



## Health and Safety Policy

### Document Control

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#### B. Document Details

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## **Introduction to Health and Safety at Work**

North Street Medical Care is committed to ensuring the health, safety and welfare of its employees and it will, so far as is reasonably practicable, establish procedures and systems necessary to implement this commitment and to comply with its statutory obligations on health and safety. It is the responsibility of each employee to familiarise themselves and comply with the Practice's procedures and systems on health and safety.

While the Practice management team will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is actually the responsibility of each and every employee, which includes employees taking reasonable care of their own and other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person.

If an employee is unsure how to perform a certain task due to insufficient training or instruction, or feels it would be dangerous to perform a specific job or use specific equipment, then it is that person's duty to report this as soon as possible to their line manager, explaining their reasons. Alternatively, an employee may, if they prefer, invoke the Practice's formal grievance procedure.

Disciplinary procedures may be taken against any employee who violates the Practice's health and safety rules and protocols, or who fails to perform their duties under health and safety legislation. Depending on the seriousness of the offence, it could potentially amount to gross misconduct, rendering the employee liable to summary dismissal.

With regard to health and safety, the Practice will pay particular attention to:

- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work;
- Providing a safe means of access to, and egress from the workplace;
- The provision and maintenance of equipment and systems of work that are safe;
- Arrangements for ensuring safety of employees in connection with the use, handling, storage and transport of items and substances;
- The provision of such information, instructions, training and supervision to employees as is necessary for them to perform their duties correctly, adequately and paying due regard to their safety and the safety of other persons.

The Practice also recognises its duty to protect the health and safety of all visitors to the Practice, including contractors and temporary workers, as well as any members of the public who might be affected by the Practice's work operations.

## **Practice Responsibilities**

The Partners have overall responsibility for health and safety in the Practice. The Practice Manager (or nominated deputy) is the safety officer and has responsibility for overseeing, implementing and monitoring health and safety procedures in the Practice and for reporting back to the partners on relevant health and safety matters.

Additionally, the safety officer also has responsibility for conducting regular inspections of the workplace, maintaining safety records and investigating and reporting on any accidents occurring at work.

## **Staff Training**

Health and safety training is an integral part of the Practice's operations. It is essential that every employee is trained to perform their job comprehensively and safely. Each employee is trained in safe working practices and procedures relevant to their role. Training includes full instruction on the safe use of any necessary equipment provided.

## **At-risk Employees**

The Practice recognises that certain employees may, from time-to-time, be at increased risk of injury or ill-health resulting from work activities.

To ensure the risk to these groups is minimised as much as possible, the Practice requires that employees advise their line manager if they become aware of any change in their personal circumstances which could result in their being at increased risk.

Examples of such changes could be certain medical conditions, permanent or temporary disability, taking medication or becoming pregnant. If any employee is in doubt whether a change arising in their personal circumstances could increase their exposure to risk, they should consult with their line manager as soon as they become aware of the change.

## **First Aid and Reporting Accidents at Work**

First aid boxes are located reception and nurse's room. All employees will be shown the location of the nearest first aid box to their regular work station and will be given the names of designated first aid personnel. This information is also displayed on notice boards and on the Practice intranet.

Any injury sustained by a person at work, however small, must immediately be reported to their line manager or a nominated safety representative and recorded in the accident book. The accident book is located reception.

Accident records are crucial to the effective monitoring of health and safety procedures and must therefore be accurate and comprehensive. The safety officer will inspect the accident book on a regular basis and all accidents will be investigated and a report prepared, with any necessary action being taken to prevent a repetition of the accident.

## **Security: Visitors Policy & Procedures**

To assure the safety and security of North Street Medical Care staff, patients, its visitors, and its property, and to insure that only authorised personnel have access to the practice facilities, the following policies have been adopted:

### **Off-duty associates:**

Staff are not permitted access to the interior of the facility and other working areas during their off-duty hours without management or partner approval.

### **Visitors:**

All visitors to the Practice must sign in and out according to the prescribed register, unless attending for an appointment or accompanying a patient who is.

### **Passes:**

All non-staff on company property must be issued a pass by the appropriate administrative staff or receptionist. Passes shall be properly designated as "Visitor" or "Contractor."

All visitors will be issued a visitor's pass which should be returned to the issuing party when signing out.

Any unauthorised visitor failing to secure a pass will be asked to leave the premises until one can be obtained.

### **Suppliers, Contractors, Delivery Personnel**

Delivery personnel will be permitted to make their deliveries to the appropriate areas without a badge or pass, provided they do not go outside normal areas of pickup or delivery.

**Safety:** All staff and non-staff of North Street Medical Care are to comply with all safety rules, regulations, and policies while on practice property.

## Notifying the CQC of the death of a person who uses the Service

The Practice Manager is responsible for notifying the CQC immediately upon the death of a person who uses the Practice's services.

In relation to this Health & Safety Policy, the circumstances where the death would need to be notified to CQC would be when:

- a) The death occurred whilst a regulated activity was actually being carried out (e.g. during a GP's home visit, or during the patient's visit to your surgery),

OR

- b) The death occurred as a result of a regulated activity being carried out,  
AND  
The Patient had seen their GP in the two weeks before the death,  
AND  
The death was avoidable / related to inappropriate care and treatment.

