**ZENITH CARE RECRUITMENT LIMITED**

**HEALTH AND SAFETY POLICY**

**INTRODUCTION**

Zenith Care Recruitment attaches the greatest importance to the issues surrounding Health & Safety and undertakes to conduct its activities in such a way as to ensure the health and safety of its clients, service users, employees, and the general public.

This will be achieved by the implementation of policies and procedures that will endeavour to ensure that the health and safety needs of our clients and employees are being met at all times.

This policy is in line with Zenith Care Recruitment core Health and Safety policy. Due to the health and safety at work act 1974 requirements. We will carry out a regular review of this policy to ensure that these standards of Health and Safety are maintained. **STATEMENT OF INTENT**

Under the health and safety at work act 1974, the Management of Health and Safety at Work Regulations 1999 and associated protective legislation, Zenith Care Recruitment Ltd, both has duties towards our clients and employees in respect of health, safety and welfare. Zenith Care Recruitment recognises these responsibilities and undertakes to implement all measures that are reasonably practicable. In the promotion of any practise or the operation of any procedure in relation to Health and Safety, Zenith Care Recruitment will pursue the following principles as far as it is practicable and reasonable.

**Safety Consciousness**

* Zenith Care Recruitment will endeavour to create and develop working environments in which there is a continued awareness of the vital importance of Health & Safety.
* All individuals connected with our organisation, whether clients, service users, employees, or the general public, will be encouraged to learn, participate in and practice safe working methods.

Zenith Care Recruitment is dedicated to:

* Providing a safe place to work
* Safe methods and systems of work
* Consulting with our employees on matters affecting their Health and Safety
* Providing and maintaining safe equipment
* Providing relevant personal protective equipment
* Ensuring safe handling and use of substances
* Ensuring all employees are given adequate safety training
* Reviewing and revising this policy as necessary at regular intervals.

**Accident Prevention**

* Zenith Care Recruitment will strive to prevent the possibility of accidents occurring by attempting to identify potential hazards through undertaking Risk Assessments.
* All potential hazards identified through these assessments will be recorded and appropriate arrangements made to plan, implement and monitor preventive and protective measures.

**Fire Prevention**

**Fire Safety & Emergency Procedures**

It is our company’s policy to take account of fire hazards in the workplace. All employees have a duty to conduct their operations in such a way as to minimize the risk of fire. Team

Leaders are responsible for keeping their operations staff safe from fire, ensuring that their staff are trained in proper fire prevention practices and emergency procedures.

In recognising the potentially serious consequences of fire, Zenith Care Recruitment will take steps to minimise the chance of fire by adopting methods of fire control that ensure the safety of all.

**Risk Taking**

Zenith Care Recruitment recognises that due to its philosophies and activities calculated risks will take place. All risks must take into account the issue of Health & Safety of clients and employees.

**First Aid**

* In accordance with the **Health and Safety (First Aid) Regulations 1981** adequate first aid provision will be made for employees if they are injured or become ill at work.
* Zenith Care Recruitment will attempt to minimise the effects of personal injury to employees by ensuring the provision of at least one first aid kit to each of our team going on the field with appropriate first aid training.
* All clients and employees will be encouraged to improve their knowledge of first aid and attend training courses where appropriate.
* Adequate first aid provision will be made for each group. Each first aid box

shall be suitably marked and be easily accessible. On cleaning Sites, wherever possible, arrangements are made with clients to use their first aid facilities.

* Where this is not possible, a member of the project team will nominated as the appointed person for first aid
* All accidents MUST be reported to the Manager and the details recorded in the accident book (held at office). Serious accidents where hospital treatment is required must be reported to the Health and Safety Advisor as soon as possible after the incident.

**Smoking**

Employees are expected to refrain from smoking in a client’s house/flat at all times during work execution.

All employees must respect the wishes of their colleagues with regard to smoking, and at all times remain aware of the dangers of passive smoking.

**Stress**

Policies and procedures will be actively pursued with the aim of preventing/limiting stress including training, support and supervision and counselling, if appropriate.

