



Ed Elf Child Therapy Ltd.

Health and Safety Policy

Document Control

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Health and Safety Policy

SECTION A - GENERAL STATEMENT OF POLICY

Our policy is to provide and maintain safe and healthy working conditions, equipment, and systems of work for all our employees, and to provide such information, training, and supervision as needed for this purpose. We also accept our responsibility for the health and safety of other people who may be affected by our activities.

The allocation of duties for safety matters and the arrangements that we make to implement this policy are set out below.

It is essential that the health and safety procedures are kept up to date, and to ensure this, the management of Ed Elf Child Therapy Ltd ("the organisation") will keep the Health and Safety Policy, and the way in which it is operated, under constant review.

All staff will be informed about and trained in the requirements of this policy at induction and as part of ongoing mandatory/statutory training.

SECTION B – DEFINITIONS

Competent person – an individual who has the necessary skills, knowledge, and experience to manage Health and Safety. This role is defined by the Management of Health and Safety at Work Regulations 1999.

Risk assessment - a systematic examination of what could cause harm and whether sufficient measures have been put in place to mitigate these risks.

Near miss – any unexpected event that could have caused harm but did not do so on that particular occasion.

Hazard - anything with the potential to cause harm.

Risk - the possibility that something unpleasant or dangerous might happen.

Adverse incident - any event which gives rise to, or has the potential to produce unexpected or unwanted effects involving the safety of clients, visitors, staff/associates or any other persons, which results in harm, loss or damage to property.

Serious incident (SI) - formerly known as a serious untoward incident (SUI), these are defined by the National Service user Safety Agency (NPSA) as “an incident that occurred in relation services and care resulting in unexpected or avoidable death of one or more patient/service users, staff, visitors or members of the public, serious harm to one or more patient/service users, staff, visitors or members of the public, a scenario that threatens the ability of a provider to deliver healthcare services, allegations of abuse, adverse media coverage or public concern about a particular organization.”

SECTION C - RESPONSIBILITIES

RESPONSIBILITIES OF STAFF AND ASSOCIATES

1. Overall and final responsibility for health and safety within Ed Elf Child Therapy Ltd lies with the Director Evalynne Charmer. The Senior Management Team, CQC Registered Manager, and Health and Safety Officer help support day to day running of Health and Safety within the building.

2. The CQC Registered Manager, or their nominated individual e.g. Health and Safety Officer, will be responsible for ensuring Health and Safety Notice information is displayed as necessary:

- “Local Health & Safety Information” poster;
- Safe hand-washing procedures (at all hand basins)
- Location of the first aid box.
- How to summon first-aid/nominated first aider.

Further information and advice on health and safety can be found on the Health and Safety Executive website: <http://www.hse.gov.uk/>

3. All employees and associates working under contract have a responsibility to co-operate with the management of Ed Elf Child Therapy Ltd to maintain a healthy and safe workplace, and to take reasonable care of themselves and others.

4. Section 7 of the Health and Safety at Work Act 1974 states:

“It shall be the duty of every employee/associate whilst at work to take reasonable care of the health and safety of themselves and others who may be affected by their acts and omissions at work and to co-operate with their organisation’s management in all health and safety matters” by:

- completing all mandatory health and safety training;
- following all health and safety procedures and applying good practices learned from training;
- reporting any hazards or defects to their manager/supervisor;
- reporting all accidents, incidents and near misses in line with the Adverse Incident Reporting and Investigation Policy and co-operating with any subsequent investigation.

5. Whenever a member of staff or associate notices a health and safety problem, which they are not able to put right, they must straightaway tell one of the appropriate persons listed above.

6. Ed Elf Child Therapy Ltd is responsible for ensuring the following is carried out:

- Safety training
- Safety inspections
- Investigating accidents
- Monitoring maintenance of equipment
- Security of premises
- Ensuring the wellbeing of all clients and visitors to the premises
- Ensuring that all employees and associates satisfy Health and Safety requirements under their statutory obligations, and that Health and Safety information is provided to visiting contractor staff (such as H&S posters, fire evacuation posters, etc)
- Ensuring that permit to work and safe systems of work are in place as appropriate.
- Ensuring that risk assessments have been undertaken in the premises
- Checking that staff and associates are competent to undertake suitable and sufficient risk assessments as and when the need arises
- Minimise the occasions where an individual is required to work in isolation, particularly in a hazardous situation
- Ensure that all staff and associates are aware that they need to abide by the health and safety policies
- Ensuring regular appliance testing (PAT) is performed
- That any mandatory/statutory legionella and asbestos surveys on premises are undertaken.

