



HADSUL LIMITED

HADSUL LIMITED

Health and Safety GENERAL Policy

0. General Statement

It is the policy of Hadsul Limited to ensure, so far as is reasonably practicable, the health, safety and welfare of its employees and the health and safety of other persons who may be affected by its activities. Both the staff and management of Hadsul Limited will work in partnership to ensure that its statutory duties with regard to safety are met at all times.

Hadsul Limited is committed to:

- a. Provide adequate control of the health and safety risks arising from our work activities at all times.
- b. Consult with our employees on matters affecting their health and safety.
- c. Always provide and maintain safe equipment.
- d. Ensure the safe handling and use of substances.
- e. Provide information, instruction, training, and supervision as required.
- f. Ensure that all employees and contractors are competent to do their tasks, and to give them adequate training.
- g. Act to prevent accidents and cases of work-related ill health.
- h. Ensure that the use, handling, storage and transport of items and substances is carried out safely and that risks to health are controlled.
- i. Provide, manage, and maintain our workplaces, grounds, properties and working conditions so that they are, so far as reasonably practicable, safe and that risks to health are controlled.
- j. Provide the necessary organisation, expertise, and resource — including communication and consultation, planning, monitoring, inspection, and auditing procedures — to ensure that there is effective management of health and safety throughout Hadsul Limited; and,
- k. Review and revise this policy, and all associated health and safety policies, as necessary at regular intervals and inform our staff of any changes.



HADSUL LIMITED

HADSUL LIMITED

1. Communicating our Health and Safety Policy

Under s.2(3) of the Health and Safety at Work, etc Act 1974, the written statement on Health and Safety must be brought to the notice of all employees. We understand that Occupational Health and Safety is about protecting people. Unless a Health and Safety Policy is communicated and implemented, the effort in developing it will be wasted. Successful communication and implementation of the policy is priority for Hadsul Limited Age.

At a minimum, we must communicate, to all employees, our **STATEMENT OF INTENT** (Section 0, General Statement). **It is the Policy of Hadsul Limited to ensure that all staff have access to the most recent version of the complete policy (and all related policies). Since the policy document needs to be readily available to all who need it, we recognise that making the full document (and related policies) available to all poses three main problems.**

1. Unless the arrangements section directs the reader to other documents, it is likely to be of a substantial size and the information relevant to one person's role may be difficult to find. Our General Health and Safety Policy is gateway to other related policies.
2. The larger the document, the more work is required to review and amend it to maintain its accurate currency.
3. Document control: it is important to keep out-of-date versions out of circulation.

As well as having a printed version of the latest version of the policy available in our Office, we are currently amending our website so that the document will be available online where it can be updated and distributed immediately when a change is made. As a transitional arrangement, all our currently policies and procedures are compiled on a CD which is given to all staff during Induction Training. Additionally, all staff members receive a Staff Handbook (Hard Copy) containing guidance on our Health and Safety arrangements. All new employees have the contents of the Health and Safety Policy explained to them on induction. Those staff without electronic access can request paper versions. Extra copies will be posted on the office notice board and available within our policy files. We recognise that this Policy must be made available to all those employed on our behalf including volunteers, agency staff and sub-contractors.

Safety representatives are entitled to inspect and take their own copies under Regulation 7 of the Safety Representatives and Safety Committees Regulations 1977.



HADSUL LIMITED

HADSUL LIMITED

We understand that special care is needed to ensure that our policy is presented in a way that is understood by employees. The law requires that the policy be brought to the attention of all employees, and simply getting someone to say they have received such information will not be enough to discharge our duty. For example, there may be employees who for whom English might not be their first language. Furthermore, we recognise that disability needs must not be a barrier and the policy can be produced in large type or in Braille for people who have visual disabilities, etc.

Where specifically identified, we may convey parts of the policy to others not directly connected with the organisations, including employees of other organisations who may be working closely with a service user (e.g., a social limited care manager, advocate, or therapist).

