

## **The Care Certificate**

### **STANDARD 13: HEALTH AND SAFETY**

Includes: Moving and Handling, Health and Safety, Security, Fire Safety, Emergency First Aid, Medication and Health Care Procedures.

In this section you will understand your role in maintaining safety at work.

#### **13.1 Understand own responsibilities and the responsibilities of others, relating to health and safety in the work setting.**

##### **13.1a List legislation relating to general health and safety in a health or social care setting.**

- Health and Safety at Work Act 1974
- The Manual Handling Operations Regulations 1992 (as amended 2002)
- Management of Health and Safety at Work Regulations 1999
- The Health & Safety (First Aid) Regulations 1981
- Personal Protective Equipment at Work Regulations. (PPE)
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Reporting Injuries Diseases Dangerous Occurrences Regulations 1995 (RIDDOR)
- The Health & Safety (Display Screen Equipment) Regs. 1992
- Provision and Use of Work Equipment Regulations. 1998 (PUWER)
- The Lifting Operations and Lifting Equipment Regulations. 1998 (LOLER)
- The Health and Safety (Safety Signs and Signals) Regulations 1996
- The Regulatory Reform (Fire Safety) Order 2005

From 1st April 2015 the Care Quality Commission takes the lead role for patient and service user Health and Safety in Adult Social Care in England.

The Health and Safety executive has published guidance specifically for Health and Social Care Service.

##### **13.1b Describe the main points of the health and safety policies and procedures agreed with the employer.**

Under the Health and Safety at Work Act 1974, the employer and the employee have a responsibility to ensure safety is maintained in the workplace.

Read your organisational Health and Safety Policies and Procedures as listened below.

- Accidents and Incident Reporting (RIDDOR)
- Control of Substances Hazardous to Health (COSHH)
- Fire Safety
- First Aid



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- Health and Safety
- Information Security
- Lone Working
- Moving and Handling
- Personal Safety
- Service User's Home Security
- Stress Management

#### **13.1c Outline the main health and safety responsibilities of:**

##### Responsibilities of Employers and Management:

- Provide and maintain a safe environment without risk to health.
- Employ safe methods of working for machinery and equipment.
- Provide information, instruction, training and supervision.
- Prepare, write, issue and update a Health & Safety Policy when there are five or more employees.
- Appoint a person to assist in the promotion and maintenance of Health & Safety.
- Employ safe handling, transportation and storage of all materials equipment and machinery.

##### Responsibilities of Employees:

- Employees must take reasonable care of their own Health & Safety and that of others.
- They must co-operate with their employer, in order to enable the employer, to comply with this Act.
- It is an offence for anyone to deliberately or recklessly interfere with or misuse anything provided for health, safety or welfare.

##### Shared Responsibilities:

- Safety of individuals using the facilities
- Safety of the environment

A Health & Safety poster must be displayed in your place of work. If you have not read it lately, go and find it and read it again.

#### **Duty of Care**

Everyone in the workplace must observe a duty of care to work colleagues, clients, visitors, contractors and anybody who may be on the premises.

To fulfil your duty of care you should:



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- Follow the procedures and practices laid down by your employer.
- Abide by what you know of the Law.
- Observe and practice the plans and instructions relevant to your place of work.
- Consider all others when planning or performing any task or action which you can reasonably foresee may affect them.

When a threshold of harm has been breached, the registered manager is required to email a statutory notification to CQC explaining how the accident or incident is being managed. For example: serious injury, people who use the service, and death of a service user

#### **13.1d List tasks relating to health and safety that should not be carried out without special training.**

- Specific pieces of equipment such as hoists/new hoists
- Clinical tasks such as taking temperatures/blood pressures
- Using a wheelchair
- Medication, administration

#### **13.1e Explain how to access additional support and information relating to health and safety.**

You may find that you need some more information, or some further advice. Sometimes it may not always be clear what the best course of action may be. Health and safety is an important issue, and it is always better to ask for more help than make a guess and get something wrong placing individuals or yourself at risk.

