

GLOBAL HEALTHCARE NAVIGATOR LTD

POLICY NUMBER: 3

POLICY TITLE: HEALTH & SAFETY

Health and Safety law applies equally to employers, employees and all Global Healthcare Navigator Ltd. Agency staff have a general duty to ensure that their work activities do not endanger themselves or others. Equally, the Client/establishment or owner of a private house has a general duty to ensure that the work environment is itself free from dangers to health or safety.

Health and Safety and You

Health and Safety law applies equally to employers, employees and the self-employed and all Integrity24 Care Ltd Agency Staff have a general duty to ensure that their work activities do not endanger themselves or others. Equally, the Client/establishment or owner of a private house has a general duty to ensure that the work environment is itself free from dangers to health or safety.

Health and Safety Guidance

The Global Healthcare Navigator Ltd seeks to ensure the following in relation to Health and Safety:

- That you have the necessary qualifications, experience, skills and capability to carry out the assignments that you will be undertaking.
- That any risks to health, in connection to the use, storage and handling of substances hazardous to health, are identified through an assessment of their potential effects, as required by the latest edition of The Control of Substances Hazardous to Health (COSHH) Regulations, and that necessary control measures are implemented.
- That you are given sufficient information, instruction and training to ensure your own Health and Safety.
- That consideration is given to Health & Safety factors when equipment is procured or new services obtained, or when changing procedures to work

patterns and that all necessary safety precautions are taken and that necessary safety instructions have been understood.

You are responsible for your own personal Health and Safety and you have a duty of care to your fellow workers. Your responsibilities include:

- The duty to comply with all safety instructions and directions laid down.
- The duty to use the means and facilities provided for health and safety in a proper manner.
- The duty to refrain from the wilful misuse of, or interference with, anything provided in the interests of health, safety and welfare and any action that may be construed as dangerous.
- The duty to report any potential hazards or dangerous occurrences that may cause harm to others.

Safety Instruction

- Always familiarise yourself with the Health and Safety policies and procedures for the environment in which you are working and pay particular attention to fire and emergency procedures.
- Never attempt a task without first ensuring that you understand the instructions and can carry them out safely.
- Always maintain a clean and safe work area.
- If you see, or believe you see, an unsafe act or condition, report it to your consultant and/or your direct line manager as soon as possible, taking immediate steps to correct it or ask your manager to rectify it. You may be assumed to have agreed to an unsafe condition if you do not comment on it and if you continue working.
- Certain jobs require you to wear protective clothing or to use equipment. If you are unsure, ask for advice before you start working. You must ensure that all cleaning materials or other potentially hazardous substances are correctly stored, labelled and are used in compliance with the manufacturer and instructions to reduce the risk of injury or danger to health.
- All waste or by-products must be properly disposed of.
- Only use, adjust, alter or repair equipment if you are authorised to do so.

- If you, or the equipment you operate, are involved in an accident - regardless of how minor report it immediately to your direct line manager and the agency. If necessary, get First Aid attention immediately. You should also report near misses to your branch.
- Ensure that all equipment (e.g. hoists) has been maintained properly and that documentary evidence is supplied.
- Obey all health and safety rules, signs and instructions. If you are unsure as to what they mean kindly ask.

Identifying and Reporting Hazards

Although within establishments, a Risk Assessment will have been carried out by a designated competent person. All Agency Workers need to look out for hazards at the establishment where they have accepted an assignment and report back to their agency, via the complaint's procedure and report on anything they feel may present a risk to an individual's Health and Safety. Hazards can include broken doors and windows, carpets or rugs that present a tripping hazard, dangerous chemicals, and faulty electrical equipment such as exposed wires.

How to Report Back

Call your Bookings Team and describe the hazard that you have identified. You may be asked to complete a Risk Assessment Form, which will be provided for the purpose.

Accident/Incident Reporting

Agency staff are responsible for ensuring that all incidents or accidents that relate to the provision, control and maintenance of Health & Safety in the workplace are reported to the Client and your Global Healthcare Navigator Ltd (and/or to the Local Authority in the case of serious accidents and/or dangerous occurrences).

It is also important that the internal reporting procedure of the establishment is carried out e.g. Recording the accident in the accident report book.

If you are working in a client's home, a written record (in the care plan and service records) must be kept of any accident or occurrence that happens in the workplace, however minor. In addition to internal reporting through the accident report/services

records, the establishment/Client must ensure that the following are reported to the appropriate enforcing authority, e.g. the local Environmental Health Officer:

- Fatal accidents
- Major injury accidents/conditions
- Dangerous occurrences
- Accidents causing more than three days incapacity for work
- Certain work-related diseases
- Certain gas incidents
- If you suffer a needle stick injury you must attend treatment immediately and report the incident. If possible, take note of the patient's details in order to help identify potential risks.

As soon as a needle stick (sharp) injury occurs you

Must do the following:

- Encourage bleeding by squeezing the site of the puncture wound, do not suck.
- Wash the wound with soap and water, do not scrub.
- Cover wound with waterproof dressing.
- Report incident to the manager and agency.
- Report to the OH Department during normal working hours.
- If the injury occurs out of office hours report to Accident and Emergency and inform the Global Healthcare Navigator Ltd the next day.
- Document the circumstances that led to exposure.

Counselling is available following blood tests. Always report a needle stick injury even if it occurs with a clear needle, via an incident report or accident book according to protocol.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

Dangerous occurrences and serious, lost time injuries (over 3 days) must be reported to the Health and Safety Executive/Environmental Health Officer immediately and followed up by a Form 2508 within 10 days, in line with RIDDOR. Failure to do so can

result in a £5000 fine. Records must be kept. As a self-employed person you have legal duties under RIDDOR that require you to report and record some work-related accidents. These include for example: deaths, major injuries, fractures, amputations, dislocations, loss of sight and lost time injuries over three days. They must be reported to the Health and Safety Executive Incident Contact Centre.

The Control of Substances Hazardous to Health (COSHH)

The Control of Substances Hazardous to Health (COSHH) Regulations 2002 is the main piece of legislation covering control of the risks to people from exposure to harmful substances generated out of or in connection with any work activity. As with all other regulations affecting Health and Safety at work, legal duties under COSHH are laid primarily on the establishment in which you are working, and it is their duty to see that proper systems of work and management are in place. Duties on Agency Workers include:

- Making proper use of any control measures
- Following safe systems of work
- Abiding by local rules and policies
- Reporting defects in safety equipment as appropriate

Health surveillance must be carried out, where assessment has shown that a substance is known to cause occupational asthma or severe dermatitis and COSHH requires that employers provide suitable information, instruction and training about:

- The nature of the substances workers work with or are exposed to
- The risks created by exposure to those substances and
- The precautions workers should take
- Employers should give sufficient information and instruction on:
 - Control measures and how to use them
 - The use of any personal protective equipment and clothing
 - Results of any exposure monitoring or health surveillance
 - Emergency procedure

Global Healthcare Navigator Ltd

The Health and Safety Management System for the Global Healthcare Navigator Ltd is kept in the office and is available for inspection by any interested party upon any reasonable request. The policy is also available as a download from our group website: Global Healthcare Navigator Ltd.

The Global Healthcare Navigator Ltd encourages all employees to inform their immediate superior of any areas of the health and safety policy that they feel are inadequate to ensure that the policy is maintained as a true working document.