

Policy: HEALTH AND SAFETY POLICY

Date	Author/ Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
Dec 2018	Kerstin Fenton, Health and Safety Consultant. Juliana Luxton, Head of Governance and Quality.	SMT, April 2015	HS-P-0001	<u>December 2018</u> Policy reviewed and updated. Minor changes to text and layout only. <u>December 2017</u> Appendix 3 updated to include mobile phone chargers. <u>June 2017</u> Policy reviewed. Minor changes to text only. <u>June 2016:</u> Major review and updates to text and layout. <u>April 2015</u> – Major review and revisions. Policy first created June 2005.	SMT	Dec 2019

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HEALTH AND SAFETY POLICY STATEMENT

Thames Hospice recognises its moral and legal health and safety responsibilities. In addition to this Thames Hospice aims to adopt the following five step approach to managing health and safety:

- 1. Policy** – a written health and safety policy describing the responsibilities and safety arrangements is agreed and signed on behalf of the senior management team.
- 2. Organisation** – responsibility for overseeing health and safety is allocated to nominated members of staff. These persons are to ensure that a positive health and safety culture is established and maintained by implementing the following as a minimum:

Competence	Ensure the competence of those who have responsibility for the health and safety of others, those who undertake risk assessments and those who provide advice.
Control	Lead by example; demonstrate your commitment and provide clear direction. Ensure that managers, group leaders and other people in supervisory roles understand their responsibilities and are given the time and resources to carry them out.
Co-operation	Have a forum for discussion on health and safety and co-ordinate the health and safety requirements with third parties who use the premises.
Communication	Provide information, instruction and training where needed to enable people to carry out their tasks safely.

- 3. Planning** – plan for health and safety by setting priorities based upon risk assessment and agree targets by which performance can be measured.
- 4. Implementing** – provide sufficient resources and support to enable people to implement and maintain good standards of health and safety.
- 5. Monitoring and review** – periodically measure performance to find out how well the implementation of health and safety is doing, as well as investigating accidents, incidents and work related ill health to identify preventative measures.

Finally, everyone has a health and safety responsibility and each is asked to:

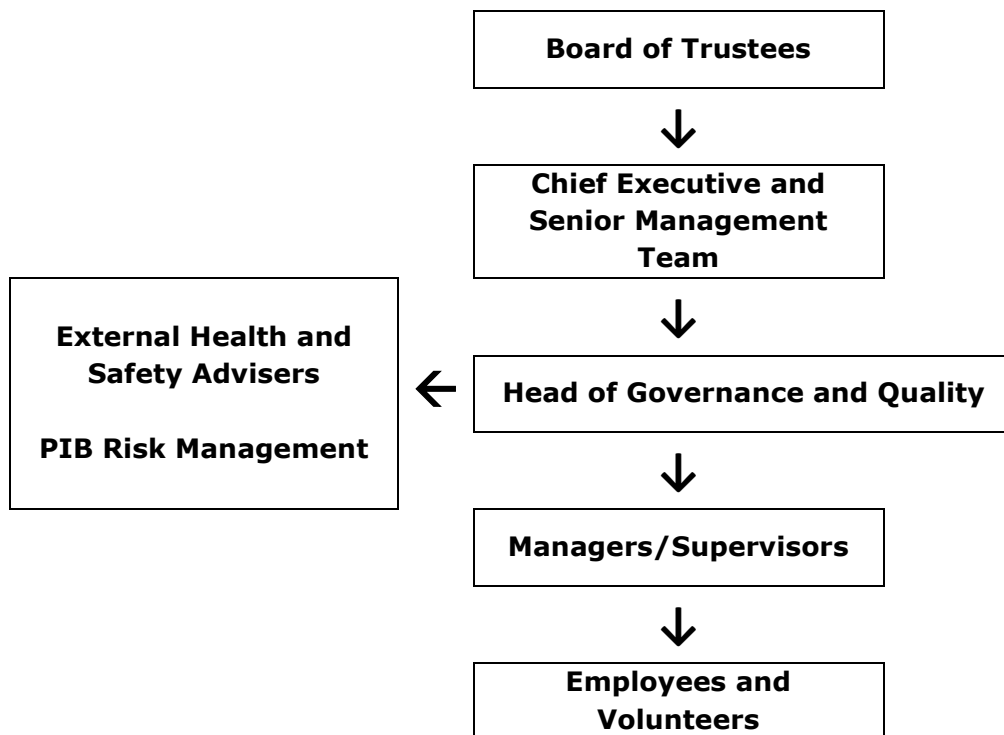
- Co-operate on health and safety matters.
- Not interfere with anything provided to safeguard their health and safety.
- Take care of their own health and safety and that of others.
- Report any health and safety concerns as soon as possible.

Our commitment

The Board of Trustees will endeavour to provide sufficient resources to enable this policy to be a success. This includes working with external advisers to provide practical advice, guidance and support. In addition to health and safety being an agenda item at our meetings, we will periodically ask for feedback on how well Thames Hospice is performing in relation to health and safety issues.

Signed: _____ **Chief Executive** **Date:** _____

APPENDIX 1 – ORGANISATION FOR HEALTH AND SAFETY – ROLES AND RESPONSIBILITIES



Board of Trustees

The Board of Trustees will ensure that health and safety is considered in all decision making of the organisation, oversee the implementation of a fire and health and safety framework and ensure the adequate resourcing for health and safety across the organisation. They will also support the Senior Management Team in their endeavor to provide a safe working environment.

The Senior Management Team

The Senior Management Team will provide commitment, leadership and involvement to continually improving health and safety performance. This will be demonstrated in a variety of ways:

- Through Management role modelling of safe behaviours ('walking the talk').
- Through effective communication.
- By ensuring Senior Management's attention to, and interest in health and safety – via safety tours, shop floor visits and involvement in health and safety activities and events.
- Allocation of resources by the organisation.
- Including health and safety matters in Governance meetings, including accident and other statistic review.
- Providing adequate information, supervision, instruction and training.
- By prioritising health and safety issues and how it deals with short term conflicts between priorities (such as commercial pressures).

Managers/Supervisors

Managers and Supervisors are responsible for the day to day activities of the personnel within their departments ensuring they operate in a safe manner and are provided with

the appropriate resources to enable them to undertake their tasks safely. This will include induction for new employees and volunteers and where relevant, visitors and contractors.

Employees and Volunteers

Every employee has a safety responsibility and each is asked to:

- Co-operate on health and safety matters including ensuring the safety of any visitors to the premises.
- Undertake their duties with due regard for the health and safety of other people in their working environment.
- Take care of their own health and safety.
- Report health and safety concerns as soon as possible.
- Comply with health and safety information, instruction, training, notices, policies and procedures applicable to their work.

In addition, employees and volunteers are reminded that they must not misuse equipment provided nor interfere with arrangements made in the interests of health and safety, and any failure to do so may lead to disciplinary action.

Health and Safety Advisers

PIB Risk Management is the 'Competent Person' as required by law. They provide support and guidance with regard to appropriate health and safety requirements.

General Overview

1. In order to monitor health and safety standards, and ensure that our safe working practices are being followed we aim to:
 - Carry out regular workplace inspections and record them.
 - Review risk assessments at least annually.
 - Investigate safety issues or hazards raised by anyone.
 - Consult with employees at all levels.
 - Keep up to date with relevant information on health and safety within our industry.
 - Investigate all accidents and work-related ill health occurrences.
 - Carry out a detailed health and safety audit every 12 months in conjunction with our health and safety adviser.
2. The following Appendices (2 – 4) outline in brief our health and safety management arrangements for meeting the specific legal duties of Thames Hospice. We will enforce existing arrangements, work on those that are not yet fully implemented, and when it is necessary make amendments to reflect changes in the law, ensuring best practice at all times.
3. Thames Hospice has a suite of policies that specifically address the following issues. These rules should be read in conjunction with the Thames Hospice Policy suite. (The policies can be found electronically on the T Drive).

