

**HEALTH AND SAFETY POLICY**

**INTRODUCTION**

Beccles Medical Centre is committed to ensuring (as far as is reasonably practicable) the health, safety, and welfare of all employees.

The practice will observe the Health & Safety at Work Law Act 1974, the Management Of Health & Safety At Work Regulations 1999, the Environmental Protection Act 1990 and all relevant regulations and codes of practice made under it from time to time.

The main piece of legislation is the Health & Safety at Work etc Act 1974 (HSWA) and this can be read on [legislation.gov.uk](http://www.legislation.gov.uk/ukpga/1974/37/contents) . No one has to have been harmed for an offence to be committed under the HSWA, there only has to be a risk of harm. Health & Safety law (criminal law) is mostly enforced by the Health & Safety Executive (HSE) or the local authority.

Meeting our responsibilities under health and safety law considerably reduces our risk of being found negligent under civil law. Neither the Health & Safety Executive nor local authorities enforce civil law, yet under civil law, if someone has been injured or made ill through negligence as an employer, they may be entitled to make a compensation claim against BMC. This includes being found liable if an employee has been negligent and caused harm to someone else.

BMC will conduct its undertaking in such a way as to ensure, so far as it is reasonably practicable, that persons not in its employment, who may be affected, are not exposed to risks to their health and safety. Where such risks exist, information will be provided, and all reasonable steps will be taken to bring this to the attention of employees.

BMC recognises the importance of its staff, patients, and other workers to the organisation, and aims to provide safe and healthy working conditions, equipment, and systems of work - not only in compliance with the law, but also with the view to providing a supportive environment towards employees and others with a view to motivating and assisting them to work better and more safely.

BMC recognises the importance of health and safety as a management objective and is committed to providing reasonable and necessary resources to implement this policy.

BMC seeks to achieve continuous improvement in all it does, and health and safety is no exception to this.

All employees are encouraged to commit to a policy of continuous improvement in health and safety and to consult with relevant appointed persons with a view to implementing, improving, and maintaining health and safety standards.

BMC is responsible for:

* Assessing and recording the risk to the health and safety of employees and others such as patients, who may be affected and identifying what measures are needed to comply with its health and safety obligations.
* Assessing and recording any specialised risk assessment which may be required, for example, maternity, control of substances hazardous to health, manual handling, fire, etcetera.
* Ensuring that any special difficulties highlighted in general risk assessments are followed up, assessed and controlled with regard to those particularly at risk (for example, young children, new or expectant mothers, and disabled staff or visitors).
* Establishing, providing and maintaining locations, equipment, protective clothing and systems of work that are safe and without risk to health.
* Ensuring that there is no risk to health in connection with the use, handling, storage and transport of articles or substances.
* Ensuring that all necessary safety devices are installed and maintained on equipment.
* Providing information, instruction, training and supervision on safe working methods and procedures, including induction training, and more specialised training which might be needed for employees who are first aiders or fire marshals.
* Providing and maintaining a healthy and safe place of work and providing a safe means of access to and exit points from it.
* Promoting the co-operation of employees to ensure safe and healthy conditions and systems of work by discussion and consultation.
* Establishing emergency procedures as required, to include issues such as hazardous substances, violence, fire and other serious incidents such as bomb threats.
* Providing, where appropriate, any health screening which might be required (for example, eye tests for DSE users).
* Ensuring there are appropriate procedures in place for fire prevention, control and evacuation.
* Providing appropriate first aid.
* Ensuring the practice has in place appropriate policies for stress, bullying and harassment and, where appropriate, engaging any appropriate procedures to deal with such issues.
* Ensuring that those staff who work outside the surgery have been subject to a risk assessment and that appropriate procedures have been put in place.
* Devising and conducting appropriate health and safety inspections.
* Auditing, monitoring and reviewing the management of health and safety at work.
* Keeping the safety policy under review and making any revision the practice deems necessary from time to time, or where there is an occurrence or incident which necessitates changes to the health and safety policy. All such revisions will be brought to the attention of employees.

The health and safety policy requires the full co-operation of all employees. Employees are expected to give all possible assistance to ensure the successful implementation of the health and safety policy.

Whilst the overall responsibility rests with the practice, all staff have a legal duty to take reasonable care to avoid injury to themselves or to others by their work activities, and not to interfere with or misuse any clothing or equipment to protect health and safety.

In order to ensure that the health and safety policy is maintained, all employees must:

* Comply with any safety instructions and directions issued by the practice.
* Take reasonable care for their health and safety and the health and safety of other persons (for example, other employees, contractors, patients, etcetera) who may be affected by their acts or omissions at work, by observing safety rules which are applicable to them.