We recognised that employees who perceive that there is too much to take in, or that they are being bombarded with irrelevant information, will “turn off” very quickly. Clearly for home care workers some hazards carry greater risks. As such, our Health and Safety awareness at Induction prioritises our health and Safety arrangements regarding higher risk, job specific hazards. We actively encourage the reporting of hazards and incidents and seek staff suggestions on Health and Safety arrangements through our various process of staff consultation and supervision.

2. The Organisation Health and Safety

The overall and final responsibility for health and safety in Hadsul Limited and the Day-to-day responsibility for ensuring this policy is implemented is that of: **Zam Namakula (Manager)**

To ensure that adequate health and safety standards are maintained and improved, the following people have responsibility in identified areas.

Name	Role	Area of Responsibility
	Registered Manager	Fire Drills and Evacuation
	Registered Manager	Manual Handling
	Registered Manager	First Aid
	Registered Manager	Risk Assessment



HADSUL LIMITED

HADSUL LIMITED

	Registered Manager	Accident reporting/recording
	Registered Manager	Accident Prevention/Prevention of Slips, Trips and Falls
	Registered Manager	Health and Safety Information and Training
	Registered Manager	Infection Control
	Registered Manager	COSHH
	Registered Manager	Equipment safety

2.1 The Organisation's Responsibilities

The organisation will ensure that:

- All processes and systems of work are designed to take account of health and safety and are properly supervised at all times.
- A member of senior management maintains specific responsibility for health and safety.
- Competent people are appointed to assist us in meeting our statutory duties including, where appropriate, specialists from outside of the organisation.
- All employees are consulted on matters relating to health, safety, and welfare.
- Adequate facilities and arrangements will be maintained to enable employees to raise issues of health and safety.
- Each employee will be given such information, instruction, and training as is necessary to enable the safe performance of work activities; and,
- All arrangements are brought to employees' attention and are monitored and reviewed to ensure that they are effective.

2.2 Employees' Responsibilities

Employees must ensure that they:

- Co-operate with management to enable all statutory duties to be complied with.



HADSUL LIMITED

HADSUL LIMITED

- b. Take reasonable care of their own health and safety and the health and safety of others who may be affected by their acts or omissions; and,
- c. Familiarise themselves with the health and safety arrangements that apply to them and their work functions.

3. Consultation with Staff

Consulting employees on Health and Safety is a key element in creating and maintaining a safe and healthy working environment. We understand that staff should be consulted and involved in the drafting of the Health and Safety policy, and in its implementation, revision and monitoring. The Health and Safety (Consultation with Employees) Regulations 1996 oblige organisations to consult with their staff on matters affecting their health and safety.

The regulations require employers to:

- Either consult employees directly or do so through representatives of employee safety.
- Disclose information to employees' representatives.
- Ensure training is provided to representatives; and,
- Permit representatives paid time off work to carry out their functions and undergo training.

The regulations require employers to consult employees in "good time" on matters relating to their health and safety at work.

In addition, the Information and Consultation of Employees Regulations 2004 give employees the right, subject to certain conditions, to request that their employer sets up or changes arrangements to inform and consult them about issues in the organisation for which they work. The regulations came into force for organisations with more than 50 employees from 6 April 2008.

With these requirements in mind, we have adopted the following arrangements for staff consultation.

Safety Representatives

We recognise that where one or more employees belong to a trade union recognised by ourselves, that the union may appoint safety representatives. These representatives may be involved in the development or updating of the Health and Safety policy and in the safety arrangements contained therein. Safety representatives should, so far as is reasonably practicable, have been employed



HADSUL LIMITED

HADSUL LIMITED

by their employer for at least two years, or have at least two years' experience in similar employment. The union must inform the employer of the safety representatives' names. Safety representatives are entitled to take paid time off to carry out their duties and should be provided with relevant training.