APPENDIX 2 – HEALTH AND SAFETY REPORTING AND COMMITTEE STRUCTURE

1. The Board of Trustees

- a. The Board of Trustees is the primary governance body of Thames Hospice. The Board of Trustees has final responsibility for all aspects of health and safety at Thames Hospice, and for this policy.
- b. Health and Safety is an annual agenda item at the Board of Trustees meetings, when an annual Health and Safety report is received and reviewed.

2. Patient Care and Quality Committee

- a. The Governance and Health and Safety Committee reports via the Patient Care and Quality Committee to the Thames Hospice Board.

3. The Governance and Health and Safety Committee

- a. The Governance and Health and Safety Committee of Thames Hospice is the primary means for consultation with staff on health and safety matters. It also participates in safety management on behalf of the organisation.
- b. The Thames Hospice Chief Executive chairs the Thames Hospice Governance and Health and Safety Committee.
- c. Representatives of the Senior Management Team and staff sit on the Governance and Health and Safety Committee. The Head of Governance and Quality minutes the meeting.
- d. The Thames Hospice Health and Safety Consultant attends the Governance and Health and Safety Committee.
- e. The Governance and Health and Safety Committee considers the following items amongst others:
 - Accident/incident statistics and reports
 - Safety audit reports
 - Fire
 - Risk Assessments
 - Legislative changes
 - Manual Handling
 - Policy changes
 - COSHH
 - Security
 - Stress
 - Training
 - Maintenance
 - H&S Plan
 - Shop Overview
 - Clinical Overview
 - AOB

- f. The Governance and Health and Safety Committee is empowered to vote on issues, and any resolution of the Committee must be considered by the Patient Care and Quality Committee, to which it reports.

4. Health and Safety Reporting to Committees

- a. To ensure that Health and Safety is embedded at Thames Hospice. The Board and its Board committees consider Health and Safety (and Accidents and incidents) as follows:
 - i. Thames Hospice Board – Annual Health and Safety Report.
 - ii. Patient Care and Quality Committee – Receives Annual Health and Safety report and clinical incidents report. Reviews progress against Health and Safety Plan and training. Overall Responsibility for Health and Safety Reporting.
 - iii. Income Generation and Marketing Committee – Receives retail incidents report. Reviews progress against Health and Safety Plan.
 - iv. HR Committee – Receives staff and volunteer incidents report. Reviews progress against Health and Safety Plan and training.
 - v. Finance and Investment Committee – Reviews progress against Health and Safety Plan.

5. The Accident and Incident Review Panel

- a. Incidents are reported in line with the Thames Hospice Incident Reporting Policy (CG-P-0006).
- b. This policy requires a review of incidents by hospice senior management representatives. The panel meets monthly and reviews all incidents from the previous month, and reviews any actions carried over from the previous month's panel meeting.

APPENDIX 3 – HEALTH AND SAFETY RULES

1. Thames Hospice requires all staff to work safely. Failure to comply with these rules may jeopardise the safety of staff, service users, volunteers, visitors and contractors and may lead to disciplinary action.
2. If you do not understand what is expected of you, or if you are unsure about any aspect of these rules, speak to your line manager or the Health and Safety Advisor.

Introduction

Thames Hospice requires all employees to work safely. Failure to comply with these rules may jeopardise the safety of fellow employees, volunteers and other people who visit our premises and may lead to disciplinary action. If you do not understand what is expected of you, or if you are unsure about any aspect of these rules, speak to your Line Manager or the Health and Safety Adviser

General rules
Follow the Thames Hospice fire and health and safety arrangements, rules and procedures.
Do not misuse equipment provided, nor interfere with arrangements made in the interests of fire and health and safety.
Report any visible or foreseeable dangerous situation and where possible, take immediate action to prevent injury.