Therefore it is better to gain advice from:

- Your manager
- A Health and Safety Representative
- Health and Safety websites ([www.hse.gov.uk](http://www.hse.gov.uk))

#### **13.1f Describe different types of accidents and sudden illness that may occur in your work setting.**

In the course of your work you may come across a first aid emergency, such as a fall, slip, choking, breathing difficulties, or a seizure. Until trained to do so, you are not qualified to give emergency aid; however there will be someone on the premises who will be able to take appropriate action. Be aware of the different types of accidents or sudden illness that may occur in the course of your work.

The following is a brief guide of how to handle emergency first aid situations:

1. Assess the situation – do not put yourself or others in danger
2. Make the area safe



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3. Send for the person in charge – do not delay

### **Examples**

#### **Epileptic seizure**

Epilepsy is a medical condition that causes disturbances in the brain which result in sufferers becoming unconscious and having involuntary contractions of their muscles. People who suffer with epilepsy do not have any control over their seizures, and may do themselves harm by falling when they have a seizure.

#### **Choking and difficulty with breathing (in adults and children over 8 years)**

This is caused by something (usually a piece of food) stuck at the back of the throat. It is a situation which needs to be dealt with, as people can quickly stop breathing if the obstruction is not removed.

#### **Fractures and suspected fractures**

Fractures are breaks or cracks in bones. They are usually caused by a fall or other type of injury. The casualty will need to go to hospital as soon as possible to have a fracture diagnosed correctly.

#### **Burns and scalds**

There are several different types of burn, the most usual are burns caused by heat or flame. Scalds are caused by hot liquids. People can also be burned by the sun, chemicals or by electrical currents.

#### **Poisoning**

People can be poisoned by many substances, drugs, plants, chemicals, fumes or alcohol.

#### **Electrical injuries**

Electrocution occurs when an electrical current passes through the body.

### **13.2 Understand Risk Assessment**

**13.2a Explain why it is important to assess the health and safety risks posed by particular work settings, situations or activities.**

#### **Management of Health and Safety at Work Regulations**

##### **Risk Assessment**

These regulations state that every employer must carry out risk assessments. A risk assessment is carried out following a safety survey in a place of work. A risk assessment is designed to:

- Identify the hazards.
- Identify who is at risk.



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- Evaluate the risks by considering the severity of the hazard and the likelihood of harm.
- Put in place further control measures.
- Record the assessment.
- Review when necessary.

Your managers must complete a risk assessment on any and every situation and procedure that may arise in your place of work where the possibility of harm being caused is present. These must be written down and you must follow them.

However, as workers we make a mental risk assessment whenever we enter a new situation or begin a new task.

A summary of the thought process may be as follows:

- What am I going to do?
- Am I capable physically?
- Have I the knowledge to do it correctly?
- Am I able to do it without help from others?
- Is there a more safe way?
- What are the possible dangers?
- Is there a procedure or policy for this task?
- Can I comply with it?
- Has a risk assessment been done?
- Am I aware of its contents?
- Do I need any adaptive equipment?

In addition to following all risk assessments and plans of work which may be in place, employees are required to make full and proper use of policies and procedures put in place by the employer to reduce the risk of injury.

For further information on Risk Assessment see W&P's Risk Assessment Staff Training Pack.

### **13.2b Describe how and when to report health and safety risks identified**

#### **Hazard Spotting**

This is spotting anything that could pose a hazard. Then remove it if that is possible, mark it with signs or make it inaccessible by 'ring fencing' obscuring it by something else which does not present a hazard. Have it repaired (damaged furniture/ equipment worn carpet/flooring). The idea is to reduce the risk to the lowest possible level.



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If that level still poses a hazard then a risk assessment must be put in writing and all the staff should be made aware of it. Follow your organisation procedures in reporting hazards or risks.