Where the Registered Person is unavailable, for any reason, the Business Manager will be responsible for reporting the death to the CQC.

There is a dedicated Notification form for this type of incident. The form is contained in the ***Outcome 18 document "Notification of Death – Outcome 18 Composite Statement and Form"***

## Notifying the CQC of Serious Injury to a person who uses the Service

Dr Sura or Dr Burack at the Practice is responsible for notifying the CQC without delay about events that lead to:

- Serious injury to any person who uses the service.
- An injury requiring treatment by a healthcare professional to avoid death or serious injury.

These serious injuries include:

- **Injuries that lead to or are likely to lead to permanent damage – or damage that lasts or is likely to last more than 28 days – to:**
  - A person's sight, hearing, touch, smell or taste
  - Any major organ of the body (including the brain and skin)
  - Bones
  - Muscles, tendons, joints or vessels
  - Intellectual functions, such as
    - ❖ Intelligence
    - ❖ Speech
    - ❖ Thinking
    - ❖ Remembering
    - ❖ Making judgments
    - ❖ Solving problems.

- **Injuries or events leading to psychological harm, including:**

- Post-traumatic stress disorder
- Other stress that requires clinical treatment or support
- Psychosis
- Clinical depression
- Clinical anxiety
- The development after admission of a pressure sore of grade 3 or above that develops after the person has started to use the service (European Pressure Ulcer Advisory Panel Grading)
- Any injury or other event that causes a person pain lasting or likely to last for more than 28 days
- Any injury that requires treatment by a healthcare professional in order to prevent:
  - ❖ Death
  - ❖ Permanent injury
  - ❖ Any of the outcomes, harms or pain described above.

Where the Registered Person is unavailable, for any reason, Practice Manager will be responsible for reporting the serious injury to the CQC.

There is a dedicated Notification form for this type of incident. The form is contained in the ***Outcome 20 document "Notification of Other Incidents – Outcome 20 Composite Statements and Forms"***

## **Fire Safety**

The Practice takes the subject of fire safety extremely seriously, and has a comprehensive fire safety policy from which to manage this aspect of health and safety. The policy details those who have responsibility for fire safety, and also includes the arrangements for conducting regular risk assessments. (See separate policy for more information).

## **General Safety Rules**

- All employees, temporary workers and contractors should be aware of, and adhere to the Practice's rules and procedures on health and safety;
- Any identified unsafe working practices or conditions must be immediately reported to the safety officer, a health and safety representative or to a manager. Activities which could potentially jeopardise the health and safety of any person are forbidden;
- Any person who cannot perform their duties due to ill-health or fatigue will not be allowed to work if this might jeopardise the health and safety of any person;
- Employees must not adjust, move or otherwise tamper with any electrical equipment or machinery in a manner not within the scope of their job duties;
- All waste materials must be disposed-of carefully in the receptacles provided and in such a way that they do not constitute a hazard to other workers (see separate Clinical Waste Policy for comprehensive information);
- No employee should undertake a job which appears to be unsafe. They must report their findings and reasons to a manager as soon as possible;
- No employee should undertake a job until they have received adequate safety instructions and they are authorised to carry out the task;
- All injuries must be reported to the employee's line manager or to the safety officer;
- All materials must be properly and safely used and when not in use, properly and safely secured;
- Good safety practices for specific tasks should be well-planned and instructions documented to avoid injuries in the handling of heavy materials and while using equipment;
- Employees should take care to ensure that all protective guards and other safety devices are properly fitted and in good working order and must immediately report any defects to their line manager or to the safety officer;
- Suitable clothing and footwear must be worn at all times. Personal Protective Equipment must be worn, where appropriate;
- Work stations and work areas must be kept clean, tidy and with all spillages cleaned up immediately;
- Employees should:
  - Use handrails when ascending or descending stairs;
  - Never read while walking;
  - Close filing cabinet drawers when not in use;
  - Keep all floor areas free from obstructions.

## **Access and Egress**

The Practice will provide safe access and egress to all areas, namely:

- Access to, and egress from the Practice building(s);
- Routes through working areas;
- Accessibility of storage areas;
- Access to and egress from an individual's workplace;
- Emergency exit routes;
- Any temporary arrangements for access;
- Limitation of access to hazardous or high security areas;
- External pathways and roadways around the workplace;
- Common parts of the building (e.g. Reception, Stairs, etc).