Safety Committees

The employer is required to establish a safety committee at the written request of at least two safety representatives. The employer should:

- Consult the representatives of recognised trade unions in the workplace, including those making the request.
- Prominently display a notice stating the composition of the committee and the workplace(s) to be covered by it; and,
- establish the committee within three months of receiving the request.

The membership and structures of safety committees should be agreed between management and union representatives. In care Limited it is common for service users to have a voice in health and safety matters, to be consulted on the work of the committee and to be informed of its outcomes and decisions.

Notwithstanding these formal arrangements Hadsul Limited consults with our employees of Health and Safety arrangements in our monthly staff group meetings where such arrangements are a standing agenda item. Minutes of staff group meeting are prepared by Care Managers and distributed to all staff members.

Hadsul Limited consults with our employees on a one-to-one basis during our process of staff observation, supervisions and spot checks where health and safety and service user support concerns are discussed and feedback sort.

Hadsul Limited seeks the views of our employees and service users including health and safety concerns through quarterly questionnaires.

4. Specific Arrangements for Health and Safety

4.1 Risk assessments

Hadsul Limited understands the need for regular risk assessments to ensure that risks and hazards are identified, and suitable controls put in place to eliminate hazards and reduce those risks.



HADSUL LIMITED

HADSUL LIMITED

In Hadsul Limited, the Registered Manager is responsible for performing regular risk assessments of the workplace. The findings of the risk assessments will be reported to all Directors (Board Members) and action to remove or control risks will be the responsibility of Registered Manager. Records will be kept of all risk assessments and regular reviews performed to ensure that all actions have been completed.

Hadsul Limited maintains a detailed **Risk Assessment Policy** which should be read in conjunction with this Policy.

4.2 Emergency procedures – fire and evacuation

Hadsul Limited understands how dangerous a fire can be. The organisation will therefore take all reasonable action to ensure that fire is prevented, both in the organisation's offices and in the service users' homes where care staff are placed, and that in the event of a fire staff, service users and visitors can be safely evacuated.

The Registered Manager is responsible for ensuring the fire risk assessment is undertaken and implemented and kept up to date, also for ensuring that the emergency evacuation procedure for the organisation's offices is in place, is kept up to date and is appropriately communicated to all service users, staff and visitors.

Escape routes in the offices will be checked every day by the Registered Manager and fire extinguishers and fire-fighting equipment will be checked by the Registered Manager every month and the results recorded. Alarms will be tested by Registered Manager every week and a fire drill will be held every month.

The following staff have been identified and trained as Fire Wardens:

Zam Namakula (Service Manager)

Fire risks in service users' homes will be identified during the initial service user assessment and addressed in collaboration with the service user and other relevant parties. All care staff placed in service users' homes will be trained in fire safety procedures.



HADSUL LIMITED

HADSUL LIMITED

1. Fire safety arrangements, practice and guidance are documented in the organisation's **Fire Safety Policy**.
2. All required maintenance and checks on fire detection and warning systems will be carried out by a competent person and recorded.
3. Detailed evacuation procedures will be displayed in prominent positions in the premises, with notification of evacuation points placed in all corridors and stairwells.
4. Regular fire drills will be carried out with records kept.

4.3 Equipment

Hadsul Limited Ltd understands its responsibility to ensure that all equipment is safe to use and appropriately maintained and serviced.

The Registered Manager will be responsible for identifying all equipment that needs regular maintenance and servicing. Defective equipment should be taken out of service by staff and any problems found with equipment should be reported to the Managing Director who will prioritise and order repairs or replacement as appropriate. Full procurement, servicing and maintenance records will be kept.

4.4 Safe handling of hazardous substances (COSHH)

Hadsul Limited understands the need to ensure that staff and service users are protected from potentially hazardous substances.

The Registered Manager will be responsible for identifying all substances which need a COSHH assessment and for ensuring that those assessments are completed and kept up to date. Product information sheets for each identified substance will be kept in a file that is accessible to staff.

