

Reviewed: June 2025
Next Review: June 2026



HEALTH & SAFETY POLICY & PROCEDURE



Harbour Supported Living
Services Ltd
170 Seabank Road
Wallasey
Wirral
CH45 1HG

Health and Safety Policy & Procedure

Introduction

This Health and Safety Policy & Procedure Policy & Procedure is for Harbour Supported Living Services Ltd (hereafter referred to as "us", "we", or "our").

Purpose

To comply with Health and Safety law, regulations and quality standards.

To set out Harbour Supported Living Services Ltd's approach to fulfilling the requirements of legislation on health and safety.

To meet the legal requirements of the regulated activities that Harbour Supported Living Services Ltd is registered to provide:

- The Care Act 2014
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Electricity at Work Regulations 1989
- The Food Safety and Hygiene (England) Regulations 2013
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- RIDDOR
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002

Scope

This policy includes in its scope all data which we process either in hardcopy or digital copy, this includes special categories of data.

This policy applies to all service users, staff, temporary staff and contractors.

Objectives

To ensure that Harbour Supported Living Services Ltd has a written statement of general policy with respect to the Health and Safety at Work etc. Act 1974.

This policy and procedure should be read alongside all Harbour Supported Living Services Ltd's health and safety policies, procedures and supporting documentation.

Policy

Harbour Supported Living Services Ltd recognises that it has a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to Harbour Supported Living Services Ltd's particular activities.

Statement of Intent

Harbour Supported Living Services Ltd acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. Harbour Supported Living Services Ltd considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality Support and a safe working environment for our staff and those who work on our behalf.

Harbour Supported Living Services Ltd will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy, Harbour Supported Living Services Ltd is committed to the following objectives:

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- To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff, Service Users, contractors and others who work on our behalf.
- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work.
- The provision and maintenance of equipment and systems of work that are safe
- Arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances are in place.
- Providing information, instructions, training and supervision as is necessary to ensure the health and safety at work for its employees and other persons
- The health and safety policies, standards and management systems (including procedures and work instructions) will be defined, documented, implemented and maintained.
- Creating for staff, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised or mitigated through good management practices, effective human resources policies and staff development.
- Ensuring, as far as reasonably practicable, that risks associated with travel by staff for Harbour Supported Living Services Ltd are appropriately managed.
- Making sure that all staff are aware of their health and safety responsibilities and know what is expected of them and what they must do to discharge the responsibilities assigned to them.
- Providing access for staff to appropriate training and development to enable them to discharge competently the responsibilities assigned to them.
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Service Users and commissioners in implementing the Health and Safety Policy.
- To have in place arrangements to plan, implement, monitor and review measures to address risks arising from Harbour Supported Living Services Ltd's activities.
- To strive to improve continuously Harbour Supported Living Services Ltd's health and safety performance.

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- Appointing a competent person to support Harbour Supported Living Services Ltd to meet its statutory duties.

Harbour Supported Living Services Ltd will review its health and safety systems and procedures at least annually to ensure that they reflect legal responsibilities associated with applicable:

- Health and Safety Executive (HSE) laws, regulations, approvals, licences and other legal requirements.
- International, national and regional standards.
- Industry codes and best practice.
- Contractual requirement.
- Expectations of regulators and other key stakeholders.

Systems and procedures will be made available to those working for and on behalf of Harbour Supported Living Services Ltd so that they are aware of their individual health and safety obligations.

A health and safety management structure will be implemented to support the delivery of health and safety policies, systems, objectives and targets, to review health and safety performance and respond to health and safety incidents.

Harbour Supported Living Services Ltd is charged with implementing this policy by using a suitable safety management system

The Registered Manager will seek and expect the full co-operation and support of Harbour Supported Living Services Ltd to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively.

The Health & Safety Lead will have day-to-day responsibility for ensuring compliance with this policy.

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Harbour Supported Living Services Ltd's Health and Safety Policy 'Statement of Intent' will be ratified and signed by Harbour Supported Living Services Ltd. This signifies Harbour Supported Living Services Ltd's commitment to ensuring that the successful management of health and safety is of paramount importance within Harbour Supported Living Services Ltd.