The Practice will also ensure that:

- The Practice buildings and grounds shall be organised to ensure pedestrians and vehicles (as appropriate) can circulate in a safe manner;
- All furniture, equipment and other items do not impede safe access and egress at the workplace and that objects which may restrict safe movement within the workplace are removed immediately;
- Any access restrictions are adhered to so that suitable and safe arrangements for work in confined places and other areas of high risk are guaranteed;
- Objects are not stored in walkways or precariously on top of cabinets / shelves;
- All work equipment - when not in use - must be stored in its designated storage area;
- Waste items shall not be allowed to accumulate in walkways;
- Floor surfaces shall be of the type that can be kept sufficiently clean and will be cleaned regularly as appropriate;
- Practice workplace floors and traffic route surfaces are suitable for their purpose and maintained in a safe condition and suitably indicated where necessary for reasons of health and safety;
- All access equipment is regularly inspected to ensure that it is maintained in a safe condition;
- Formalised systems of work are designed and implemented in all areas of significant risk;
- Employees are encouraged to report any situation where safe access and egress is restricted or obstructed to their line manager or the health and safety officer who will arrange for appropriate action to be taken;
- The working activities of contractors are monitored so that they do not hinder safe access / egress;
- So far as reasonably practicable the Practice will take suitable and effective measures to prevent persons falling a distance likely to cause personal injury and to prevent any person being struck by a falling object.



## Equipment Safety

The Practice takes appropriate steps to ensure the safety of all employees working on equipment and the safety of others who may be affected by the use of the equipment. In this regard the Practice will:

- Ensure the suitability of work equipment for the task;
- Ensure that measures are taken to prevent access to, or stop the movement of any dangerous part of equipment before any person enters a danger zone;
- Ensure the correct guarding of the equipment and all dangerous parts and correct continual use of the guards;
- Ensure that equipment is safely and securely positioned;
- Ensure that work equipment is maintained in an efficient state, in efficient working order, in good repair and inspected and tested where necessary;
- Ensure that all machinery has suitable controls which are marked and clearly identifiable;
- Ensure that where appropriate, any work equipment incorporates warnings or warning devices;
- Ensure that where possible (and appropriate), all equipment is appropriately isolated;
- Ensure that all persons who use machinery and all persons who supervise or manage the use of machinery are trained and have adequate health and safety information;
- Where there are residual risks the Practice will provide Personal Protective Equipment;

Persons using machinery or equipment must not wear clothing, jewellery or long hair in such a way as might pose a risk to their own or anyone else's safety.

Employees are prohibited from using any piece of equipment for any purpose other than its intended purpose.

## Manual Handling

The Practice is committed to educating staff on the prevention of long-term musculo-skeletal health problems by promoting an "each-and-every-time" protocol for safe lifting.

In-line with the Manual Handling Operations Regulations 1992 (amended 2002) the Practice adheres to the following:

- **Avoid** the need for hazardous manual handling, so far as is reasonably practicable;
- **Assess** the risk of injury from any hazardous manual handling that can't be avoided; and
- **Reduce** the risk of injury from hazardous manual handling, so far as is reasonably practicable.

In adhering to the above, the Practice follows the protocol below:

- Lifting and moving of objects should always be done by mechanical devices rather than manual handling wherever reasonably practicable. The equipment used should be appropriate for the task at hand;
- The load to be lifted or moved must be inspected for sharp edges and wet patches;
- When lifting or moving a load with sharp or splintered edges, gloves must be worn;
- The route over which the load is to be lifted should be inspected to ensure it is free of obstructions;

- Employees should not attempt to lift or move a load which is too heavy to manage comfortably. Employees should ask for assistance if there is any danger of strain;
- When lifting an object off the ground, employees should assume a squatting position, keeping the back straight. The load should be lifted by straightening the knees, not the back;
- Employees should not attempt to obtain items from shelves which are beyond their reach. A ladder or stepping stool must be used. Employees should not use chairs or any makeshift device for climbing and should never climb up the shelves themselves.

## **Waste Disposal**

The Practice deals with all of its waste in accordance with local and national regulations and has a specific protocol in place for the storage, handling and disposal of clinical waste, which includes details of the nominated contractor, responsible persons at the Practice, and compliance with the Hazardous Waste Regulations 2005. (See separate policy for more information).

### **Reporting Incidents to the CQC that stop or may stop the registered person from running the service safely and properly.**

The Practice Manager is responsible for notifying the CQC without delay about events that stop or may stop the registered person from running the service safely and properly, including:

- A level of staff absence or vacancy, or damage to the service's premises that mean that people's assessed needs cannot be met.
- The failure of a utility for more than 24 hours.
- The failure of fire alarms, call systems or other safety-related equipment for more than 24 hours.
- Any other circumstances or events that mean the service cannot – or may not be able to – meet people's assessed needs safely.

Where the Registered Person is unavailable, for any reason, the Practice Manager will be responsible for reporting the application to the CQC.

There is a dedicated Notification form for this type of incident. The form is contained in the ***Outcome 20 document "Notification of Other Incidents – Outcome 20 Composite Statements and Forms"***

### **Notifying the CQC of Incidents reported to the Police or being investigated by the Police**

Practices are also required to notify the CQC of any incident reported to, or investigated by the police that is associated with the delivery of the service and affects or may affect the health, safety and welfare of a person using the service, its staff, or anyone who visits the service.

There is a dedicated notification form to report such incidents – it is contained in the ***Outcome 20 document "Notification of Other Incidents - Outcome 20 Composite Statement and Forms."***

Dr Sura or Dr Burack at the Practice is responsible for notifying the CQC of an occurrence of this type of incident.

Where the Registered Person is unavailable, for any reason, Susanne Bauer will be responsible for reporting this type of incident to the CQC.