Health and Safety

Policy and Procedure

APRIL 2026

Review Date:14/04/26 Reviewed By:Ben Ozour Next Review Date 14/04/2027

Health and Safety Policy and Procedure

Purpose of Policy

This Health and Safety Policy outlines Comfort Care Recruitment and Training Limited's policy on complying with its legal obligations for the health and safety of employees, clients and others.

To meet the legal requirements of the following legislation:

- Health and Safety At Work Act 1974
- Health and Safety (First Aid) Regulations 1981
- The Personal Protective Equipment at Work Regulations 1992
- Management of Health and Safety at Work Regulations 1999
- Control of Substances Hazardous to Health Regulations 2002
- The Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Personal Protective Equipment at Work (Amendment) Regulations 2022

Scope

The policy applies to:

- All employees, including those designated as temporary, bank staff, agency staff, volunteers or work experience

Objectives

The objectives of this policy are:

- To ensure compliance with legislation and regulations
- To comply with Health and Safety Executive (HSE) regulations
- To meet contractual requirements relating to the provision of care
- To protect employees, clients and others from risks of harm or danger
- To ensure robust Risk Assessments are in place
- To ensure robust processes for managing health and safety are in place
- To ensure that employees understand their responsibilities in relation to health and safety

- To ensure adequate supplies of Personal Protective Equipment (PPE) are provided

Policy Statement

Comfort Care Recruitment and Training Limited is committed to meeting its legal obligations in relation to health and safety.

As an employer Comfort Care Recruitment and Training Limited has a legal duty to assess all health and safety related risks.

Comfort Care Recruitment and Training Limited will ensure that clients and employees are protected from risks as far as is reasonably practicable.

Comfort Care Recruitment and Training Limited will ensure that safe systems of work are in place and are implemented.

All employees have a duty to take reasonable care of their own safety and the safety of others.

All employees are required to read this Health and Safety Policy in line with all Comfort Care Recruitment and Training Limited' health and safety related policies and procedures. This includes but is not limited to:

- Coronavirus (Covid-19) Policy and Procedure
- Fire Safety Policy and Procedure
- Food Safety Policy and Procedure
- Infection Control Policy and Procedure
- Lone Working Policy and Procedure
- Moving and Handling Policy and Procedure
- Personal Protective Equipment (PPE) Policy and Procedure
- Smoking Policy and Procedure

All employees are required to report all hazards that they identify without delay.

Comfort Care Recruitment and Training Limited will ensure that all activities and working environments are appropriately risk assessed and that action is taken to reduce the risks.

Comfort Care Recruitment and Training Limited will ensure that Risk Assessments are completed for each client and this includes environmental risks.
Comfort Care Recruitment and Training Limited will ensure that Personal Protective Equipment (PPE) is provided for employees and visitors to the service.

Comfort Care Recruitment and Training Limited will complete Health and Safety Audits of the service and activities provided to enable early identification of potential risk areas.

Comfort Care Recruitment and Training Limited will ensure that all servicing and maintenance of premises and office equipment is carried out by external competent persons in line with Comfort Care Recruitment and Training Limited's servicing and maintenance schedule. This includes as a minimum:

- Fixed Wire Testing - every 5 years
- Portable Appliance Testing (PAT) – annually
- Fire Alarm Servicing – six monthly
- Emergency Lighting – six monthly
- Fire Extinguishers and Equipment – annually
- Gas Servicing - annually

Comfort Care Recruitment and Training Limited is committed to ensuring the welfare of employees and will provide a safe and healthy environment by:

- Providing clean toilet and sanitary facilities
- Providing hand washing and drying facilities
- Providing appropriate Personal Protective Equipment (PPE)
- Providing drinking water
- Providing an area to make hot drinks and to heat food
- Providing an area for breaks and to eat meals
- Providing adequate heating
- Providing adequate ventilation
- Providing a clean and tidy working environment and premises
- Providing adequate working space and seating

Comfort Care Recruitment and Training Limited will ensure that all employees are provided with Health and Safety Training during their induction and provided with refresher training on an annual basis.