A copy of the Health and Safety Policy 'Statement of Intent' will be displayed within the reception area at Harbour Supported Living Services Ltd.

Health and Safety Responsibilities in Harbour Supported Living Services Ltd Executive

Harbour Supported Living Services Ltd is responsible for safety in Harbour Supported Living Services Ltd and will monitor the Health and Safety Policy on a regular basis.

Harbour Supported Living Services Ltd will be sufficiently apprised of health and safety matters to ensure that sufficient resources are available to provide any health and safety equipment, clothing, information and training for employees in order, as far as is reasonably practicable, to achieve and maintain a high standard of safety proficiency

Health & Safety Officer

The Health & Safety Officer is Camellia John - Registered Manager, unless indicated otherwise by a notice on the main noticeboard of Harbour Supported Living Services Ltd. The responsibilities of the Health & Safety Officer are to:

- Maintain safety records.
- Ensure staff and Service User risk assessments are in place, proportionate and up to date.
- Investigate accidents, incidents and near misses.
- Provide accident, incident and near miss statistics.
- Keep a watching brief on changing safety legislation.

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- Report directly to Harbour Supported Living Services Ltd.
- Conduct full investigations of accidents with a view to the prevention of future occurrences.
- Ensure that Harbour Supported Living Services Ltd's obligations with respect to assessment, control and monitoring of hazardous substances are met.
- Ensure that the recording of accidents is in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by ensuring that the Accident and Incident Reporting Policy and Procedure is followed and that all accidents are recorded, using the form attached to that policy.
- Ensure that all accidents which result in absence from work for more than 7 days (not including the day of the accident) are reported within 15 days to the Health and Safety Executive.
- Ensure that any accidents or incidents involving Service Users are reported to Wirral Department of Adult Social Services.
- Ensure that the CQC is notified in line with statutory reporting requirements.

Senior Team Leaders

Senior Team Leaders have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. A Senior Staff Team Leader will:

- Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits and firefighting equipment.
- Ensure that all staff are aware of the Health and Safety Policy and Procedure (a copy is on Harbour Supported Living Services Ltd's noticeboards).
- Keep up to date with health and safety matters applicable to the operations of Harbour Supported Living Services Ltd.
- Investigate all accidents with the assistance of the Safety Officer / Service Manager, with a view to the prevention of further occurrences.
- Ensure that good housekeeping standards are applied.

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- Ensure that periodically all new and existing equipment is checked and that maintenance schedules are in place and adhered to. This includes equipment within the Service User's home.
- Carry out regular safety checks and audits.
- Equipment and its usage to ensure that it is safe and does not endanger health
- The provision of safety arrangements for the handling, storage and movement of materials, equipment and substances.
- Supplying sufficient information, instructions, training and supervision to enable staff to avoid hazards and contribute positively to their own health and safety at work.
- Inspecting, on a regular basis, any equipment to ensure its efficiency and maintenance.
- Ensuring staff are aware of emergency procedures, and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practiced.

Support and Administrative Staff

Employees have a duty under the Health and Safety at Work etc. Act 1974 to comply with the following:

- To do everything they can to prevent injury to themselves, fellow staff and others affected by their actions or omissions at work.
- To follow company procedures, in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- To inform their line manager of any work situation where there is a serious and/or immediate danger to staff and to identify any shortcomings in the health and safety arrangements for protecting staff and others.
- Any member of staff who is faced with a conflict between the demands of safety and their job should raise the matter immediately with their supervisor.
- Checking work areas and equipment are safe prior to use, and using any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any defective equipment which may cause an incident.

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- Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities.
- To follow the Lone Working Policy and report any personal safety concerns to Harbour Supported Living Services Ltd.
- To ensure that they understand Harbour Supported Living Services Ltd's system for reporting incidents, accidents and other health and safety risks and that they use these systems when necessary.
- To ensure that they read, understand and follow all appropriate Harbour Supported Living Services Ltd health and safety policies, procedures and other documentation and attend scheduled training sessions.

Health and Safety Poster

Harbour Supported Living Services Ltd will display a Health and Safety Poster and ensure it is kept up to date, with Camellia John - Registered Manager, as the Health and Safety Officer, will have their name clearly displayed.