This section of our Policy should be read in conjunction with our **Control of Substances Hazardous Health (COSHH) Policy**.

4.5 Health and safety information, training, and supervision

The Registered Manager will be responsible for ensuring that an up-to-date Health and Safety Law poster is prominently displayed in the organisation's offices and that all relevant health and safety information is passed on to staff.

The Registered Manager is responsible for co-ordinating health and safety training, including induction training, manual handling training, fire training, first-aid training and specialist training in risk assessment and health and safety



HADSUL LIMITED

HADSUL LIMITED

management. Hadsul Limited will keep records of staff training and all staff will be held responsible for ensuring that they attend any training required.

Specific jobs requiring specialist training are as follows:

- Administering Controlled Medication
- PEG Feeding
- End of Life Care

In this service all staff will be adequately appraised and supervised. Supervision of young workers and trainees will be arranged, co-ordinated and monitored by the Registered Manager.

4.6 Accidents and first aid

Hadsul Limited Ltd understands the need to ensure that all accidents and incidents are reported, and adequate records kept and reviewed so that trends and patterns can be identified, and action taken.

The Registered Manager is responsible for ensuring that accident records are kept and monitored and that any appropriate actions resulting from reviews are put into action.

The Accident Book/Accident Forms are available here: **6 Pelling way, Broadbridge Heath, RH12 3GW - Main Office**

The Registered Manager is responsible for investigating accidents and for reporting accidents, diseases and dangerous occurrences to the enforcing authority if required.

Hadsul Limited will appoint qualified staff as first aiders:

First-aid boxes are placed in the following locations:

Main Office

4.7 Work-related ill health

Hadsul Limited Ltd is committed to taking any reasonable action to ensure the health and wellbeing of its staff. Hadsul Limited understands that sickness rates can indicate underlying occupational health problems and issues.

The Registered Manager is responsible for ensuring adequate and appropriate facilities and arrangements for welfare at work.



HADSUL LIMITED

HADSUL LIMITED

Hadsul Limited will advise on the provision occupational health Limited.

Health surveillance (the monitoring of staff health) is required for employees doing the following jobs:

Care Workers

5. Related Health and safety policies

Hadsul has the following policies:

- **Fire Safety Policy**
- **Risk Assessment Policy**
- Emergency Evacuation Policy
- First Aid Policy
- Moving and Handling Policy
- **COSHH Policy**
- Infection Control Policy
- **Accidents Reporting Policy**
- Prevention of Slips, Trips and Falls Policy
- **Health and Safety Training Policy**
- Working at Height Policy
- Employing Contractors Policy
- Record Keeping Policy

The Registered Manager is responsible for ensuring that policies are made available to staff, are kept up to date and that any changes are communicated to staff as required.

6. Monitoring the Effectiveness of the Policy

Hadsul Limited recognises that monitoring is an integral part of successful health and safety management; it is the principal means by which we measure our health and safety performance.

Our Health and Safety monitoring process seeks to identify the following:

- Are health and safety responsibilities being discharged properly?
- Are employees keeping to the health and safety rules?
- Are they more safety-conscious?
- Has the accident rate improved?



HADSUL LIMITED

HADSUL LIMITED

- Do sickness rates indicate an underlying health and safety issue?

Our performance is measured both reactively and proactively. Reactive measures include:

- Health and Safety audits which examines data derived from our accident and incident reports and investigations, any claims histories, and records equipment breakdowns and repairs. These audits give us a historical perspective which show potential trends, but also "hot spots" for incidents.
- Auditing our Concerns, Complaints and Compliments log; and,
- Compilation of other Care Quality Indicators which may have Health and Safety implications.