**Visual Display Units (V.D.Us)**

* In line with **the Health and Safety (Display Screen Equipment) Regulations 1992** Zenith Care Recruitment recognises the potential hazards in the use of V.D.Us and their implications on the health and safety of employees who use them.
* Where necessary, training will be given during the induction of a new member of staff on the health and safety implications of using V.D.Us in addition to the training needed to use the unit itself.

**Injuries, Diseases and Dangerous Occurrences**

* Under the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995** (RIDDOR) Zenith Care Recruitment has a legal duty to report certain accidents, dangerous occurrences and occupational diseases to the relevant enforcing authority.
* Zenith Care Recruitment recognises the implications to the health and safety of its Clients, employees, and to members of the public of infectious diseases.

**Hazardous Substances**

In line with the **Control of Substances Hazardous to Health Regulations 1988** (COSHH) Zenith Care Recruitment will assess the health risks to its clients and employees which may arise from exposure to hazardous substances used in connection with work. If necessary appropriate control and monitoring procedures will be adopted.

The risks associated with hazardous substances are considered for all work activities. Alternative less harmful substances are used wherever possible. In case of risks to health, PPE is provided and used by employees, and health surveillance undertaken where necessary. Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the Health and Safety Coordinator / Representative, in line with the Control of Substances

Hazardous to Health Regulations (COSHH).

**Personal Safety**

* Employees should be encouraged to consider their own personal safety at all times, especially during work execution or unsociable hours.

**Training**

* Zenith Care Recruitment acknowledges the vital importance of training with regard to Health & Safety issues.
* Where necessary, We will endeavour to provide training, either in-house or purchase the use of an outside agency, on the Health & Safety implications of the following subjects:

 a. Infectious Diseases

 b. Fire

 c. First Aid

d. Manual Handling

 e. Stress

 f. V.D.Us

 g. Personal Safety

 **HEALTH AND SAFETY RISK ASSESSMENT**

Zenith Care Recruitment in line with the **Management of Health and Safety at Work Regulations 1992** recognises the importance of assessing the risks to the health and safety of its clients, its employees, whilst they are at work and to other people connected to the service it offers.

The Health & Safety co-ordinator will carry out and record formal risk assessments. In addition, staff are asked to consider risk in their work and report any risks that they feel are present to their Line Manager. Hazards will be analysed and work methods established to minimise the risk of injury to staff and others affected by their work. The Management will ensures that the co-ordinator is familiar with correct methods

for risk assessment.

**GENERAL RISK ASSESSMENT**

* A Risk Assessment of each client house, flat or office should be conducted before work is carried out, in order to identify any potential risks or hazards present.
* At each client house the assessment should involve an evaluation of all the communal areas in the property. Clients should be asked whether or not they wish their bedrooms to be assessed.

For each risk identified the following should be recorded on a Corrective Action Request Form:

* Name of the assessor
* Date of the assessment
* Corrective Action Request (CAR) number
* Location being assessed
* People who might be affected by the risks
* Risk identified
* Any existing control measures already in place and the extent to which they control the risks
* Agreed or recommended action to be taken
* Person responsible for overseeing that the action is carried out and a target date for completion
* Action taken
* Date when the assessment is closed and signature of the assessor
* Names of clients or employees who have been issued copies
* The completed workstation assessment forms will be kept in the Health and Safety file at the office.

**HEALTH AND SAFETY ARRANGEMENTS**

Zenith Care Recruitment in line with the **Management of Health and Safety at Work Regulations 1992** acknowledges the importance of effective planning, monitoring and review of preventive and protective measures.

* Effective monitoring of any actions taken to eliminate or minimise potential hazards will be undertaken in order to make certain that decisions taken aimed at ensuring Health and Safety are being effectively implemented.
* All actions taken, including any specific policies or procedures, connected with ensuring and promoting Health and Safety will be subject to constant development taking into account any new approaches or techniques to risk control.
* Reviews of Health and Safety Arrangements will be used to provide feedback on the accuracy of the Risk Assessments undertaken.