Accidents and work related illness

- All injuries, accidents and cases of work related illness, must be reported.
- Inform your line manager of any medical condition, medication or other factors such as fatigue or allergic reactions, which could affect your ability to undertake your work safely.
- You must not take any substance that could compromise your ability to work safely.

Catering

- Follow good hygiene practices and food safety management systems.
- Wear flat or low heeled sensible shoes which fully enclose your toes.
- Follow a one way system in and out of the kitchen when serving food.
- Cuts, burns, spots or boils are to be covered with a blue, waterproof plaster.
- There should be no wearing of jewellery whilst preparing or serving food.
- Supervisor should be informed if you have if you are suffering from sickness / diarrhoea.
- Supervisor should be informed if you are suffering from, or have been in contact with, a person who is suffering from: Typhoid, Para-Typhoid, Amoebic or Bacillary Dysentery, Cholera, Noro-virus, Clostridium Difficile, Salmonella, or any other food poisoning illness.

Driving on company business

- Never drive or operate a vehicle if you are not authorised to do so or do not hold the appropriate licence.
- Always check the vehicle for safety prior to use.
- Give yourself sufficient time for the journey to include rest breaks.
- Observe the Highway Code and drive defensively.
- Never carry any unauthorised passengers.
- Never use a mobile phone whilst driving unless it is safe and legal to do so.
- Do not smoke in company vehicles.
- Inform your manager of any changes to your health, medication or driving licence that affects your ability to drive.
- Ensure your manager is aware of completion/return-to-office timescales if working externally alone.

Drugs and Medicines

- Staff are to ensure they know what the current drug and medicine administration procedures are, and follow them.
- Care plans and relevant information for any changes concerning drugs and medicines are to be continually checked.
- Staff are to report any issues or mistakes as soon as possible.

Electrical safety

- Visually check electrical equipment for defects or signs of damage prior to use.
- Do not use electrical equipment in wet or damp or potentially explosive atmospheres such as wood chip dust, gas leak, unless equipment is specifically designed for use in these areas.
- Do not overload electrical sockets.
- Do not carry out repairs or tests on electrical equipment unless you are authorised.
- Switch off electrical equipment/appliances when not use.
- It is not recommended that individuals bring electrical devices, such as mobile phone chargers, in from home but should they wish to do so they must be in safe working order. Thames Hospice will not be liable for any safety issues or accidents resulting from the use of personal equipment.

Fire safety

- Make sure you understand the evacuation procedure for your area.
- Always follow the evacuation procedure when the fire alarm is raised.
- Do not prop open fire doors.
- Do not damage or misuse fire fighting equipment.
- Do not obstruct walkways and exit routes.
- Ensure that fire exit doors can be opened.

Harmful substances

- Ensure you know how to handle safely substances marked as hazardous or harmful.
- Never keep harmful substances in, or decant harmful substances into, containers that are not correctly labelled.
- Always return harmful substances to their designated storage area.

Infection control

- Ensure you know what the current infection control requirements are and follow them.
- Always follow the correct procedures for contaminated dressings and soiled clothing and bedding.
- Always adopt the barrier techniques shown to you when dealing with body fluids.
- Wash hands frequently, including after wearing gloves.

Lone working

- Never work alone on tasks identified by risk assessment as requiring more than one person to be present.
- Ensure that someone knows where you are when you are working alone.
- Ensure checking-in procedures are followed.
- Consider personal alarms where risk assessment highlights the need.
- Concerns about lone working situations must be raised with the line manager.

Manual handling

- Do not underestimate the risk of injury from manual handling operations.
- Never lift, move or carry anything unless you are confident you can do so safely.
- Make sure you know how to lift, move and carry correctly.
- Always seek assistance when you can.
- Use lifting aids where provided.