Proactive monitoring occurs during:

- Our Shadowing programme with Care Supervisors.
- Quarterly staff observations by supervisory staff in the service users' homes and office-based supervisions by our Care Manager where aspects of health and safety are observed and discussed.
- Unscheduled spot check visits by Care Supervisors.
- As part of our quarterly reviews of service users' Care and Support.
- Handover meetings between our Care Managers and Care Supervisors.
- Active monitoring of our communications log, and concerns, complaints, and compliments records.
- Monthly staff group meetings where health and Safety is a standing item on the agenda.
- Regular meetings requested by any of the employee representatives on health and safety.
- Health and safety concerns/complaints raised with our management team.
- Through feedback from staff, service users and relatives in our quarterly questionnaires.

The results of our Health and Safety Monitoring are discussed by the Senior Management of Hadsul Limited. Our Health and Safety monitoring forms part of overall quality monitoring and assurance systems to support CQC registration.

7. Training

Providing adequate health and safety training to ensure employees are competent to do their work is the responsibility of the Registered Manager.



HADSUL LIMITED

HADSUL LIMITED

Training will commence on the first day of employment so that employees are familiar with basic procedures once they are at their place of work. All new staff will be expected to attend induction, which will include the provision of statutory information designed to ensure safety at work. Following Induction, a programme of health and safety refresher training will be agreed with staff representatives.

A requirement to attend any of the courses will be agreed with each member of staff during their annual appraisal. The need to attend a specific course will then be added to their personal training plan.

Signed course attendance registers and details of training attended by staff will be kept.

Full details are included in Hadsul Limited's **Health and Safety Training Policy**.

8. Review and Revision

This policy is reviewed, approved and amended:

Zam Namakula (Manager)

This Health and Safety Policy is reviewed regularly and revised as necessary. This policy is amended upon the recommendations of the Monthly meeting of Senior Managers taking into account.

- Following changes in legislation.
- When there has been significant change in the organisation or its undertakings.
- After serious accidents, cases of ill health, or damage to equipment that are attributable to deficiencies in the system.
- Where the monitoring reports indicate that a review is necessary.
- following a complaint, concern, or other feedback by a staff member or other stakeholder; and,
- At regular set intervals (at a minimum annually).

When reviewing the Policy, we consider:

- The adequacy of the policy and strategy specified in connection with the health and risk management system.
- The relevance of the strategic objectives and of the necessary measures in the operational area.



HADSUL LIMITED

HADSUL LIMITED

- Issues of compliance with statutory requirements and other voluntary codes.
- Any problems reported by any person who has been assigned safety responsibilities and has experienced difficulties carrying them out.
- Whether reassignment of responsibilities to different staff levels to ensure more effective and efficient management of safety responsibilities is required (e.g., delegating trivial matters down the organisation, or relieving employees from monitoring procedures which they have no authority to correct).
- Whether the skills base of management is comparable to that required to carry out their assigned safety responsibilities.
- Whether individual safety performance should be fed back to management through the appraisal system.
- whether the lines of communication are effective, e.g., if any matters of concern for the safety committee have not been attended to because they have not reached the right management level; and,
- How safety representatives/employees will be consulted about the review.

Policy Reviewed	Signed	Next Review
MAY 2025	Zam Namakula	MAY 2026

Additional Hadsul Limited Health and Safety-related Policies

Our Health and Safety Policy is not a stand-alone document, but links to various policies and procedures related to Health and Safety issues. Our Health and Safety Policies and Procedures include but is not limited to the following. All are available on request, although more important documents are included with this submission (*)

- Accidents at Work
- Electrical Inspection and Testing
- Electrical Safety
- Moving and Handling (*)
- Security
- Use of Hoists
- First Aid for Care Providers
- Health and Safety Training (*)
- Personal Protective Equipment
- Sips, Trips and Falls (*)



HADSUL LIMITED

HADSUL LIMITED

- Workplace Equipment
- COSHH (*)
- Fire Prevention
- Food Hygiene
- Lone Working (*)
- Infection Control (*)
- Risk Assessment (*)
- Smoking at Work