In addition to ensuring the personal safety and the security of their own property, members of staff will be expected to:

* Ensure that doors to unauthorised areas and safety cupboards are properly shut and/or locked.
* Report all disruptive or untoward incidents to the Duty Manager or Operational Team.
* Ensure that any property, valuables or money for which they are responsible for is properly checked and accounted for.
* Ensure that at the end of the working day that all doors, windows and cupboards are securely locked.
* Report any unexplained disappearance of property or suspected pilfering to their Line Manager.
* Staff whose duties include being entrusted with the custody of keys on their person, must not leave them in unlocked drawers or cupboards, or entrust them to unauthorised personnel, but must keep them secure at all times.
* Such staff should be made fully conversant with the locking up and opening up procedures for the premises.

**BUILDING**

* A member of the Practice staff must always be present in the main surgery during normal operational hours.
* No member of the public should be allowed onto surgery premises unless a member of staff is present.
* Any damage to Practice premises by staff or patients will be reported immediately to the Manager on duty and/or Supplies & Facilities Officer and recorded as appropriate.

**OTHER**

* Co-operate with the practice to ensure that the aims of the health and safety policy are achieved, and any duty or requirement imposed on the practice by or under any of the relevant statutory provisions is complied with,
* Report and co-operate in the investigation of all accidents or incidents that have led or may lead to injury,
* Use equipment or protective clothing provided in accordance with the training received.
* Report any potential risk or hazard or malfunction of equipment to the appropriate person,
* Report any shortcomings in the practice’s arrangements for health and safety to Line Manager.

In order to ensure health and safety at work, the partners have the final responsibility.

However, as noted above, all employees have a specific responsibility to ensure the maintenance of BMC’s health and safety policy at all times. In addition to the responsibilities, which lie with each and every employee, certain members of BMC may have additional responsibilities.

All employees should understand that they are obliged to co-operate with those who are charged with the responsibility for implementing BMC’s health and safety policy.

BMC has a team of First Aiders on site at all times and this is noted on the rota for ease of identification so the Duty Manager will be aware of the First Aider on shift in the event of an incident. In the absence of a certified First Aider event of illness or injury, the clinician covering Minor Injuries should be contacted and called to see the injured/ill person.

If you suffer an accident or illness on surgery premises, (or in the line of duty such as home visit) you (or someone else on your behalf) must report the incident to the Manager on duty (or appropriate line manager) immediately, or as soon as is reasonably practicable.

It should be appreciated that every such incident must be reported, no matter how trivial it may seem. All accidents and incidents will be recorded in the accident/incident book, which is retained by the Care Coordination Manager and checked regularly by the Supplies & Facilities Officer, HR Officer and Workplace Champion.

**How we must respond to our** [**First Aid**](https://www.hse.gov.uk/pubns/books/l74.htm) **obligations at work:**

By law you must report certain workplace injuries, near-misses and cases of work-related disease to HSE. This duty is under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations, known as RIDDOR.

Further information on types of reportable incidents to be reported through RIDDOR can be found here [Types of reportable incidents](https://www.hse.gov.uk/riddor/reportable-incidents.htm) however in brief covers the following:

* Death at work and specified injuries
* Accident that results in an over 7 day incapacitation of a worker
* Non-fatal accidents to non-workers (e.g. members of the public)
* Occupational diseases
* Dangerous occurrences
* Gas incidents

Further advice may be sought through the Line Managers, Operational Managers and the Supplies & Facilities Officer. [How to make a report to RIDDOR](https://www.hse.gov.uk/riddor/report.htm)

Any failure by an employee to comply with any aspect of BMC’s health and safety policy or procedures, or any rules or duties whether specifically assigned to the employee or not with regard to health and safety will be regarded as gross misconduct and is likely to result in disciplinary action for which the usual penalty is summary dismissal.

**Mercury Spillage Guidance**

Mercury is a substance that is highly toxic by inhalation and in contact with the skin. It is also irritating to the eyes and respiratory system. It has the ability to form a vapour at normal room temperatures which can then be absorbed through the lungs and distributed throughout the body via the bloodstream. Mercury is used in older equipment such as thermometers, sphygmomanometers, and some forms of electric lamp.

**THERE IS NO MERCURY STORED ON SITE AND THE IDENTIFICATION OF ANY MUST BE REFERRED TO THE SUPPLIES & FACILITIES OFFICER AND REMOVED.**

[HSE guidance on spillage of Mercury](https://www.hse.gov.uk/pubns/guidance/oce14.pdf)

**Passive Smoking in the work environment**

BMC has a common law Duty of Care to take reasonable care to protect the health, safety and welfare of employees. BMC is required by the Health & Safety at Work Act 1974 to ensure employees and others are not put at risk. (Please see Appendix 1)

If you are a health professional supporting a patient on a home visit in a work capacity, then the risk assessment in Appendix 1 must be completed and information provided to the patient regarding our duty of care and their responsibility (Appendix 2).