### **Reporting Injuries Diseases Dangerous Occurrences Regulations 1995 (RIDDOR)**

There are certain injuries and diseases which must be reported to your local environmental health officer. Your manager will have a list of these and is responsible for reporting them if they occur in the workplace.

All employers must keep records of the accidents and dangerous occurrences that happen in the workplace. Many accidents at work go unreported. It is the employee's duty to report all accidents to their employer. This usually means completing a form or completing a page in the "Accident Book". You do not have to do it yourself but it is good practice to check that it has been done.

The accident book should be reviewed 6 monthly, to ensure actions have been taken to prevent similar accidents from happening.

Severe injuries and occurrences must be reported to the relevant enforcing authority in your area. This is covered by the above regulations and if accidents are not reported then you run the risk of prosecution.

Once the facts are known, you must decide whether a further risk assessment is required and whether the accident should be reported to the Health and Safety Executive (HSE) under RIDDOR. There is a comprehensive list of reportable occurrences available on the HSE website. Reports to be made online and forms available on their website [www.riddor.gov.uk](http://www.riddor.gov.uk).

### **13.3 Move and Assist Safely**

#### **13.3a Identify key pieces of legislation that relate to moving and assisting.**

### **The Manual Handling Operations Regulations 1992 (as amended 2002)**

Poor manual handling techniques cause many accidents and injuries at work. Moving and handling (repositioning) individuals or equipment is the movement of a load by physical force. This covers more than simply carrying a load in your arms. It could be pushing a load on an unsuitable trolley, pulling a heavy door shut. The responsibility of every employer is to:

- Look at all the moving and handling/manual handling their staff carry out.
- Assess the risk.
- Provide written risk assessments.
- Provide relevant training.
- Provide suitable equipment.



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**Provision and Use of Work Equipment Regulations. 1998 (PUWER) and  
The Lifting Operations and Lifting Equipment Regulations. 1998 (LOLER)**

These two sets of regulations cover the hoists and all their equipment, and equipment for raising or moving anything and all equipment used in your job at work. Hoists for moving people must be inspected every 6 months and a certificate must be issued as to their safety and fitness for use (LOLER). The date of the next inspection should be displayed on the hoist and any piece of equipment used in conjunction with the hoist is covered by the same regulations, slings and harnesses etc. All equipment should be checked to see that it is in date with regards inspections.

(PUWER) Applies to all equipment used in your work place. The requirements for both these regulations suggest that a log should be kept showing the inspection date and signatures of the person doing the inspection/safety check.

**NEVER attempt to move, position or lift anything until you have received the appropriate training.**

**13.3b List tasks relating to moving and assisting that you are not allowed to carry out until competent.**

**13.3c Demonstrate how to move and assist people and objects safely, maintaining the individual's dignity in line with legislation and agreed ways of working.**

See observation log.

To achieve this outcome and assessment criteria you will be observed in the workplace as part of your normal work role. You will receive Moving and Handling training and support until you are competent to do the task.

**13.4 Understand procedures for responding to accidents and sudden illness**

**13.4a. List the different types of accidents and sudden illness that may occur in the course of your work.**

Severe bleeding	Epileptic seizure
Cardiac arrest	Fractures and suspected fractures
Shock	Burns and scalds
Loss of consciousness	Poisoning
Choking and difficulty with breathing	Electrical injuries

**13.4b Describe the procedures to be followed if an accident or sudden illness should occur.**

**13.4c List the emergency first aid actions I am and am not allowed to carry out.**



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It is important that you are aware of the initial steps to take when dealing with the most common health emergencies. You may be involved in any of these emergencies when you are at work, whether you work in a residential, hospital or community setting.

You will receive training about how to respond to a first aid situation and it will be documented in the First Aid Policy and Procedure.