Medication Administration

List of Relevant Legislation

- Health and Social Care Act 2008
- Health and Safety at Work, etc Act 1974
- Health and Social Care Act 2008 (Regulated Activities) Regulations
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- Information and Consultation of Employees Regulations 2004
- Control of Substances Hazardous to Health Regulations 2002
- Control of Major Accident Hazards Regulations 1999
- Management of Health and Safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1999
- Lifting Operations and Lifting Equipment Regulations 1998
- Health and Safety (Consultation with Employees) Regulations 1996
- Display Screen Equipment Regulations 1992
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Workplace (Health, Safety and Welfare) Regulations 1992
- Electricity at Work Regulations 1989
- Health and Safety (First Aid) Regulations 1981
- Safety Representatives and Safety Committees Regulations 1977
- Employers' Health and Safety Policy Statements (Exception) Regulations 1975
- Regulatory Reform (Fire Safety) Order 2005

Appendix 1

CQC Fundamental Standards Compliance



HADSUL LIMITED

HADSUL LIMITED

Adult social care providers must comply with the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 in order to maintain registration with the Care Quality Commission (CQC). These include Fundamental Standards below which care must not fall.

With regard to health and safety, the following regulations apply:

- Regulation 12: Safe Care and Treatment, including a requirement for providers to assess any risks to the health and safety of service users who are receiving care or treatment and doing all that is reasonably practicable to mitigate any such risks; and,
- Regulation 15, Premises and Equipment, including a requirement for all premises and equipment to be suitable, clean, safe, properly used and properly maintained.

Under the regulations, where premises or equipment are unsafe and put service users at risk of harm, or where harm has occurred, the CQC can move directly to prosecution, without first serving a warning notice.

The regulations include a range of supporting guidance.

For instance, the guidance states that to meet the requirement of Regulation 12, the provider must take appropriate steps to assure itself that the care and treatment it delivers is safe for all service users. Prompt 12(2)(a) further specifies that risk assessments relating to the health, safety and welfare of service users should be completed and reviewed regularly by people with the qualifications, skills, competence, and experience to do so.

Prompt 12(2)(b) suggests that actions to mitigate risks should include:

- Relevant health and safety concerns being incorporated into service users' care and treatment plans/pathways, for example, allergies, contraindications, and other limitations; and,
- Compliance with relevant Patient Safety Alerts, recalls and rapid response reports issued from the Medicines and Healthcare Products Regulatory Agency (MHRA) and via the Central Alerting System (CAS).

Regulation 15 states that providers must act in accordance with current legislation and guidance relating to premises and equipment.



HADSUL LIMITED

HADSUL LIMITED

Prompt 15(1)(d) requires that:

- Providers ensure they meet the requirements of relevant legislation, including fire, electrical and building maintenance legislation.
- Health and safety risk assessments are regularly carried out of the premises (including grounds) and equipment and are acted on in a timely manner if improvements are required.
- Arrangements are in place for the purchase, service, maintenance and renewal/replacement of premises and equipment (including fire protection equipment); and,
- Providers ensure that staff and relevant others are trained to use equipment appropriately.

CQC Key Question Test

Since October 2014, a five key question test has been used during CQC inspections in England. The safety of equipment, facilities and buildings is a factor in assessing whether a service is considered safe.

Key question judgments are made with reference to Key Lines of Enquiry (KLOEs) guidance published for consultation in CQC Provider Handbook Appendices.

In order to satisfy inspectors, providers should be able to demonstrate full compliance with health and safety legislative requirements. They should also be able to demonstrate that they have:

- A good track record on safety over time.
- Reliable health and safety policies, systems, processes, and procedures in place.
- Managed any risks associated with the premises or with equipment.
- Learned from any safety incidents and responded quickly; and,
- Put in place any identified improvements following advice or recommendations from experts.

Plans should be in place to respond to any emergencies.