Please ensure that all relevant information is recorded and logged appropriately in the event that an alternative health care professional visits the patients at home. Non-compliance of the patient must be advised to the line manager, and an appropriate response relayed to the patient; this may result in the alternative treatment options.

The person responsible for implementing and monitoring the health and safety policy, rules and procedures is the Operations Manager who will be supported by the Supplies & Facilities Officer.

* 1. **Risk Assessments**

Assessments will be undertaken and recorded in order to determine the level of risk to which people may be exposed as the result of BMC’s operations. They will be based on the likelihood of exposure to hazards and the severity of effect to people and will be used to identify risk control measures. They will be reviewed by the Supplies & Facilities Officer on a yearly basis, with the support of the Operations Managers.

Where risks are deemed to be significant, then steps will be taken to either eliminate or reduce risks to an acceptable level. Any residual risks will be evaluated and monitored. Risk Assessment templates can be obtained from the Supplies & Facilities Officer. [Further information regarding Risk Assessments](https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=risk&utm_content=home-page-popular)

* 1. **Competent Persons**

BMC will ensure that persons competent in their profession provide advice and guidance on matters relating to health, safety and environmental issues. This will be achieved through the development of staff and liaison with the appropriate external agencies, including the Health & Safety Executive, the Fire Authority and acute hospital specialist advisers where necessary.

* 1. **Co-operation and Co-ordination with others**

BMC will seek to ensure that any staff employed by others who work within the premises are familiar with all policies and procedures such as fire prevention and evacuation, first-aid and accident reporting. BMC will include such employees in discussions on Health & Safety and seek their views and advice. Relevant information will be provided through BMC’s staff induction program.

There are occasions where BMC will retain the services of external contractors onsite during differing intervals of the day. It is both BMC and the contractor’s responsibility to ensure the safety of the employee. BMC may request relevant risk assessments depending on the nature of the contractor’s work, and the contractor must ensure that they follow BMC H&S guidelines as requested. For lone worker Risk Assessment please see the Lone Worker Policy.

* 1. **Training and Information**

BMC is committed to providing training and information to employees as a means of continual development. This will be achieved through a variety of mechanisms such as policies and procedures, leaflets and training sessions. BMC also uses Agilio Teamnet to address training surrounding Health and Safety.

Employee concerns regarding health and safety issues

As stated above, BMC is committed to ensuring, as much as it can, the health and safety at work of its employees. However, it recognises that, occasionally, employees may have concerns in respect of this policy and matters that may arise under it.

Should you, as an employee, have any concerns in relation either to the health and safety of the environment in which you work, or any working practices, then you are advised to raise your concerns under the procedure set out below:

1. Initially, you should make your concerns known to your immediate line manager. This may be done orally, although your line manager may, in certain circumstances, ask that you provide your concerns in writing. If you have a grievance, you will be required to set out your grievance in writing.

However, it is hoped that, at this initial stage, matters will remain informal, and your immediate line manager will discuss with you your concerns and try to resolve the matter as quickly as possible. Where appropriate, your line manager may respond to you in writing in respect of any decision or action proposed by the practice in response to your concerns;

2) it may be the case that your line manager reaches a decision with which you are unhappy, or which you regard as unsatisfactory. Should that be the case, you may then raise your health and safety concerns with the Operations Manager. Alternatively, you may file a grievance under the grievance procedure.

Whatever the position, the Operations Manager will require you to set out in writing the details of your concerns. Having received your concerns, the Operations Manager will arrange to meet with you in order to discuss fully those concerns. Then, having reviewed and fully considered your health and safety concerns, and the representations and matters raised in the meeting, they will do everything possible to attempt to resolve the matter. The decision of the Operations Manager will be provided to you in writing and, should any of your concerns, or any part thereof be accepted, BMC will set out any action it proposes to take;

1. In the unlikely event that you remain unhappy with the decision of the Operations Manager, or you regard any proposed action as being unsatisfactory, you may then raise your concerns with the Board of Partners, who have overall and final responsibility for health and safety.  You will be required to provide the Partners with details of your complaint or concern, and this should be done in writing.  You may, of course, follow the normal grievance procedure.

In all cases, the Partners, who have overall and final responsibility for health and safety will arrange to meet with you in order to discuss the matter fully.  The Partners will do everything possible in an attempt to resolve the matter, and will consider fully your written concerns, as well as those raised in the meeting.

Following this meeting, the Partners will make a decision and provide you with written details of that decision and any action which the practice proposes to take.  For the purposes of this policy, that decision will be final.

4) BMC takes very seriously its responsibilities under the Health and Safety at Work Act, along with any other relevant regulations or codes of practice.

Employees who have any concerns about BMC’s approach to those matters should feel free to raise such concerns without fear.