Occupational health

- Immediately inform your supervisor if you are suffering from any aches or pains as result of any repetitive tasks that you are required to carry out.
- Report any medical condition that is affecting your work..

Safety information, instruction and training

- Always follow the safety instructions that you have received.
- Observe the safety signs and notices that are displayed throughout the premises.
- Follow the safety procedures/requirements given in risk assessments and care plans.
- Inform the Health and Safety Officer if you do not understand any safety information, instruction or training given to you.
- Do not deface or remove any safety sign or information displayed in the workplace.

Slips, trips and falls

- Keep your work area clear from obstructions and "slipping and tripping" hazards.
- Never allow cables trailing across floors to be a tripping hazard.
- Do not run.
- Clean up any spillage immediately or, if you are unable to do so, place a warning sign in the area and report the hazard.
- Do not stand on chairs, desks or tables; use a 'hop up' (If is used for low risk activity such as reaching a high shelf) or a stepladder or ladder as long as the equipment is in good condition and has been visually checked.
- Only undertake work at height if it has been risk assessed and it is safe to do so.

APPENDIX 4 – MANAGEMENT ARRANGEMENTS FOR HEALTH AND SAFETY

Accident/Incident Reporting

- Accidents are reported, investigated and documented, taking into account the severity and loss potential of the incident, as well as the regulatory insurance requirements.
- Lessons learned are shared with staff and form subsequent risk assessments.
- Accident reports are reviewed by the Head of Governance and Quality who will make any required reports under the Reporting of Diseases and Dangerous Occurrences Regulations (RIDDOR). See <https://www.hse.gov.uk/forms/incident/>
- Accident records will be kept for ten years. In addition to the main accident record, a record of any incident will be made in the service user's healthcare record. Copies of investigation reports will also be available to the people involved on request.
- All accidents and incidents are reviewed at a monthly Accident and Incident Review Panel meeting of senior staff (ref: CG-P-0006 Incident Reporting Policy)

Activities and Visits (Patients)

- All external visits and activities are authorised, planned and risk assessed.
- Arrangements exist for obtaining informed guardian consent in advance of any visit or activity where this is necessary.
- Supervisory ratios and the competence of supervision are determined by risk assessment.
- Visits and activities support the ethos and the identity of Thames Hospice.

Asbestos

- The location of all asbestos or suspected asbestos has been identified and recorded.
- A plan is in place to manage the potential risks from any asbestos or suspected asbestos.
- The location of any known asbestos is identified by signage.
- All persons, including staff and contractors, who are likely to work on or near the location of the asbestos, are informed of its location.

Audits

- Auditing of specific departments, processes and procedures takes place periodically and is managed by the Head of Governance and Quality.
- Clinical and non clinical department risk assessments are annually reviewed.
- Action plans are formulated and acted upon following audit results.

Catering

- The catering facilities are fit for purpose and under the management of a third party (at Pine Lodge).
- A fully documented food safety management system is established which is based upon the Food Standards Agency guidelines, incorporating the requirements of Hazard Analysis Critical Control Points (HACCP).

- Audits of the food safety management system are carried out at regular intervals by the third party catering contractors.
- Training for staff including HACCP techniques is given as part of Good Catering Practice.
- Adequate first aid facilities are provided within all kitchen areas and include blue, waterproof plasters.
- Food allergy information is available.

Challenging behavior

- We identify and review potential challenging behavior concerns as part of our risk assessments and care planning process.
- Staff that may be exposed to challenging behavior situations are trained in how to manage the situation.
- Care plans/relevant information clearly highlight any challenging behavior issues that are new or different to previous assessments.
- Staff are kept informed of any service users who are predisposed to challenging behavior.
- Any counselling or post-incident assistance required by staff will be provided.
- Thames Hospice has policies in place to address issues of Challenging Service Users, Aggressive Behaviour to staff and volunteers, and Anti-social behaviour.