Comfort Care Recruitment and Training Limited will ensure that employees with responsibilities for completing Risk Assessments are trained and competent to do so.

The Registered Manager is responsible for overseeing health and safety within Comfort Care Recruitment and Training Limited' Supported Living service. Comfort Care Recruitment and Training Limited is committed to implementing this Policy and the practices it sets out.

Procedures

Use of Personal Protective Equipment (PPE)

The Registered Manager must ensure that adequate supplies of PPE are maintained and that employees have access to this.

The Registered Manager must ensure that employees are trained and competent in the correct use of PPE.

The Registered Manager must refer to the latest Covid-19 and infection control guidance for PPE use and ensure that this is implemented.

Visitors to the service must be provided with the required PPE to enable safe visiting.

Premises Risk Assessments

The Registered Manager must ensure that the Supported Living premises and offices of Comfort Care Recruitment and Training Limited are safe and are risk assessed.

The Registered Manager must maintain oversight of all Risk Assessments and must ensure that they are completed by employees who are competent to do so.

As part of the risk assessment process the following must be included during the assessment:

- Identify the risks/hazards
- Identify who could be harmed
- Likelihood of the risk occurring
- Impact of the risk occurring
- Current control measures
- Additional control measures required

The Registered Manager is responsible for reviewing all Risk Assessments to ensure that control measures are adequate and that the risks are managed effectively.

If a Risk Assessment identifies that employees are unable to work safely the Registered Manager must take immediate action to stop the activity and assess if alternative controls can be put in place.
The Registered Manager must ensure that all Risk Assessments are reviewed:

- After any health and safety incidents or near misses
- After concerns are raised by employees
- At least on an annual basis

Assessing Risks Relating to Clients

Client Initial Assessments, Care Plans and Risk Assessments must be completed in line with Comfort Care Recruitment and Training Limited's Care Planning Policy.

The Registered Manager must maintain oversight of client Initial Assessments, Care Plans and Risk Assessments and must ensure that they are completed by employees who are competent to do so.

All risks relating to providing care to a client must be assessed. These risks include:

- Risks relating to the client
- Risks to others including employees
- Risks relating to the client's environment

All risks, controls and risk levels must be clearly documented in each client's Care Plan and Risk Assessment.

If the Risk Assessment highlights areas where employees are not able to work safely the Registered Manager, or another manager in their absence, must immediately prevent employees from carrying out the activity.

The Registered Manager must review the Risk Assessment and assess if additional control measures and arrangements can be put in place.

If the risks identified cannot be managed safely by additional controls the Registered Manager must inform the client that care cannot be provided to them and the reasons for this decision. The Registered Manager must inform other relevant people such as Local Authority Adult Social Care, funding bodies and the next of kin with consent.

The Registered Manager must ensure that each client's Care Plan and Risk Assessment are reviewed:

- After any health and safety incidents or near misses
- After concerns are raised by employees
- At least on an annual basis

Reporting and Managing Health and Safety Concerns and Incidents

Employees who identify hazards or have concerns relating to health and safety must inform the Registered Manager without delay. If the Registered Manager is unavailable another manager must be informed.

Employees who experience any incidents or near miss situations relating to health and safety must inform the Registered Manager without delay. If the Registered Manager is unavailable another manager must be informed.

Employees experiencing incidents or near misses must complete Comfort Care Recruitment and Training Limited's Incident Report Form as soon as possible after the incident and forward this to the Registered Manager.

The Registered Manager must investigate and assess the concern or incident that is reported to them.

The Registered Manager must review the Risk Assessment related to the concern or incident and assess if the activity can continue safely. The Registered Manager must assess if additional controls are required and must stop the activity if it cannot be carried out safely.

The Registered Manager must speak to all employees involved and must complete a management report which details their findings, action taken and any learning points.

The Registered Manager must ensure that employees are supported.