#### **Allowed to carry out:**

- Summon help as quickly as possible
- Offer assistance to the competent person dealing with the emergency
- Clear the immediate environment and make it safe
- Offer help and support to other people who have witnessed the emergency. Clearly this can only be dealt with once the ill or injured person is being helped.

#### **Not allowed to carry out:**

#### **ALL first aid tasks until trained.**

Discuss this with your supervisor and read your First Aid Policy. It is important to know from your work place policies what you are permitted to do and what you must not do.

### **13.5 Understand medication and healthcare tasks.**

#### **13.5a Describe the agreed ways of working in relation to medication.**

Look up your organisational policy and procedures on Medication and discuss your responsibilities regarding this with your manager. Most individuals take medication of one description or another. Some medication is given to reduce the symptoms of a long term illness (e.g. Parkinson's disease or diabetes) while other medication is prescribed to remedy a short term problem (chest infection or headache). Only certain people can prescribe medication, for example Doctors, Dentists or Nurse practitioners.

Individuals who can manage their own medication safely are encouraged to do so. Others are given assistance in the storage and giving of daily medication. Risk assessments for medication are in the plan of care.

#### **13.5b Describe the agreed ways of working in relation to healthcare tasks.**

Take time to discuss with your supervisor aspects of your role in which you need further training from a healthcare professional to ensure safe and competent practice in relation to healthcare tasks. In social care, specific training needs to be given relating to the individual. It will be clearly identified in the Plan of Care or Support who is able to carry out the healthcare task. Policies and procedures will identify the agreed ways of working employed by your organisation in relation to healthcare tasks.





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**13.5c List the tasks relating to medication and healthcare procedures that you are not allowed to carry out until you are competent.**

Until you have received Safe Handling of Medicine training you are not permitted to assist in the giving of medication. Until you have received specific training from healthcare professionals, you are not permitted to carry out any specialised techniques (healthcare tasks).

**13.6 Handle hazardous substances**

**13.6a Describe the hazardous substances in your workplace.**

**Control of Substances Hazardous to Health Regulations (COSHH)**

We come across substances hazardous to health because: -

- Many of these substances are present as a direct result of their use in a manufacturing process.
- Others are used in maintenance activities such as cleaning.
- Some hazardous substances occur naturally, such as microbiological agents.

These regulations cover everybody in a place of work (everybody and every place of work). The regulations are intended to prevent workplace disease resulting from exposure to hazardous substances.

All substances covered by COSHH will be labelled (orange warning sign with black writing/ picture) and stored appropriately in a locked storeroom or cupboard.

In the care sector employers and employees have a responsibility (duty of care) to patients/residents in regard to COSHH.

The labelling of containers should be in accordance with the law. Every work place must have a COSHH file, this file lists all the hazardous substances used in the work place. It should detail:

- How they are labelled.
- Where they are kept.
- Their effects.
- The maximum amount of time it is safe to be exposed to them.
- How to deal with an emergency with any one of them.

Protective clothing and materials should be in use when dealing with hazardous substances. This will be detailed in the COSHH file.



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Never use the container of one substance to store another and never change the labels. If you are concerned that a substance being used in your workplace is not recorded in the COSHH file or if you notice incorrect or damaged containers being used report it to your supervisor or manager. Once you have informed the person in charge it becomes their responsibility to correct the problem.

When it comes to microbiological agents (disease), the key is self-protection and minimal transference of the agent. This is known as infection control.

#### **13.6b Demonstrate safe practices for storing, using and disposing of hazardous substances.**

See observation log.

To achieve this outcome and assessment criteria you will be observed in your workplace as part of your normal work duties.

#### **13.7a Explain how to prevent fires from starting or spreading.**

##### **The Regulatory Reform (Fire Safety) Order 2005**

The main cause of fire in the workplace is arson. Electrical faults are the second most common cause. Cigarettes, matches and ashtrays are another common cause but less so since the smoking ban came in. The effects of fire are obvious and life threatening. Preventing fire from breaking out and having detection and alarm systems will help reduce the effects of fire.