BMC will make every effort to deal consistently with employees who raise such concerns and will act in a fair and objective manner. BMC will also do everything it can to maintain confidentiality in such matters, but employees should appreciate that, due to the nature of health and safety concerns, it may not always be possible to maintain strict confidentiality. Nonetheless, BMC will do everything it can to treat such concerns in a discreet manner.

An employee will not be punished or victimised for raising any concerns or disclosures about health and safety at work, so long as such concerns or disclosures are held or raised in good faith.

Any victimisation or harassment of an employee who raises legitimate health and safety concerns will be regarded by BMC as an act of gross misconduct for which the appropriate penalty will usually be dismissal. This will apply whether the victimisation or harassment is committed by a fellow employee on the same grade, a supervisor, or a manager.

**Further reading:**

The following links provide you with the most up to-date relevant information surrounding the specific area required. Please ensure that you have read and assured yourself of the requirements in your area of work and Health and Safety responsibilities. Some links will prompt you to read further.

[Control of Substances Hazardous to Health (COSHH)](https://www.hse.gov.uk/coshh/?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=coshh&utm_content=home-page-popular) and [what you need to do](https://www.hse.gov.uk/coshh/basics/whatdo.htm) please also pay special attention to [Principles of Good Practice](https://www.hse.gov.uk/coshh/detail/goodpractice.htm)

This is an example of [Risk Assessments](https://www.hse.gov.uk/coshh/casestudies/index.htm) that will help you to make the right decisions surrounding the storage of Substances hazardous to Health. A Risk Assessment template is also provided to assist relevant staff to create templates to work from.

[Asbestos health & safety](https://www.hse.gov.uk/asbestos/?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=asbestos&utm_content=home-page-popular)

[Manual Handling](https://www.hse.gov.uk/msd/manual-handling/index.htm#utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=manhan&utm_content=home-page-banner) responsibilities and duties to staff and training.

Information regarding Expectant Mothers for [infection control](https://www.hse.gov.uk/pubns/books/infection-mothers.htm) and [health and safety at work](https://www.hse.gov.uk/mothers/index.htm).

Further information on Coronavirus can be found [here](https://www.hse.gov.uk/coronavirus/)

[Legal responsibility BREXIT](https://www.hse.gov.uk/brexit/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=eu-exit&utm_content=home-page-popular)

**Smoking Risk Assessment for home Visits**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **RISK:** |  |  |
| **QUESTION** | **RESPONSE** | **YES** | **NO** | **N/A** |
| **Type of tobacco smoked:**  **EG. Pipe, roll ups** |  |  |  |  |
| **Average quantity smoked in a 24 hour period** |  |  |  |  |
| **Length of time patient/service user has been smoking** |  |  |  |  |
| **Where does patient usually smoke?** |  |  |  |  |
| **Is there a time of day when they smoke more than others?** |  |  |  |  |
| **Do they ever smoke in bed?** |  |  |  |  |
| **Have they accidentally started a fire as a result of their smoking?** |  |  |  |  |
| **Does the patient have any identified or suspected memory / capacity problems?** |  |  |  |  |

**Information to be given to patient**

**INFORMATION FOR PATIENTS**

**Taking care of the Health Worker who takes care of you.**

**Important information for people who are receiving home visits**

Please consider the needs of our staff at BMC and provide them with a smoke free environment. All of our staff have the right to work in a smoke free environment, and all employers have a common law Duty of Care to take reasonable care to protect the health, safety and welfare of its staff.

Second-hand smoke, or passive smoking as it is sometimes called, has been found by the Government Scientific Committee on Tobacco Health to be harmful to people’s health. It can cause heart disease, stroke and lung cancer in adults. Being exposed to second-hand smoke even for a short time can cause eye irritation, headache, cough, sore throat, dizziness and nausea.

We therefore request that you and/or your relative to provide a smoke free environment on the day when staff from Beccles Medical Centre visit you in your home.

How to protect BMC staff from exposure to second-hand smoke:

* Avoid smoking inside your house for at least 1 hour before the healthcare worker is due to arrive.
* Open windows and doors to ventilate the room/area where the visit will take place.
* Try to keep one room smoke free at all times to be used for when the healthcare worker visits.

During the visit:

* Do not smoke or let anyone else in the house smoke
* Whilst our staff member is in the house providing care for you or your family member, please ask anyone else in the house who smokes to go outside or refrain from doing so until the healthcare professional has left.

We ask our staff to assess whether any environment they enter is safe for them to work in. If a smoke free environment cannot be provided, staff will undertake a risk assessment and if necessary, you will be offered alternative treatment options. Beccles Medical Centre will support any of its staff to leave any environment they consider to be unsafe.

Our promise to you:

You will be advised of the day our staff will visit you, and if the staff member is delayed you will be contacted as soon as possible and advised of any changing arrangements.