7. This policy ensures compliance with a range of health and safety legislation, including:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Corporate Manslaughter and Homicide Act 2008
- NHS Fire code Suite of Documents
- Regulatory Reform (Fire Safety) Order 2005
- Health and Safety (First Aid) Regulations 1981
- Manual Handling Operations Regulations 1992
- Health and Safety (Display Screen) Regulations 1992
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 1995 (as amended in 2012)

RESPONSIBILITY FOR SAFETY TOWARD CHILDREN UNDER ED ELF CHILD THERAPY LTD CARE

All staff members and associates are responsible for the Health and Safety arrangements in relation to children under their care. They will monitor their own work activities and take all reasonable steps to:

- Exercise effective health and safety over those for whom they are responsible for.
- Be aware of and implement safe working practices such risk assessments for clients which will identify any potential hazards and introduce procedures to avoid mishap.
- Ensure that any equipment such as games and toys are used appropriately and safely during consultations and therapy sessions, and that suitability of those using them are monitored. All equipment should meet accepted safety standards.
- Report any safeguarding concerns in line with Ed Elf Child Therapy Ltd Safeguarding Children policy.

- Evaluate and notify Ed Elf Child Therapy Ltd of any health and safety concerns, so suitable action can be taken.
- Investigate any accident (or incident where personal injury could have arisen) and take appropriate corrective action.

Whenever an employee, associate, student, or volunteer is aware of any possible deficiencies in health and safety arrangements, they must draw it to the attention of Ed Elf Child Therapy Ltd.

RESPONSIBILITY FOR VISITORS TO ED ELF CHILD THERAPY LTD

Regular visitors such as parents, carers, relatives, or any other users of the premises are expected, as far as reasonably possible, to observe the safety rules of Ed Elf Child Therapy Ltd.

SECTION D – TRAINING AND MONITORING

Ed Elf Child Therapy Ltd holds responsibility for monitoring health and safety and security matters, and for scrutinising reports on all areas of the health and safety responsibilities. This policy will be reviewed on a regular basis.

Health and Safety forms part of the staff and associate induction arrangements and is also part of ongoing mandatory/statutory training. Fire awareness and Manual Handling training are mandatory for all staff and associates and must be completed annually.

Ed Elf Child Therapy Ltd will procure or deliver other health and safety training in line with needs identified through the risk assessment process, through analysis of adverse incidents, and in consultation with guidance from clinical governing bodies. This training could include areas such as stress management and health and safety for managers.

Ed Elf Child Therapy Ltd will also procure first aid training and fire marshall training in order to ensure that the relevant regulations are complied with at all times.

SECTION E – RISK ASSESSMENTS

The CQC Registered Manager, or their nominated individual, will ensure that regular risk assessments are carried out in order to promote a proactive health and safety culture within the organisation, and to assure client safety and compliance with statutory and operational requirements is in place at all times.

Risk assessments may include:

- Fire risks
- Control of infection risks
- Health and Safety risk
- Information/data protection risks
- Human resources risks
- Environmental sustainability risks
- Clinical rooms risk
- Medications risks

There are three main areas that need to be covered when identifying risks/hazards in the workplace:

- Practice - Look at the work activities and review any procedures/safe systems of work that are already in place. Identify what in the work activity could be reasonably expected to cause harm. Are any of the work activities carried out in unusual places such as at height or at night? Consult with those who are carrying out the work activity - they may have identified hazards that are not immediately obvious. Review the Accident Book to see if there is any history in relation to the activity.
- Equipment - As part of the activity, consider what equipment or substances are used. Identify the potential/actual hazards associated with the equipment/substances as they are being used. When in use, does the equipment produce excessive noise/vibration? Are there any emissions? Manufacturers' instructions or data sheets can also help to spot hazards.
- Environment - Are the conditions of the local environment satisfactory for the work activities being performed?