The Regulatory Reform (Fire Safety) Order 2005 puts fire safety on a risk assessment basis. The responsibility is put on the owner/responsible person in charge of a building/business, but the fire brigade will be available to assist in the risk assessment and also to issue improvement notices if they are not satisfied. The new order gets rid of a great deal of confusion caused in the past when fire safety regulations were scattered through many H&S regulations.

The Fire Risk Assessment (FRA), will consider:

- the building
- the contents
- the type of work carried on
- the occupancy and use of the premises
- any sources of ignition
- existing fire prevention equipment or material
- Any hazards that would affect individuals should a fire occur.

It will also indicate any improvements needed in the protection system.



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There is a separate Fire Risk Assessment; healthcare premises for hospitals, medical centres and other healthcare premises.

Fire safety in the workplace updated on the gov.uk website in 2016 includes;

- fire risk assessments
- fire safety and evacuation plans
- fire safety equipment, drills and training
- enforcements, appeals and penalties
- who's responsibility it is

Your workplace will have a fire policy and evacuation procedure file. If you haven't done so recently, find it and read it.

Fire safety is an important area of health and safety and is covered as a separate subject in a W&P Staff Training Pack.

Below are important points to remember when dealing with fires:

- When a fire starts immediately sound the alarm and inform the person in charge.
- The person in charge will make the decision to call the emergency services.
- The evacuation procedure in place will be started if required.
- If there is no danger to life, use the firefighting equipment to fight the fire but only if you have had instruction in its use. If in doubt leave the building

Staff must be trained in the use of extinguishers and other firefighting equipment available. There is no point in providing extinguishers that people do not know how to use and it can be extremely dangerous if the wrong one is used. The new British Standard states that all extinguishers must now be coloured red with identification on the outside as to its contents. Do not wait until you have a fire to learn this information as you could burn very badly while reading the labels.

The training that you are given is very important to you and anyone else that may be in the building at the time of the fire. Make sure that you have had adequate training and understand your workplace policy, evacuation procedure, and what your responsibilities are in every situation.

Your workplace will have procedures that must be followed in the case of an emergency. All workplaces must display information to take in the event of a fire. Your employer will have installed fire doors to comply with regulations – **NEVER** prop them open.

Your employer must provide fire training each year and ALL staff must attend and make sure that they are up to date with the procedures to be followed.



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The Regulatory Reform (Fire Safety) Order 2005 requires that all businesses must have a person responsible for fire safety and carrying out risk assessments. The government recommends a five-step approach to a fire risk assessment.

1. Identify hazards: anything that could start a fire, anything that can burn
2. Identify who could be at risk
3. Evaluate the risks and take action to reduce them
4. Record what has been found out about hazards and the actions taken
5. Develop a clear plan of how to prevent fire and how to keep people safe if there is a fire.
6. Keep the assessment under review and make changes as necessary.

### **13.7b Describe what to do in the event of a fire.**

Make sure you know your organisations procedure.

The fire procedure is likely to be similar to:

#### Fire Safety Procedure

1. Raise the alarm
2. Inform the office / receptionist or dial 999
3. Ensure that everyone is safe and out of the danger areas
4. If is safe to do so, attack the fire with the correct extinguisher
5. Go to the fire assembly point (this will be stated on the fire procedure notice)
6. Do not return to the building for any reason.

**Important: Make sure you know where the fire extinguishers or fire blanket are in your workplace, and also where the fire exits are.**

### **13.8a Describe the measures that are designed to protect your own security at work, and the security of those you support.**

### **13.8b Explain the agreed way of working for checking the identity of anyone requesting access to premises or information.**

Residential settings may have an open policy for visiting, and you will often see people who you do not recognize. In some services you and others may use a security code to gain access.