The Registered Manager must establish if the incident meets the reporting requirements of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and must complete the RIDDOR notification if required.

The Registered Manager must inform the Provider/Nominated Individual of any concerns or incidents reported that relate to health and safety risks.

Electrical Equipment Checks

Employees are not permitted to use their own electrical appliances or equipment at the service.

Employees must do a visual check of electrical equipment and appliances before using them. The visual check must include looking for potential hazards including:

- Over-loaded adaptors
- Damaged or signs of burning on sockets
- Damaged cables
- Damaged or signs of burning on plugs
- Plugs which do not fit into the socket correctly
- Trailing electrical cables and extension leads
- Worn appliances
- Exposed wires
- Electrical equipment in wet conditions
- Electrical equipment in the bathroom

Employees who observe hazards or electrical defects must not use the appliance.

The employee must inform the Registered Manager as soon as possible. The employee must complete a Comfort Care Recruitment and Training Limited Incident Report and forward this to the Registered Manager.

The Registered Manager must manage the concern and resolve the issue and enable safe working.

Health and Safety Audits

The Registered Manager must ensure that regular Health and Safety Audits of the service and activities are completed in accordance with the Quality Audit Schedule.

The Registered Manager must ensure that the Quality Audits Schedule is updated when audits are completed.

The Registered Manager can delegate the task of completing quality audits to a member of staff if they are trained and competent in the area that they are required to audit.

Once the delegated member of staff has completed a Health and Safety Audit they must forward the completed audit to the Registered Manager without delay and make the Registered Manager aware of any risk areas or concerns identified.

All areas for improvement and areas not met during the audit must be recorded on the audit document. Where areas for improvement are identified clear actions, responsibilities and timescales for completion must be allocated and recorded.

The Registered Manager must review all audits and the areas for improvement identified from the audits.

The Registered Manager must ensure that all identified actions are completed and recorded and that any lessons learned are identified.

The Registered Manager should discuss outcomes of Health and Safety Audits and processes with the Nominated Individual/Provider.

Roles and Responsibilities

All employees are responsible for:

- Following the Health and Safety Policy and Procedure and all other related health and safety policies.
- Following all Risk Assessments.
- Attending Health and Safety Training.
- Wearing the PPE required to undertake tasks.
- Completing health and safety checks as delegated by the Registered Manager.
- Reporting all concerns relating to health and safety to the Registered Manager.
- Informing the Registered Manager of all health and safety incidents and near misses.
- Completing Incident Reports related to health and safety incidents and near misses.
- Debriefing with the Registered Manager following health and safety incidents and near misses.

The Registered Manager is responsible for:

- Ensuring this Health and Safety Policy is implemented.
- Ensuring employees are provided with Health and Safety Training.
- Ensuring Risk Assessments are completed for all activities and premises of Comfort Care Recruitment and Training Limited.
- Ensuring Risk Assessments are completed for each client.
- Ensuring Health and Safety Audits are completed.
- Ensuring that all office and premises equipment is serviced in accordance with the servicing and maintenance schedule.
- Ensuring that the premises and working environment are suitable and have the facilities required for employee safety and welfare.
- Ensuring that adequate PPE is provided and that employees are trained to use PPE correctly.
- Completing management reports and identifying learning points following health and safety incidents.
- Completing Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) Notifications if required
- Ensuring employees are debriefed and supported following a health and safety incident.
- Informing the Provider/Nominated Individual of concerns and incidents relating to health and safety.

The Provider/Nominated Individual is responsible for:

- Maintaining oversight of how health and safety concerns and incidents are managed.
- Reviewing learning points with the Registered Manager.
- Providing appropriate supervision and support to the Registered Manager.

Breaches of Policy

For employees, failure to adhere to the Health and Safety Policy could lead to possible disciplinary action being taken.

For others (volunteers, agency staff, contractors) their individual relationship with the organisation may be terminated.

Monitoring and Review

This Policy will be reviewed annually or sooner if necessary due to legislative or regulatory requirements.