HEALTH AND SAFETY POLICY

PRN-75: Health and Safety Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Purpose

The purpose of this policy is to ensure, so far as is reasonably practicable, the health, safety, welfare, and wellbeing of employees, volunteers, service users, visitors, and any other persons who may be affected by the activities of the organisation.

As a Non-Accommodation Companionship and Wellbeing Support Service, the organisation is committed to providing safe services within community settings, service users' homes, public venues, and organisational activities.

The organisation recognises that effective health and safety management contributes to:

- Protection from harm
- Quality service delivery
- Employee wellbeing
- Safeguarding
- Risk reduction
- Legal compliance
- Continuous improvement

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2. Scope

This policy applies to:

- Employees
- Volunteers

- Directors
- Trustees
- Agency workers
- Contractors
- Students and placements

The policy applies to all activities undertaken on behalf of the organisation, including:

- Home visits
- Community activities
- Wellbeing visits
- Telephone support
- Accompanied outings
- Training events
- Meetings
- Volunteer activities

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3. Policy Statement

The organisation is committed to:

- Providing safe systems of work.
- Maintaining safe working environments.
- Identifying hazards and assessing risks.
- Preventing accidents and injuries.
- Promoting physical and mental wellbeing.
- Providing appropriate training and supervision.
- Consulting employees and volunteers on health and safety matters.
- Complying with relevant legislation and guidance.

Health and safety is everyone's responsibility.

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4. Legal Framework

This policy is informed by:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Manual Handling Operations Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Equality Act 2010
- Care Act 2014
- Human Rights Act 1998

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5. Health and Safety Principles

The organisation will:

Prevent Harm

Take proactive steps to reduce foreseeable risks.

Promote Wellbeing

Support the physical and mental wellbeing of employees, volunteers, and service users.

Identify Hazards

Recognise risks and implement proportionate control measures.

Encourage Reporting

Promote open reporting of accidents, incidents, hazards, and near misses.

Promote Learning

Use incidents and feedback to improve safety practices.

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6. Health and Safety Responsibilities

Directors

Directors have overall responsibility for:

- Health and safety governance.

- Ensuring adequate resources.
- Compliance with legislation.
- Reviewing health and safety performance.

Managers

Managers are responsible for:

- Implementing this policy.
- Conducting risk assessments.
- Investigating incidents.
- Providing training and support.
- Monitoring compliance.
- Addressing health and safety concerns promptly.

Employees and Volunteers

Employees and volunteers must:

- Take reasonable care of themselves and others.
- Follow organisational policies.
- Report hazards and concerns.
- Attend training.
- Use equipment safely.
- Cooperate with health and safety arrangements.

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7. Risk Assessment

Suitable and sufficient risk assessments will be undertaken for activities that may present risks to employees, volunteers, service users, or others.

Risk assessments may cover:

- Home visits
- Community activities

- Lone working
- Travel
- Events
- Environmental hazards
- Service user-specific risks

Risk assessments will be reviewed:

- Regularly
- Following incidents
- Following significant changes
- Where concerns arise

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8. Safe Working Practices

Employees and volunteers are expected to work safely at all times.

This includes:

- Following procedures.
- Using equipment correctly.
- Reporting unsafe conditions.
- Avoiding unnecessary risks.
- Maintaining professional boundaries.
- Following safeguarding requirements.

Unsafe practices must be addressed immediately.

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9. Home Visits and Community Settings

As services are delivered within the community, additional precautions are required.

Employees and volunteers should:

- Follow risk assessment guidance.
- Be aware of environmental hazards.
- Inform managers of concerns.

- Follow lone working arrangements.
- Report any unsafe situations.

Support must never be provided where serious risk cannot be managed safely.

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10. Slips, Trips and Falls

Employees and volunteers should remain alert to hazards such as:

- Uneven flooring
- Clutter
- Poor lighting
- Wet surfaces
- Damaged pathways

Any hazards identified should be reported and addressed where possible.

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11. Manual Handling

The organisation does not provide regulated personal care or manual handling services.

Employees and volunteers must not:

- Lift service users.
- Transfer service users.
- Use specialised moving and handling equipment.