Having identified the hazards and who might be affected, Ed Elf Child Therapy Ltd will need to consider what it is already doing, what controls are in place, and how the work is organised. This will be compared with good practice guidelines and checks will be made to identify if controls are required. These checks will consider whether the hazard could be removed altogether and, if not, how the risk can be controlled so that harm is unlikely. Examples of common control measures include:

- Specialist equipment
- Safety signs and signals
- Policies and procedures
- Training, instruction and supervision
- Health surveillance

If the existing measures are not adequate or there are no control measures, then a means of reducing the risk must be identified. Starting with all the extreme or high risks, the following sequence should be applied:

- **Eliminate** - Can the risk be removed? Does this procedure need to be carried out? Can it be done in a different way that eliminates or reduces the risk?
- **Substitute** - Can a different product or way of doing the task, which is less hazardous, be employed instead?
- **Contain/Guard** - Is there any way the hazard can be contained, e.g., do guards need to be introduced which will prevent the equipment working if the guard is compromised?
- **Remove person from risk** - Is it possible to segregate the person from the hazard? E.g., have the hazard in one room and the employee operating the process from a panel in another room or by providing screens, etc.
- **Reduce the person's exposure to the hazard** - This can be done by changing work methods and/or patterns, e.g., ensuring adequate rest breaks, increasing the number of workers, introducing job rotation
- **Utilise Personal Protective Equipment [PPE]** - This should always be considered as a last resort to control any residual risk that cannot be eliminated by any of the above methods. It can include the provision of face masks, gloves, aprons, steel toe-capped shoes, hard hats, etc.

- Provide welfare facilities such as first aid and washing facilities, where applicable.

TYPES OF HAZARDS

Spillage

Any spillages of service user samples or bodily fluids are to be cleaned up immediately and the affected area thoroughly disinfected. Samples are to be disposed of on advice of the Manager and representative.

Clinical waste disposal and infected materials

Clinical waste and infected materials are to be disposed of using the appropriate measures.

Safe storage of chemicals and medicines

Any chemicals and medicines must be stored as per the manufacturers' instructions.

Keeping clear gangways/exits etc.

All gangways and exits must be kept clear at all times. All obstructions must be reported to the CQC Registered Manager and/or the most senior member of the practice management team available so that action can be taken.

Electrical equipment

All electrical equipment should be checked before use. Any loose, damaged, or trailing wires or cables should be reported immediately. The equipment must not be used until it has been checked.

Violent incidents

Violent incidents should always be reported and reviewed so that they can be analysed to inform future incidents. If a service user should become violent, summon help immediately either by shouting or using the page button available on phones in the centre (if you have access to one). The most senior member of the clinical team or management team on site should be called immediately. If they are not available contact the police by dialling 999. Always try to take evasive action and do not put yourself in unnecessary danger.

Collapse of patient/service user

If a service user should collapse, summon medical help immediately such as Ed Elf Child Therapy Ltd duty first aider, and if necessary, call for an ambulance.

Anaphylaxis

Users having an anaphylactic reaction in any setting should expect the following as a minimum:

- Recognition that they are seriously unwell.
- An early call for help.
- Initial assessment and treatments based on an ABCDE* approach.
- Adrenaline therapy if indicated.
- Investigation and follow-up by an allergy specialist.
- All clinical staff will have anaphylaxis training updates as appropriate

- All clinical staff will be familiar with Resuscitation Council Guidelines via Blue Stream training
- Clinicians will dial 999 immediately/instruct clinic staff to dial 999 immediately.

Safety alerts

Any safety alerts and recommendations once received, will be acted upon within required timescales.

The clinical director and appropriately trained admin staff are responsible for distributing and responding appropriately to any relevant alerts received from the Medicines and Healthcare Products Regulatory Agency (MHRA), NICE and any other appropriate national safety agency.

SECTION F – MANAGEMENT OF ACCIDENTS AND INCIDENTS

INCIDENTS AND NEAR MISSES

Serious incidents and near misses will be recorded and reported externally in line with Ed Elf Child Therapy Ltd “Serious Incident Reporting” policy.

Some incidents are also reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) Regulations 1995. This law requires employers and other people who are in control of work premises to report and keep records of:

- work-related deaths;
- serious injuries;
- cases of diagnosed industrial disease;
- certain dangerous occurrences (near misses);
- any accidents or incidents which lead to absence from work of 7 days or more (regulations as amended in 2012).