**INFORMATION FOR CLIENTS/EMPLOYEES**

* Zenith Care Recruitment in line with the **Management of Health and Safety at Work Regulations 1992** will provide its clients, and employees with comprehensible and relevant information on matters concerning Health and Safety.
* Comprehensible information means that it must be capable of being understood by the clients, service users or employees to whom it is addressed.
* In order to achieve this, when information is supplied to a clients or employee, account will be taken of their training, knowledge and experience.
* Special consideration will be given to any Clients or employee with disabilities or language difficulties. This might include replacing written instructions with clearly understandable diagrams or by providing translations.

All information given to clients or employees will be relevant to them and will include:

a. Any risk to their Health and Safety identified by the Risk Assessment.

b. Any preventive and protective measure taken under the Health and Safety Arrangements.

**TRAINING**

Zenith Care Recruitment recognises the importance of training in achieving safe working practices.

With the aid of the Risk Assessment the necessary level of training needed for each type of work should be identified. This might include:

 a. Basic skill training.

 b. Specific on-the-job training.

 c. Training in Health and Safety procedures.

 d. Training in emergency procedures.

Training needs are likely to be the greatest on recruitment. All new clients and employees will receive during their introduction/induction to the service basic training on Health and Safety, including:

 a. Arrangements for first aid.

 b. Fire and evacuation procedures.

The need for further training will always be considered when a Clients or employee is likely to be exposed to new or increased risk, such as when:

 a. An employee takes on new responsibilities.

 b. There is a change in work equipment or in systems of work.

Training on certain issues, such as evacuation, will be repeated periodically in order to ensure competence in such Health and Safety skills and that they do not decline due to infrequent use.

**EMPLOYERS DUTIES**

We will carry out a regular review of this policy to ensure that these standards of Health and Safety are maintained. Zenith Care Recruitment has final responsibility for any matter affecting health and safety and will:

- Ensure suitable financial provision is made for Health & Safety obligations

- Provide appropriate information and instruction to employees

- Ensure work is planned to take Health & Safety issues into account

- Ensure that staff at all levels receives appropriate training

- Monitor and assess risk to Health & Safety

- Understand the company policy for Health & Safety and ensure it is readily available to employees

- Actively promote at all levels the company’s commitment to effective Health & Safety management

The Health & Safety co-ordinator will undertake and be responsible for:

- Monitoring the implementation of the Health & Safety policy and reviewing its appropriateness by regular safety audits/ inspections carried out in various workplaces

- Investigating any accidents, should they arise, and implementing corrective action

- Reviewing Health & Safety legislation and implementing any new requirements pertaining to the company’s undertaking

- Liaising with managers, Team Leaders, employees, as and when appropriate

- Collating and reporting any accidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (R.I.D.D.O.R) 1995

**EMPLOYEES DUTIES**

In line with the **Health and Safety at Work Act 1974** all employees have a duty to take responsible care of their own Health and Safety and that of others who might be affected by their actions or omissions at work.

* Employees should work in accordance with any instructions and training received and work with all equipment correctly, in order to enable employees to work safely.
* Employees must inform their line manager without delay of any work situation that might present a serious danger, whether the danger be to the employee or to others.
* Employees should notify their line manager of any shortcomings in the Health and Safety Arrangements in place, even where no immediate danger exists.
* To co-operate with the Management of Zenith Care Recruitment in the promotion of the Safety Policy and of Company Safety Rules
* To not endanger themselves or others by their acts or omissions whilst at work
* To read and understand the company Health & Safety policy, and abide by its rules
* To ensure, where relevant, that all protective equipment provided is properly used, in accordance with staff safety training.
* To report any defects in equipment to the Manager
* To report any accidents or near misses to the office
* To co-operate with any investigation which is undertaken with the intention of preventing the reoccurrence of incidents

**INJURIES, DISEASES AND DANGEROUS OCCURRENCES**

**Reporting**

In accordance with the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995** (RIDDOR) the following circumstances must be reported if arising out of or in connection with our work activity. Certain accidents are reportable to the HSE’s Incident Contact Centre. The Health and Safety Co-ordinator

must be notified as soon as practicable after incidents causing the following injuries:

