by unauthorised Team Members or other persons.
- 7.1.3 Data stored electronically should be filed on Company supplied specific recording databases which have suitably secure data back-up and archiving (i.e., ADP/SUE/Databridge).
- 7.1.4 Microsoft Office data (e.g. Word, PowerPoint, Excel) should be stored on SharePoint that is only accessible to appropriate Team Members. Under no circumstances should sensitive data be stored on local computer machine hard-drives, memory sticks or drives accessible to wider members of the team (i.e., u drive)
- 7.1.5 Periodic audits of drives take place to ensure files are correctly located.

7.2 Archive/destruction of Data

- 7.2.1 Please refer to Group Policy 504 Documents and Records Archiving