Contingency planning

- We identify potential critical incidents as part of our risk assessment process by considering what might happen on-site and off-site, who might be harmed and how, and checking our plans for managing these incidents
- Effective plans are in place to mitigate the effects of an unforeseen crisis
- These plans are rehearsed periodically and refined as necessary.
- Key staff are trained in their duties.

Control of Contractors

- Contractors sign in and out of premises and may need to read house rules if project work is being carried out.
- Any contractors used are assessed as competent and are capable of carrying out tasks required of them.
- No work is commenced until agreement is reached on safety, taking into account the magnitude of the risks of the job and use of the area(s) where the work will be carried out.
- Contract terms and insurances adequately protect the interests of the organisation.
- Any work authorisation procedures such as hot work permits, are implemented where necessary for the safety of people and premises.
- Any substantial construction or maintenance project (duration greater than 30 days with more than 20 workers working at the same time or involving more than 500 person days of construction work) will be notifiable to the Health and Safety Executive (HSE) using form F10 and will come under the provisions of the Construction (Design and Management) Regulations 2015 and supporting

Approved Code of Practice (ACOP), and will require further steps to ensure its effective management. In this situation, further advice must be sought.

COSHH – Control of Substances Hazardous to Health

- No work will be undertaken which involves the use of a substance classified as hazardous to health, unless a COSHH assessment has been undertaken and documented
- COSHH assessments will be carried out on all new substances or chemicals purchased
- Appropriate storage is provided for hazardous substances.
- Those working with hazardous substances are instructed and are competent

Display Screen Users

- Display screen assessments are undertaken for all employees who are deemed to be 'Users' under the Display Screen Equipment Regulations.
- All 'Users' are provided with adequate information, instruction and training.
- Display screen users are advised to take short, regular breaks away from their screen and complete other tasks.
- Employees deemed to be 'Users' may undertake an eyesight test at the Company's expense.
- If an employee suffers from any visual or muscular discomfort, as a result of working with VDUs, the matter must be reported to their manager immediately.

Drugs and Medicines

- Drugs and medicines will be stored in secure locked cabinets to which only authorised staff will have access.
- Drugs and medicines will only be administered by trained authorised staff.
- Detailed records of all drugs administered are kept.
- Periodic audits by the local Pharmacist are carried out.

Electrical Safety

- Portable electrical appliances will be inspected and tested by a competent person.
- Fixed electrical installations will be inspected and tested by a competent person every 5 years. In some cases this will be in conjunction with the landlord for the building.
- All electrical work will be undertaken by a competent person.
- Staff are reminded to visually check electrical equipment prior to use.

Equipment and building maintenance

- Equipment is maintained and serviced to ensure it remains in a safe condition.
- Statutory safety inspections are carried out on lifting equipment, gas fired appliances & passenger lifts.
- The buildings, their fittings and decorations are maintained in a safe condition.

Expectant and new mothers

- Any employee who becomes pregnant shall inform their line manager in writing at the earliest opportunity. A specific risk assessment will then be carried out for the employee in question, as well as when they return as nursing mothers.
- The precautions put into place for expectant or new mothers are suitable in the context of any medical conditions of which they have made us aware.
- The risk assessment can be reviewed with each expectant or new mother to ensure it takes account of any changing needs.

External areas

- Outdoor space is safely accessible for staff, service users, visitors and contractors.
- All paths, steps and ramps are maintained in good condition and free from moss, fallen leaves and similar slip hazards.
- Adequate separation is maintained between pedestrians and vehicles where this is assessed as a significant risk.
- External areas are well lit during the hours of darkness where people walk.
- External features such as trees, monuments, walls and external buildings/storage areas are checked for safety.

Fire Safety

- A fire risk assessment will be carried out in all premises and any necessary remedial works will be carried out based on the findings of the assessment (in some instances in conjunction with the landlords of retail premises).
- All employees will receive training on the action to be taken in the event of a fire or other emergency. Suitable records of such training will be maintained.
- Fire procedure notices will be placed in prominent locations.
- Fire alarms will be regularly tested, serviced and maintained.
- All fire fighting equipment will be regularly maintained and suitable records kept.
- All emergency escape routes will be kept free from obstruction at all times.
- All required tests of fire-fighting equipment, fire training and evacuation drills will be recorded.

First Aid

- First aid kits are checked regularly and kept fully stocked at all times, including a contents list and a guidance booklet.
- First Aiders are to ensure incidents which come to their attention are reported via the accident reporting system.
- Retail sector: a First Aid Appointed Person, usually the Retail Manager is responsible for first-aid arrangements.
- Hospice vehicles are equipped with First Aid kits.

Grounds maintenance

- Equipment is maintained in good condition and is only used by staff who know how to use it safely.
- A risk assessment is in place outlining work carried out by third party contractors
- Storage of chemicals, fuel and equipment is in secure areas.

- Personnel are provided with suitable protective clothing to protect them against weather conditions, chemicals, flying and falling objects and heated surfaces.

Heated surfaces and hot water

- Risk assessment and care plans inform the actions we take on the prevention of injury due to exposure to heated surfaces and hot water.
- Hot water outlets to which service users may have access are thermostatically controlled so that the temperature does not exceed 43°C.
- Bath water temperature checks are made by care staff prior to full immersion of service users who are given assisted bathing.
- Routine checks are carried out to ensure that the thermostatic devices function correctly.
- Radiators and other similar heated surfaces are covered where risk assessment determines this to be necessary for safety.

Illegal Drugs and Alcohol

- The use of illegal substances is forbidden whilst employed by Thames Hospice
- Alcohol may not be consumed during working hours by employees.
- Personnel who have been prescribed drugs or have any other medical condition that may affect their ability to work safely must inform their Manager immediately.
- Any person found to be under the influence of illegal substances or alcohol during working hours will be removed from the premises or site and will face disciplinary action.
- Staff are forbidden from entering the premises out of hours if they are intoxicated.

Infection control

- Staff are trained so they are aware of the risks and precautions to be taken to prevent the spread of infection.
- Clinical waste is handled, stored and disposed of so as to prevent the spread of infection.
- Licensed waste disposal contractors dispose of clinical waste and records of correct disposal are kept.
- Staff are immunised where risk assessment has shown there to be a need.
- All incidents of infection are investigated.
- Any notifiable infections will be reported to the local enforcing authority.

Legionella

- A combination of temperature control, physical checks and disinfection are in place to manage the risk of Legionella from our water systems.
- Any infrequently used outlets such as showers or taps are regularly cleaned and flushed through.
- Records are maintained of our control systems.

Manual Handling

- Thames Hospice will endeavour to eliminate manual handling wherever possible.
- Where manual handling cannot be avoided assessments will be carried out for all manual handling activities and a record of each assessment will be made.
- Employees will be provided with appropriate mechanical equipment to reduce the need for manual handling.
- Employees will be given adequate information, instruction and training to enable them to carry out any manual handling activities safely.

Moving and handling of patients and equipment

- Detailed risk assessments are completed for tasks that require the moving and handling of people and equipment where there is a significant risk of injury.
- Moving and handling of patients or of heavy or awkward loads is never undertaken by lone workers unless aided by the use of lifting and handling equipment.
- All staff are shown the correct methods of the moving and handling aspects of their work.
- Formal moving and handling training is completed annually and recorded.

Night Workers

- All staff working nights are entitled to undergo an appropriate medical examination to determine their ability to work unsocial hours.
- Shift pattern considerations are carefully considered.
- High quality and supportive welfare facilities are provided for night shift staff.
- An adequate staffing level will be maintained at all times.

Personal Protective Equipment

- Personal protective equipment is provided to each member of staff where risk assessment shows this to be necessary.
- Latex free & powder free gloves are provided, unless risk assessment indicates otherwise.
- Information, instruction and training on the use and care of personal protective equipment are provided.
- Sufficient supplies of personal protective equipment are kept available.

Risk Assessments

- Staff who undertake risk assessments are competent.
- Risk assessments are undertaken to identify significant risks associated with buildings, activities and people.
- Generic risk assessments are used in some cases – e.g. Fundraising - wherever possible so as to ensure a consistency of approach.
- The risk assessment findings are recorded, communicated and acted upon.
- Risk assessments are reviewed regularly and also following a significant accident, a change in the law or a change in key personnel.

- Additional generic risk assessments as well as H&S information can be found on the PIB Risk Management website¹.

Safety awareness, induction and information

- A copy of the health and safety policy statement (page 2 of this document) is displayed in staff areas and in the retail H&S folder to ensure they are made aware of it.
- Induction training is provided for new staff (including any temporary and agency staff) and ongoing safety information, instruction and training is provided for all staff. This training is documented.
- The statutory Health and Safety Poster – ‘What you should know’, and the current Employer’s Liability Compulsory Insurance Certificate are displayed in areas where all staff can view them.
- Staff are consulted on health and safety issues that may affect them.

Security

- Staff appointments are subject to rigorous reference, clearance and DBS checks.
- Building layout, lighting levels and the securing of areas are checked to ensure that personal safety risks are eliminated or reduced.
- CCTV is in place at specific locations e.g. Pine Lodge, retail sites.
- The personal safety of staff and service users is taken into account when planning changes to buildings, events and activities.

Stress

- Our approach to stress management is guided by the Health and Safety Executive published Stress Management Standards.
- All claims of ill health due to workplace stress are documented and investigated.
- All members of staff are encouraged to report any stress related concerns to their line manager or to seek advice from a trusted colleague.
- Employee Assistance Programme is in place for employees.

Training

- All new employees (and volunteers) will be given health and safety induction training.
- All employees will have their training needs assessed and be given any necessary training to enable them to carry out their job safely.
- Supervisors will ensure that all personnel under their direct supervision have received suitable and sufficient training for the tasks that they are expected to undertake.
- Records of training will be maintained.

¹ PIB Risk Management are the appointed providers of Health and Safety Consultancy Services to Thames Hospice.

Transport safety

- Drivers of Company and non Company vehicles will be made aware of their responsibility for ensuring that their vehicle complies with all relevant statutory provisions and is in a roadworthy condition at all times.
- Employees will be instructed to inform management if they have received any driving licence endorsements or suffer from any physical condition that may affect their ability to drive safely.
- Company vehicles will be routinely serviced and regularly maintained,
- Hire vehicles must be roadworthy and relevant paperwork received prior to use.
- Procedures will be implemented to ensure that all accidents involving a company vehicle are reported to Head Office as soon as possible.
- The use of hand held mobile phones is expressly prohibited unless the vehicle is parked and the engine switched off.

Working alone

- Lone working will be avoided wherever possible.
- Where lone working cannot be avoided a risk assessment will be carried out and suitable safe working procedures implemented.

Working at Height

- Work at height is only undertaken when no other method is available and it is safe to do so following completion of a risk assessment.
- Findings of risk assessments are communicated to those that are affected.
- Suitable training and equipment is provided where work at height is unavoidable.
- Where possible work at height is carried out using scaffolds or a mobile elevated work platform.
- All access equipment is installed by trained personnel.
- Suitable exclusion zones are erected around the base of any platforms, scaffolds or ladders etc to prevent persons from walking directly under an area where work is being carried out.
- All ladders and stepladders are inspected on a regular basis and a record is kept.

Young persons

- A specific risk assessment will be undertaken for each young person (aged under 18 years).
- Every young person will work under the supervision of an experienced employee at all times and be given all necessary training to ensure their health and safety.