Any staff member requiring assistance, including support with reporting incidents under the RIDDOR regulations, should contact the Manager, or their nominee, who will take advice as appropriate.

Monitoring incidents and near-misses will enable Ed Elf Child Therapy Ltd to take any remedial action required to ensure that the risks to all those affected by the organisation’s activities are properly managed.

ACCIDENTS

The Manager, or their nominee, will work within the requirements of the “Serious Incident Reporting” Policy which includes any necessary notifications to be made to external agencies including:

- i) The Care Quality Commission
- ii) The Medicines and Healthcare Products Regulatory Agency
- iii) The Health and Safety Executive
- iv) The Local Authority
- v) Organisation Insurers

Any accident to a member of staff, associate, client, or visitor must be reported to the Manager and details recorded. All accidents, however trivial, must be reported.

Some incidents are also reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences (RIDDOR) Regulations 1995. This law requires employers and other people who are in control of work premises to report and keep records of:

- work-related deaths;
- serious injuries;
- cases of diagnosed industrial disease;
- certain dangerous occurrences (near misses);
- any accidents or incidents which lead to absence from work of 7 days or more.

SERVICE USER EMERGENCIES

Basic Life Support (BLS)

All clinical staff will be trained to Basic Life Support (BLS) standards. When a client, visitor or other individual is observed in distress, staff will respond according to current BLS recommendations.

In-Service Training In Emergencies

In-service training will be provided as needed, to review appropriate responses to medical emergencies including but not limited to: seizures, syncope (fainting), hyperventilation, cardiac and respiratory distress, chest pain, drug related emergencies, allergic or toxic reaction, asthma, insulin shock, diabetic coma or airway obstruction.

Emergency Response Plan

In case of a medical emergency, staff assignments are as follows:

- i) A duty First Aider will also be called in order to render immediate first aid and related support.
- ii) Any clinician treating the service user with the medical emergency will stay with the service user and call for help. He/she will monitor the service user's vital signs and maintain airway, support breathing and monitor circulation until medical assistance arrives.
- iii) The receptionist or other appropriate staff will phone for help i.e. "999".

COLLAPSE OR UNCONSCIOUSNESS OF CLIENT/SERVICE USER

In the event a client/service user collapses or becomes unconscious, staff assignments are as follows:

- Ensure safety of service user and rescuer.
- Check the client/service user and see if they respond: gently shake the client/service user's shoulders and ask loudly "Are you all right?"

If the service user responds by moving or answering:

- Leave the service user in the position in which you find them, provided there is no further danger to the client/service user in so doing; check their condition and get first aider assistance. If no first aider is present or available, dial 999 for an ambulance.
- Reassess regularly as to the need for a 999 ambulance.

If the service user does not respond:

- Summon assistance from a trained first aider, where available, to assess the need for CPR. If no first aider available, dial 999 for an ambulance.

Where a client or service user is taken to hospital, detailed notes of treatment, drug administered and events should accompany the service user.

SECTION F – OTHER KEY AREAS OF HEALTH AND SAFETY

FIRE SAFETY

Ed Elf Child Therapy Ltd will ensure that fire safety procedures are in place at all times. This will include access to and maintenance of escape routes, fire extinguishers, fire alarms and portable electrical equipment in line with statutory and legal requirements.

Ed Elf Child Therapy Ltd has a strict fire safety procedure which all staff and associates must abide by, for further details see “Fire Safety” policy. Clients, visitors, and contractors must also abide by Ed Elf Child Therapy Ltd fire safety procedures, and appropriate signs will be displayed around the centre to ensure guidance for all in event of fire. Ed Elf Child Therapy Ltd will ensure there are always trained Fire Wardens on the premises.

EQUIPMENT

Ed Elf Child Therapy Ltd has a comprehensive “Equipment Policy” which must be adhered to at all times. Equipment is to be regularly checked for safety and any faults are to be reported immediately to the Manager or their nominee.

All staff/associates are required to check all equipment prior to use. Staff/associates must not use any equipment they are not familiar with or trained to use. Staff/associates must always follow manufacturers’ instructions. Equipment must not be modified or used for purposes other than its proper and specified use.