Where concerns arise regarding mobility or safety, staff should report the matter to management and appropriate services.

Employees should use safe techniques when handling equipment, resources, and materials.

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12. Infection Prevention and Control

Employees and volunteers should take reasonable measures to reduce the spread of infection.

This includes:

- Good hand hygiene.

- Appropriate respiratory hygiene.
- Following public health advice.
- Reporting infectious illnesses where relevant.
- Using PPE where required.

Individuals who are unwell should seek guidance from their manager before attending activities.

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13. First Aid Arrangements

The organisation will maintain appropriate first aid arrangements.

Employees and volunteers should:

- Know how to summon emergency assistance.
- Report accidents promptly.
- Record incidents appropriately.

In emergencies:

Call 999 Immediately

Where there is:

- Serious illness
- Serious injury
- Immediate danger
- Threat to life

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14. Fire Safety

When working in organisational premises or community venues, employees and volunteers should:

- Be aware of emergency exits.
- Follow fire evacuation procedures.
- Report fire hazards.
- Participate in fire safety training where required.

In the event of fire:

- Raise the alarm.
- Evacuate safely.
- Call emergency services.
- Do not place yourself at unnecessary risk.

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15. Personal Safety

Employees and volunteers have the right to work in a safe environment.

The organisation will seek to minimise risks relating to:

- Aggressive behaviour
- Threatening behaviour
- Harassment
- Abuse
- Unsafe environments

Employees must report:

- Threats
- Incidents of violence
- Intimidation
- Security concerns

Immediate safety must always take priority.

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16. Stress and Mental Wellbeing

The organisation recognises that health and safety includes psychological wellbeing.

Managers will seek to identify and address:

- Workplace stress
- Burnout
- Excessive workload
- Emotional fatigue

Employees are encouraged to discuss concerns at an early stage.

Support may include:

- Supervision
- Wellbeing discussions
- Flexible arrangements where appropriate
- Signposting to support services

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17. Violence, Abuse and Harassment

The organisation operates a zero-tolerance approach to:

- Violence
- Abuse
- Harassment
- Intimidation
- Discriminatory behaviour

Any such incidents must be reported immediately and managed appropriately.

The safety and wellbeing of employees, volunteers, and service users remain paramount.

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18. Accident and Incident Reporting

All accidents, incidents, hazards, and near misses must be reported promptly.

Reports should include:

- Date and time
- Location
- Individuals involved
- Description of events
- Actions taken

Reporting enables the organisation to:

- Investigate incidents.
- Learn lessons.

- Prevent recurrence.
- Improve safety arrangements.

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19. Safeguarding and Health & Safety

Health and safety concerns may involve safeguarding issues.

Examples include:

- Unsafe living environments.
- Self-neglect.
- Environmental hazards.
- Abuse and neglect.
- Unsafe working conditions.

Where safeguarding concerns arise, employees and volunteers must follow the Adult Safeguarding Policy.

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20. Training

Employees and volunteers will receive health and safety training appropriate to their role.

Training may include:

- General health and safety awareness
- Risk assessment
- Incident reporting
- Infection prevention and control
- Fire safety awareness
- Lone working awareness
- Safeguarding
- Personal safety

Training records will be maintained.

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21. Monitoring and Review

The organisation will monitor:

- Accidents and incidents
- Near misses
- Risk assessments
- Training compliance
- Service user feedback
- Employee feedback
- Health and safety concerns

Trends and lessons learned will be used to improve safety and service quality.

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22. Consultation

The organisation will consult employees and volunteers regarding health and safety matters and encourage participation in efforts to improve workplace safety.

Suggestions and concerns will be taken seriously and considered as part of ongoing improvement activities.

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23. Review Arrangements

This policy will be reviewed:

- Annually
- Following serious incidents
- Following legislative changes
- Following significant organisational changes
- Following health and safety investigations

Related Policies

- Risk Assessment Policy
- Incident Reporting Policy
- Adult Safeguarding Policy
- Employee Wellbeing Policy

- Lone Working Policy
- Mental Capacity Act Policy
- Data Protection and GDPR Policy
- Volunteer Management Policy