It is important that you maintain a safe environment for all individuals, so if you meet someone who you think should not be in the building, smile and politely ask them if you can be of help. If they say 'No' then you ask who they are and what they are doing in the building. If they are visiting but you did not know, then ask them to wait while you check with a colleague or if appropriate the individual themselves.

Never give the door/key codes to anyone who has no valid business in the building. If in doubt, ask a senior member of staff if they should be given the code. Understand agreed ways of working for checking people's identity.



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There may also be occasions where access is restricted for other reasons, possibly because someone is seriously ill and there are medical reasons for limiting access or because of a legal restriction such as a court order.

If very dependent individuals are living in their own homes, the risks are far greater. You must impress on them the importance of finding out who people are before letting them in. If they are able to use it, the 'password' scheme from utilities (gas, water and electricity) companies are helpful. There are some security schemes operated by the police in partnership with local authorities and charities such as Age Concern and Help the Aged, such as 'Safe as Houses' and 'Safer Homes'. These provide security advice and items such as smoke alarms and door chains to older people.

### **Steps to personal safety**

If you work alone in the community, always leave details of where you are going and what time you expect to return. This is important in case of accidents or other emergencies. Always carry a personal alarm and use it if necessary. Ask your employer to provide training in techniques to combat aggression and violence. Or if you know there is a potential for abusive behaviour ask your employer to provide a colleague to accompany you to the home and work alongside you.

### **Missing persons**

For the safety of the individual it is important that you their whereabouts at all times. The location of the individual and any appointments, outings etc. will be communicated during the handover at the beginning of your shift.

- Any missing individual must be reported to the person in charge immediately.
- In the event of a missing individual you should follow the Missing Persons Policy.
- You should read the Missing Persons Policy for your organisation.
- Recognise the risks to your personal safety and wellbeing in your work setting and the safeguards required to minimize them.

## **13.9 Manage Stress**

### **13.9a List common signs and indicators of stress in themselves and others.**

What is stress?

People use the term stress to describe the feeling they have when all seems too much, when they are overloaded and don't feel that they are able to meet all the demands placed upon them.

While the responses to stress are individual, so are (to large extent) the effects. Stress can show itself in a number of ways.

Emotionally, stress can cause people to:



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- Feel tense, angry and uptight
- Feel anxious, tearful, worthless
- Be unable to cope, concentrate or make decisions
- Be uninterested in everything
- Feel tired
- Be more susceptible to infections/chest pains

Stress can cause:

- Disturbance in sleep patterns
- Change in normal appetite
- Feelings of anxiety
- Irritability
- Low tolerances
- Feeling hopeless

Physically stress can cause:

- Headaches
- High blood pressure/heart attacks/strokes
- Ulcers
- Menstrual problems
- Tensing of muscles
- Infections, such as cold sores or colds.

#### **13.9b Identify circumstances that tend to trigger stress in themselves and others.**

Stress means different things to different people. The sort of things that can trigger own stress include:

- Work pressures
- Being in debt
- Having relationship problems
- Interrupted sleep

Stress is believed to be one of the major causes of time off work and high staff turnover.

Stress at work can be caused by:

- Poor working relationships
- The type of work that has to be done, especially in social care
- The hours spent at work, especially for shift workers.
- Lack of career prospects
- A fear of redundancy or retirement



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### **13.9c List ways to manage stress**

Stress can be managed in a variety of ways, depending on the underlying cause.

It can be dealt by:

- Physical means – taking a break from work
- Medical means – taking drugs to reduce physical effects of stress
- Undertaking a programme of relaxation techniques – to physically relax the body
- Talking things over – often identifies the problem
- Organising time – Not taking on more than can be coped with
- Escaping – going to the cinema, reading, pampering yourself

If the symptoms of stress are seriously affecting a person's life or has been going on for a long time then professional help needs to be sought. Alternative therapies such as reflexology and aromatherapy can also be valuable in helping relieving and managing stress