MANUAL HANDLING

Ed Elf Child Therapy Ltd recognises that work related musculo-skeletal injuries from manual handling can affect all staff/associates. It will take all reasonable steps to reduce, and has the aim of eliminating, these injuries and will make diligent attempts to avoid putting staff at risk.

Ed Elf Child Therapy Ltd therefore concludes that there are no work activities necessary which involve hazardous manual handling or have been identified by the procedures involved in hazard identification and risk assessment. These activities include such operations as the lifting, lowering, pushing, pulling, supporting, carrying and moving of loads by hand or by bodily force. Staff should adhere to the training and instruction provided at all times and in line with this policy.

INFECTION PREVENTION AND CONTROL

Ed Elf Child Therapy Ltd has a comprehensive “Infection Control” policy, and a “Covid-19 and Notifiable Diseases” policy which all staff and associates must always abide by as part of the overall health and safety arrangements within the organisation.

LEGIONELLA

Ed Elf Child Therapy Ltd will undertake Legionella reviews via external qualified specialists. Their advice will be reviewed and actioned at a senior level within the organisation.

Routine systems of monitoring, including checks on water temperature outlets (hot and cold) will be undertaken in accordance with advice received and also HSE guidance i.e. <http://www.hse.gov.uk/legionnaires/> .

COSHH - CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH

“Substances hazardous to health” include any material, mixture or compound used at work or arising from work activities, which is harmful to people’s health in the form in which it occurs in the work activity (e.g. solid, liquid, dust, fume, vapour, gas or micro-organism).

The Regulations apply to all substances from the time of receipt to their internal transportation, storage, use and disposal, and also those substances transported by or on behalf of the organisation (such as hazardous or infected waste).

It is the policy of Ed Elf Child Therapy Ltd to encourage the individual responsibility of every member of staff to participate in the prevention and control of infection, and to comply with Health & Safety, COSHH and other legislation and Regulations applying to the safe provision of health care

The Regulations require the employer to identify ALL hazardous/potentially hazardous substances which may be used in the workplace or that may be produced by a process e.g., end product, by-product etc. or that may be emitted during any process e.g. dust, fumes etc. The employer must then conduct an assessment of these substances, evaluating the risk of exposure of people and, where necessary, take the appropriate precautions to prevent or control that exposure.

Ed Elf Child Therapy Ltd meets the COSHH regulations by following seven steps which are viewable in Ed Elf Child Therapy Ltd COSHH folder.

1. Assess the risks to health arising from hazardous substances in the setting.
2. Evaluates what precautions are required.
3. Prevents and adequately controls exposure.
4. Ensures that control measures are used and maintained.
5. Monitors the exposure of employees/service users/visitors and contractors to hazardous substances and reviews existing controls annually.
6. Carries out appropriate health surveillance where necessary.
7. Ensures that employees are properly informed, trained and supervised.

Our approach to COSHH covers but is not limited to:

- Clinical substances
- Clinical waste
- Cleaning materials
- Chemicals
- Gases
- All substances with a hazard identification symbol

Ed Elf Child Therapy Ltd maintains a safety Data Sheet and Risk Assessment for all substances bearing a hazard symbol. The Risk Assessment specifies the emergency treatment for each substance.

Data sheets will always be specific to the product in use. Data sheets are obtained from the product manufacturer and supplier and updated annually. Where an original data sheet is not available the product will be withdrawn and an alternative product sourced. A new product will not be brought onto the premises until a data sheet is obtained.

The following steps will be adhered to:

- Staff must not bring substances on-site without permission from a manager.
- Staff must not move substances into different storage areas or locations unless authorised to do so.
- Substances in use will generally be those in regular supply, unless an alternative or a new substance has been approved.
- COSHH items will be reviewed annually and the controls inspected as part of the Health and Safety check.
- Substances bearing a hazard symbol must not be used by staff/associates unless they are authorised and trained to do so.
- Temporary staff likely to come into contact with hazardous substances will be instructed as to their use.
- Personal Protective Equipment (PPE) of the required grade will be available for the use in accordance with the requirements and recommendations stated on the Data Sheets and Risk Assessments.
- COSHH substances will be maintained at a minimum stock level.
- COSHH substances will have a risk assessment carried out prior to use.
- Toner and liquid corrective fluid are stored in a locked cabinet at reception.
- Clinical substances are stored within a locked cupboard.
- Cleaning substances are kept locked.