First Aid

Harbour Supported Living Services Ltd will appoint a member of staff who will have responsibility for First Aid. They will be trained in First Aid to meet the requirements of Harbour Supported Living Services Ltd. We will ensure that a First Aid kit is available and checked on a regular basis as agreed by Harbour Supported Living Services Ltd.

Procedure

Risk and Hazard Management

Risk assessments will be carried out to evaluate and adequately control hazards, to ensure the health, safety and welfare of staff and others who may be affected by the work activities of Harbour Supported Living Services Ltd.

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Risk assessments will be recorded on Harbour Supported Living Services Ltd's appropriate document in accordance with Harbour Supported Living Services Ltd's Risk Management Policy.

Arrangements will be made for putting into practice the preventative and protective measures that follow on from the risk assessment.

Risk assessments will be regularly monitored and reviewed to ensure they remain 'live' documents. They will be updated in accordance with legislative and contractual requirements, standards, codes of practice etc.

The outcomes of risk assessments will be readily available and communicated to staff. Staff will receive instructions and/or training associated with the level of risk identified and the control measures taken to prevent or control risks.

Service Users will be involved in the development of risk assessments and Harbour Supported Living Services Ltd will seek their feedback and act on any concerns.

Risk assessments in relation to Service Users will be kept in the Service User's home and staff informed of their location.

Accident and Incident Reporting

In the event of an accident/incident, staff will ensure that a detailed entry of the event is recorded on an accident form and will notify their line manager who will subsequently determine, in conjunction with Harbour Supported Living Services Ltd's Health and Safety Committee where appropriate, if notification is required under The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013.

Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work or additional control measures are necessary. This must be written down and the conclusions clearly defined and acted upon.

As a learning organisation, Harbour Supported Living Services Ltd will use the information to prevent re- occurrences, where reasonably practicable.

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If an accident, incident or near miss involves a Service User, Wirral Department of Adult Social Services' Safeguarding Team will be informed as will the CQC. Harbour Supported Living Services Ltd will be aware of their requirements in relation to the Duty of Candour.

Monitoring Compliance and Effectiveness

Line managers will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to the Registered Manager for review.

The policy document itself will be reviewed by the Registered Manager and Service Manager of Harbour Supported Living Services Ltd on an annual basis. The effectiveness of this policy will also be monitored by Harbour Supported Living Services Ltd. This review may include:

- Audit
- Risk Assessment
- Systematic inspections
- Incident and accident statistics
- Sickness and ill health statistics
- Risk registers

Items identified as requiring significant amendment will be referred for authorisation before being actioned to Harbour Supported Living Services Ltd who is responsible for health and safety on behalf of Harbour Supported Living Services Ltd.

Health and Safety Policies and Procedures

Harbour Supported Living Services Ltd will ensure that staff have access to Harbour Supported Living Services Ltd's Health and Safety Policies via the QCS system and are aware of the QCS mobile app as a way of accessing policies and procedures.

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These policies will be reviewed by Mr Jaiduth Neermul to ensure they dovetail with both Harbour Supported Living Services Ltd's procedures and any local or contractual procedures. Support Workers will be provided with a Staff Handbook when they start work with Harbour Supported Living Services Ltd and all staff will undertake an induction which will include Health and Safety training, policies and procedures. Harbour Supported Living Services Ltd will follow the Care Certificate standards for new care staff.

Definitions

Risk Assessment

A risk assessment identifies all significant risks associated with a company's operations through assessing the likelihood and probability that harm may occur and how this will be managed to keep individuals free from harm

Safe System of Work

This is a safe method of carrying out a task, a bit like a step by step guide to safe working practices. Not all tasks can eliminate harm completely. However, by having a safe system of work in place, the likelihood of harm is greatly reduced through various control measures

As Far as Reasonably Practicable

This refers to the degree of risk in a particular activity or environment which can be balanced against the time, trouble, cost and physical difficulty of taking measures to avoid the risk

Competent Person

A competent person is someone who has sufficient skills, knowledge and experience to complete the task

Hazard

A hazard is anything that may cause harm, e.g. chemicals, electricity, working from ladders, etc.