* Any work related injury that leads to an employee being absent from work for more than 3 working days
* major accidents / conditions .i.e accidents causing more than three days incapacity for work
* Fracture other than to fingers, thumbs or toes; Amputation; fatal accidents
* Dislocation of the shoulder, hip, knee or spine;
* Loss of sight (temporary or permanent); certain work-related diseases
* Chemical or hot metal burn to the eye or any penetrating injury to the eye;
* Injury resulting from an electric shock or electrical burn leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours
* incidents where a person not at work suffers a major injury as a result of work being carried out and has to be treated at a hospital
* certain matters dealing with the safe supply of gas
* Any other injury: leading to hypothermia, heat-induced illness or unconsciousness; or requiring resuscitation; or requiring admittance to hospital for more than 24 hours.
* All accidents / incidents will be investigated by senior management and any action taken as a result of an investigation will be formally recorded.

**Infectious Diseases**

* It is important that all staff and clients are given information as to the ways that infectious diseases can be transmitted.
* Sufficient safety measures will be taken at all times to prevent the spread of any potential infectious disease and protect the health and safety of both unaffected and affected persons.
* If a member of staff or Clients suspects that they might have contracted an infectious disease they must inform their our team as soon as possible.
* In the event of the outbreak of an infectious disease the necessary precautions and treatment required must be undertaken by those infected and anyone else who might also be at risk.
* A member of staff is entitled to receive immunisation against Hepatitis B if working in a situation where there is a risk of contracting this disease. It is the individual’s responsibility to arrange the necessary treatment (e.g. with their G.P.).

**Personal Protective Equipment (P.P.E.)**

Appropriate personal protective equipment will be issued to employees as and when necessary for work activities.

Training will be provided for employees on the safe use, storage and maintenance of the relevant equipment before issue, and a written record detailing what PPE has been issued will be signed by the employees on receipt of the equipment and the hard copy kept on file.

Employees have a legal duty to wear PPE as specified in relevant site rules, risk assessments and method statements.

Any defects or malfunction of PPE must be reported to: Health & Safety co-ordinator, Kenny Falusi (info@Zenith Care Recruitmentconsulting.co.uk)

**CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH**

Substances hazardous to health are defined in the **Control of Substances Hazardous to Health Regulations 1986** (COSHH) and include those for which the nature of the risk is specified as **very toxic**, **toxic**, **harmful**, **irritant** or **corrosive**. A product falling into any of these five categories should have a clearly identifiable label. The labels are square with black symbols on an amber background.

The risks associated with hazardous substances are considered for all work activities.

Alternative less harmful substances are used wherever possible. In case of risks to health, PPE is provided and used by employees, and health surveillance undertaken where necessary. Before any hazardous substances are used during a work process, a material safety data sheet (MSDS) will be requested from the supplier and an appropriate assessment made of the risks from that substance undertaken by the Health and Safety Coordinator / Representative, in line with the Control of Substances Hazardous to Health Regulations (COSHH).

**SAFETY MEASURES**

* Hazardous substances such as bleach and other cleaning materials should be stored in a safe place while working.
* Hazardous substances such as petrol, paint, anti-freeze, creosote and pesticides must be stored correctly.
* Substances should never be decanted from their original container into other containers for storage or for any other purpose. This should ensure that everyone can see immediately from the container label what it contains and the manufacturer’s recommendations.
* Instructions on the label as to the correct use of substances should be followed at all times, including the use of protective equipment (e.g. gloves, goggles) when advised to do so.
* Hazardous substances should never be mixed as this could give rise to dangerous by-products (e.g. bleach will give off chlorine gas if mixed with an acidic cleanser such as Harpic).

**WORK EQUIPMENT**

All work equipment (including Electrical equipment) used at work, as part of the Company’s undertaking will comply with the Provision and Use of Work Equipment Regulations (P.U.W.E.R.).

Before new equipment is introduced into the working environment, an assessment will be made by the Health & Safety co-ordinator, in order to ascertain that the equipment is suitable for its intended use.

No employee will knowingly misuse work equipment or remove any guards that are in place to minimise a specified risk.

All work equipment will be maintained and inspected at suitable intervals either internally by a competent person or by specialist external companies. The frequency of work equipment maintenance or inspection will be based on manufacturers guidance and industry best practice. Any maintenance / inspections undertaken on company equipment will be formally recorded with a hard copy left on file.

If staff notice any faults or damage on equipment, they will stop using the work equipment and report the fault to the Manager

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**FIRST AID**

**FIRST AID BOXES**

* All establishments managed by Zenith Care Recruitment must have at least one First Aid box assigned to each group of our operations team on the field.
* First aid boxes should be made of suitable material designed to protect the contents from damp and dust. They should be clearly identified as First Aid containers - the markings should be a white cross on a green background, in accordance with the **Safety Signs Regulation 1980**.
* First Aid boxes should be placed in a clearly identified and readily accessible place.
* No drugs should be kept in First Aid boxes.
* First Aid boxes should contain only those items that a first aider has been trained to use. The contents should include:

\* A guidance card.

\* Twenty individually wrapped adhesive dressings, (assorted sizes), that are appropriate to the work environment.

\* Six safety pins.

\* Six medium sized individually wrapped sterile unmedicated wound dressings, (approx. 10 cm x 8 cm).

\* Two large sterile individually wrapped unmedicated wound dressings, (approx. 13 cm x 9 cm).

**FIRST AIDERS**

* In line with **The Health and Safety (First Aid) Regulations 1981** Zenith Care Recruitment should have at least one "suitable" person to render first aid to employees.
* A "suitable" person is a first aider who has undergone training approved by the Health and Safety Executive to meet the Regulations.
* Potential first aiders must be people who are:

\* Suitable to undergo first aid training.

\* Physically capable of giving first aid and able to leave their work immediately should an emergency occur.

* A list will be kept in the Health and Safety file at the office of persons who are qualified as first aiders and the date that their certificate runs out.

**Manual Handling**

Manual handling risks are considered prior to each work activity. The method of work is adapted to minimise manual handling risks wherever possible, including use of alternative lifting and carrying methods. Our employees are advised not to manually handle loads which they feel incapable of moving safely.

**LIFTING LOADS**

1. **Think** before you act - do not lift unless you must. Loads should only be lifted if there are no mechanical means available.

2. **Assess** the task before attempting to carry it out.

3. **If possible** break down the load to manageable sizes, heights and/or weights.

4. **Use** a wide foot base and good hand grip, keep the object close to you.

5. **Keep** your back straight and bend your knees should you need to bear any weight.

**If in any doubt** about your ability to lift an object - DO NOT ATTEMPT IT - GET HELP OR USE MECHANICAL AIDS!

**Communication**

In accordance with the relevant legislation, the company will communicate and consult with employees on the following issues:

* The content of this policy
* Any rules specific to a site or job
* Changes in legislation and best working practice
* The planning of Health & Safety training
* The introduction of new equipment relevant to their job

This communication will take place via regular safety meetings and where appropriate by email.

**GENERAL TRAINING**

All employees will be provided with Health and Safety training appropriate to their responsibilities in accordance with the management of Health & Safety at work regulations.

Training will be provided for the following situations:

* Induction training for new employees (Health & Safety awareness, company procedures, etc)
* COSHH training covering the risks of cleaning products that employees will come into contact with.
* Introduction of new equipment
* Training is also provided for use of Personal Protective Equipment (PPE) and manual handling. Records of training provided will be kept on file.
* A programme of refresher training will be undertaken to keep employees up to date with legislation and industry best practice

The purpose of this training is to increase staff competence in order to work safely and reduce operations team risk to themselves or anyone else's.

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| Signed: | \_\_\_\_\_\_\_Kechi Anyanwu\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_05th October 2021\_\_\_\_\_\_\_\_\_\_\_\_ |
| Policy review date: | \_\_\_\_\_30th March 2022\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |