



Integrated Neurological Services

HEALTH & SAFETY POLICY

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Part One – The Health and Safety Policy

1.1 Introduction

Integrated Neurological Services (INS) regards the health, safety and welfare of its employees, volunteers, clients and visitors as paramount. It aims to ensure, so far as is reasonably practicable, a safe and secure environment for all persons working in or visiting its sites and acting on its behalf away from sites. Likewise any client of INS should feel confident that every effort has been made to ensure her/his safety and welfare.

INS aims to implement a policy based on current accepted good practice and undertakes to fulfil existing legal requirements and to respond to new legislation and guidelines as they arise. The policy will be formally reviewed to take account of changes in the law, good practice and its own working experiences. Health and Safety (H&S) will be regularly addressed at staff and Board meetings. Staff must be informed of any development, which affects their Health and Safety in any way.

1.2 Health & Safety

This document has been written with reference to current Health & Safety legislation and good practice guides and aims to provide a working model for Integrated Neurological Services to comply with:

- The Health & Safety at Work Act 1974
- First Aid at Work Regulation 1981
- Workplace (Health, Safety and Welfare) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Health & Safety (Display Screen Equipment) Regulations 1992
- Manual Handling Operations Regulations 1992
- The Food Hygiene (England) Regulations 2006
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulation (RIDDOR) 1995
- Provisions and Use of Work Equipment Regulations 1998
- Working Time Regulation 1998
- Management of Health & Safety at Work Regulations 1999
- Control of Asbestos Regulations 2012
- Control of Substances Hazardous to Health Regulations (COSHH) 2002

Part Two – Roles and Responsibilities

2.1 Employer responsibility

Integrated Neurological Services has responsibility for the Health & Safety of all its employees and volunteers whilst they are engaged on INS business and for all visitors to its sites. This responsibility is delegated through the Board to the Manager who is entrusted with the implementation of all statutory requirements and methods for enforcing the requirements contained in this policy.

Employer responsibilities include:

1. Promoting an environment wherein the implementation of Health & Safety good practice is seen as a vital and integral part of every part of INS working environment and provision of services.
2. Considering H&S with regard to the use of all premises (long or short term).
3. Considering H&S during the purchase, hire and use of all new equipment.
4. Considering H&S when contracting with any individual or organisation.
5. Carrying out regular risk assessments on working environments and practices. **See APPENDIX 1**
6. Carrying out regular checks on all electrical appliances.
7. Ensuring induction and training on H&S for all employees and volunteers.
8. Ensuring ongoing regular training for existing staff and volunteers.
9. Setting up a reporting system whereby all actual and potential risks are dealt with quickly and effectively.
10. Monitoring the effectiveness of H&S policy.

2.2 Individual employee's responsibilities

1. Take reasonable care to ensure that they do not endanger themselves or anyone else who may be affected by their activities at work.
2. Co-operate with employers and others in meeting the employer's legal obligations.
3. Not intentionally or recklessly interfere with anything provided in the interests of health, safety or welfare.

2.3 Delegation of responsibility

The Manager has responsibility for the production of and maintenance of a definite 'Controlled Copy' of the INS Health & Safety Policy and plays a lead role in receiving, maintaining and disseminating information to other staff with regard to changes in H&S legislation and policy. This includes

Health & Safety data sheets from equipment and product suppliers, information from London Borough of Richmond upon Thames, from the London Borough of Hounslow and articles in the press.

2.4 The Manager

The Manager delegate's responsibility for the day-to-day implementation of INS's H&S Policy to the lead therapist on duty at each of the following sites:

- 82 Hampton Road, Twickenham TW2 5QS
- MS House , 82 New Heston Rd, Heston, Hounslow TW5 0LJ

This comprises:

1. Taking a general responsibility for all H&S matters that arise on the site or, where INS does not have primary responsibility for H&S (i.e. where offices are rented or licensed to INS) report back to the Manager to ensure all reasonable steps are taken by the landlord or licensor to comply with H&S requirements.
2. Ensuring that areas of work meet current environmental standards.
3. Ensuring that efficient systems for the reporting of all accidents/faults are in place.
4. Recording of all accidents in accordance with the recording requirements of the relevant site.
5. Checking the accident/fault report book daily.
6. Ensuring that first aid boxes are provided and fully maintained.
7. Ensuring up to date Health and Safety Representatives have completed a minimum of a one day Emergency First Aid Course is based at each site
8. Ensuring that all walkways and fire exits are kept clear.
9. Ensuring that all new staff and volunteers are aware of reporting procedures.
10. Ensuring all new staff have read and understand the Health & Safety Policy.
11. Organisation of regular fire drills
12. Co-ordination during emergency procedures.
13. Maintenance of and fault reporting with regard to: lighting, signs, clear walkways and exits.
14. Completion of entries in the accident book and the correct filing of these entries in accordance with the Data Protection Act.
15. Ensuring that responsibility for the above is passed to another person during his/her absence, ensuring that the staff team are aware of this information. This passing of responsibility must be recorded.

The manager will ensure that the following are carried out:

1. regular safety audits
2. Six monthly risk assessments of working environments and practices.
3. Ensuring that all workstations comply with H&S guidelines.
4. Ensuring that all equipment purchased meets current H&S guidelines.
5. Maintenance of all equipment on INS sites.
6. Carrying out of all checks on all electrical equipment.
7. Maintenance of all fire safety equipment.
8. Regular testing of fire equipment.
9. Training of mutual benefit to all staff.
10. Rendering unusable and disposal of old, potentially dangerous items.

2.5 Line Managers

All relevant line Managers, in liaison with the Manager, must organise and record the induction and ongoing training in relevant areas of H&S for all staff and volunteers for whom they are responsible. See APPENDIX 2. Relevant line Managers must ensure efficient reporting of accidents, potential accidents and faults by individual members of staff and volunteers for whom they are responsible, to the appointed H&S officer. Relevant line Managers are also responsible for completing risk assessments, in liaison with The Manager, of the tasks expected of staff or volunteers.

2.6 Individual members of staff and volunteers

Individual members of staff and volunteers must abide by INS H&S policy at all times and are personally responsible, as previously outlined, for ensuring that they do not endanger themselves or others. Guidelines that relate to hiring of temporary staff, contractors, trainers, sessional buildings and vehicles must be followed.

2.7 Temporary workers, trainers & contractors

Temporary workers, trainers and contractors must be informed of H&S emergency procedures operating on site. Adequate arrangements for vetting and supervision must be made. Breaches of safety must be monitored and recorded with any accidents reported.

Part Three – The Working Environment and Locations Covered by the Health and Safety Policy

INS staff and volunteers work on several sites as well as individual client's homes, in their own homes. In all instances there should be thought and regard to H&S. Staff and volunteers who are required to visit sites other than those managed by INS should be given sufficient information on any possible hazard they may encounter there.

3.1 The office

1. All workstations and related office equipment must comply with H&S legislation. Consequently this will be borne in mind when any working area is changed or any new piece of equipment purchased. Staff must liaise with the Manager with regard to changes in working areas and when purchasing new equipment. Wherever necessary and practicable, old equipment will be upgraded or discarded.
2. A workstation comprises: display screen equipment (DSE), any optional accessories, any disk drive, telephone, modem, printer, document holder, work chair, work desk, work surface or other peripheral to the display screen equipment and the immediate work environment around the screen equipment.(**See also Section 4.11**)
3. All staff/volunteers involved in DSE work have relevant training and are given 'Health Hazards of Work Display Screen Equipment' and 'Guidelines for Workstation Users' at induction.
4. All office workers carry out a Work Station Self Assessment – **See APPENDIX 3.**
5. All new and current staff and volunteers who consistently use DSE for 7.0 hours in any one week are entitled to a free eye test when starting work and bi-annually (or as recommended by optician) thereafter.
6. INS agrees to meet the costs of all tests and to meet the cost of 'special' corrective appliances needed specifically for DSE work. If the user chooses spectacles which correct defect for both DSE work and other purposes INS will only contribute that proportion attributable to the DSE work.
7. Managers/staff should be aware of the stress that can be caused by badly designed work schedules. Schedules should include a mixture of screen based work and non-screen based work. Intensive display screen work must be broken up.
8. Staff and volunteers are given discretion over when to take breaks from DSE and should be given adequate flexibility to organise their own work. However, during training it should be emphasised that users should not forgo breaks. At the very minimum all staff and volunteers are instructed after 50-60 minutes of continuous keyboard work to take a 10-15 minute break carrying out non-keyboard tasks, which use different sets of muscles.

9. If a female member of staff is concerned about the use of DSE during pregnancy she should consult with her line Manager at the earliest opportunity. Practicable alternative methods of recording or redeployment for this period will be considered. She will be excused from such work for the duration of the pregnancy where practicable. The same shall apply to any member of staff who thinks she may be pregnant until such time as it is confirmed that she is not pregnant. Management reserves the right to re-deploy staff in these circumstances and should be informed at the earliest possible time of a staff member's intentions.
10. INS is aware of possible health problems associated with DSE work and will take seriously any problems encountered by staff must report to their line Manager at the earliest time possible any health problems that they are encountering in association with DSE work.
11. INS undertakes to address the issues raised by new research into health problems associated with DSE when revising this policy.
12. Photocopiers give off ozone emissions as part of the process of chemical transfer. In small quantities this is not harmful but it is important to site photocopiers with sufficient distance from regular work stations. Any areas used for photocopying should be well ventilated. Dust from toner refill or compartment can be harmful, manufacturer's instructions must be followed. Suitable gloves and a mask must be worn where applicable.

3.2 Visiting clients in their own homes

When visiting a client's home staff should assess potential risks, particularly in relation to the following:

- Personal Safety
- Safe movement
- Medicines & Chemicals
- Gas
- Electricity
- Heating
- Cooking
- Fire, Accident & Emergency Procedures

Please also refer to our **Violence at Work and Lone Working Policy**.

3.3 Working at home

Employees working at a workstation at home are covered by Health & Safety at Work regulations.

3.4 Sessional buildings

1. When INS is using a site on a sessional basis it is recognised that the overall management of a building is outside INS control, however, every effort is made to ensure the safety and welfare of staff,

volunteers and clients.

2. All buildings used on a sessional basis are given an H&S check by an INS staff member. The check includes: fire exits, fire alarms, fire equipment, clear access, including lifts and wheelchair access.
3. Procedures for dealing with an emergency are clarified. This includes: Fire drill, outside meeting points, method for raising alarm, phone location and staff responsibilities.

3.5 Hire of vehicles

Any organisation that transports people has a 'general duty of care' towards its passengers and must give due regard to their health and welfare. All staff with responsibility for hiring vehicles and organising paid or volunteer drivers must acquaint themselves with INS policy and the documents listed therein.

All vehicles must:

1. Comply with current legislation.
2. Not have side facing seats.
3. Have clear gangways and exits.
4. Secure systems for stowing luggage and equipment.
5. Have a first aid kit on board.
6. Have emergency breakdown cover.

All passengers must:

1. Have an appropriate, comfortable seat.
2. Use seatbelts, where provided.
3. Have wheelchairs and special seats properly and securely restrained at all times.
4. Where possible, not occupy back seat on minibuses (can be used for luggage).

The following must be taken into account when vehicles are used:

1. All staff/volunteer drivers and escorts receive appropriate training.
2. Vehicles are not overloaded.
3. No smoking is allowed on vehicles.
4. Volunteers/staff drivers have adequate breaks. Current good practice dictates that a break of 15-20 minutes should be taken every 2 hours.
5. Commercial drivers are restricted to no more than 4½ hours driving before taking a rest period of at least 45 minutes or 3 x 15 minutes breaks.

6. The maximum working day is 13 hours, 9 of which can be spent driving.
7. Staff must clarify emergency procedures and responsibilities before making a journey.
8. An INS Transport Checklist must be completed and filed. Staff with responsibilities for hiring vehicles must acquaint themselves with the following documents:
 - RoSPA School Transport Checklist
 - RoSPA. Guide to minibus safety
 - RoSPA Minibus factsheets 1, 2 & 3
 - Department of Transport Press Notice no: 39 8/2/96
 - CTA The Operation on Minibuses in the Voluntary Sector

Part Four – Arrangements and Procedures

4.1 Smoking

Under the recent law, smoking is prohibited in public places, and it is also prohibited in any workplace or vehicles owned or leased by INS. Smoking is a fire risk and can create health problems.

4.2 Occupational health

If any employee suspects that her/his place of work or work activity is having an adverse effect on her/his health, s/he should report it to her/his line Manager. The Line Manager should investigate the complaint. If it transpires that the working practice is linked to the person's occupation early action must be taken. This might be in the form of modification to the environment or PPE. If none of these apply consideration will be given to transferring the employee to another job. Incidents of occupational health should be reported in the accident book. If during the course of risk assessment any factors are identified as having an adverse effect on the health of employees or third parties, professional advice must be sought and acted upon.

4.3. Stress

Under the *Management of Health and Safety At Work Regulations 1999* employers are required to make a suitable and sufficient assessment of the risks to the health and safety of their employees to which they are exposed whilst at work, and this is now recognised by the courts as including excessive stress levels whether it be caused by difficult time pressures, bullying by co-workers, violence from within or outside the organisation or any other employee reported source of unacceptable stresses.

4.4 Pregnancy/Recent Birth

It is a principal duty of an employer to protect new or expectant mothers from any exposure to any working conditions or physical, chemical and biological risks at work which may have a foreseeable adverse effect upon the mother, foetus or child. When INS has been made aware of the employee's condition, a risk assessment will be carried out as a matter of priority.

4.5 Young workers

The Manager will ensure that where Young Persons under the age of 18 are employed in any capacity [including any form of work experience while still at school] by INS, suitable risk assessments are made.

4.6 Illness

If an employee is unfit s/he should not report for work, but should notify her/his line Manager. This is especially important for staff who work with older clients at home.

4.7 Working alone

In circumstances where staff are required to work on their own the risks associated with this must be assessed. Line Managers must ensure a regular system of logging in and the regular checking on the conditions of lone workers, especially those who are required to work outside normal hours. Line Managers must be responsible for assessing the risk to the safety of staff and volunteers who are required to visit private property in the course of their duties. (See *Violence at Work and Lone Working Policy*)

4.8 Home Visits

Where there is a known risk of potential violence, joint visits should be made. INS has a *Violence at Work and Lone Working Policy* which details the procedure for logging the whereabouts of staff and volunteers making visits and the procedure for action to be taken if any member of staff is overdue or where there are reasons to believe they may have encountered any difficulty. Staff have responsibility for using existing systems for logging their whereabouts and must make relevant entries in the staff diary.

4.9 Violence

Good practice on preventing and dealing with incidents of violence towards staff, volunteers or clients is detailed in the *Violence at Work and Lone Working Policy*. Managers should give full consideration to the potential risk of violent or threatening behaviour when planning or developing work systems, locations etc. The risk of violence or threatening behaviour towards volunteers will be a critical element in any risk assessment carried out on each work area or activity.

4.10 Driving

Driving is an integral part to some roles within the INS and as such requires driving on INS business. Driving has inherent risks associated with it which drivers should be made aware of.

The INS is committed to reducing the risks its staff face or create when driving at work and therefore will:

- ensure risk assessments are completed and that journeys are planned
- not put unreasonable time constraints on travel
- ensure those driving for business are competent (and where required, authorised) and fit
- provide any additional training that may be deemed necessary to reduce driving related occupational risks

- provide sufficient information and guidance for managers and drivers to enable them to understand the additional occupational risks involved in driving
- establish a travel plan which will limit the requirement for travel and make provisions for long journeys
- require drivers to annually submit copies of their insurance and current driving licence
- Where providing INS vehicles:
 - maintain them to the required legal standard and ensure suitable for their purpose, providing a copy of the MOT certificate
 - provide and maintain additional tools and equipment necessary for the purposes of the journey
 - provide them with regard to safety and the environment i.e. higher ENCAP ratings, lower emissions, better fuel consumption
 - provide access to breakdown support and recovery
 - provide no smoking signs for inside the vehicle

Implementation

The INS asks its entire staff to play their part, whether they use an INS vehicle, their own or a hire vehicle.

Drivers

Drivers will remain responsible for their safety and others and must comply with the Highway Code and Road Traffic Act.

It is the responsibility of drivers to inform their manager of:

- anything that could affect their driving e.g. health conditions or injuries, use of prescribed medication
- changes to licence such as; limitations, offences recorded, period bans
- vehicle defects that affect ability / safety to drive
- any accidents / incidents that occurred whilst driving on behalf of the company

Before driving, drivers must

- review the need to travel
- have a valid licence for the vehicle they are driving, a copy of which must be logged on their personnel record and for any overseas travel if required
- ensure valid insurance for business use
- carry out a pre-use vehicle check
- allow sufficient time to drive allowing for traffic, poor weather and rest breaks
- ensure sufficient rest
- be physically fit, with zero alcohol level and not under the influence of drugs that may affect the ability to drive
- be physically fit and have a level of alcohol below the maximum limit allowed, ideally zero and not under influence of any drugs that may affect the ability to drive
- have had an eye test in last 2 years and be using any corrective appliance
- adjust their driving position, head restraints and mirrors to ensure maximum comfort and safety
- Whilst driving, drivers must
- drive in accordance with the applicable law and with consideration for the safety of passengers and other road users
- take regular rest breaks every 2-3 hours or at first signs of tiredness
- remain in control of the vehicle at all times
- not smoke in a INS vehicle
- never use any hand held electronic device e.g. mobile phone, satellite navigation, mp 3 player
- never receive or make calls

Managers

Managers should ensure that the driving policy is brought to the attention

of drivers and they will:

- lead by example, both in the way they drive and by not tolerating poor driving practices amongst colleagues
- challenge unsafe attitudes and behaviours and encourage staff to drive safely
- monitor compliance with the driving policy at team meetings, staff appraisals and periodic checks
- not expect staff to answer calls when they are driving

4.11 Display screen equipment

INS will ensure that all new users are trained in workstation assessment and adjustment as part of their Health and Safety Induction training. Existing users should contact their line Manager to arrange suitable training.

All INS DSE workstations, including those of home workers, will be subject to a risk assessment under the Display Screen Equipment Regulations 1992. This shall be completed by the use of self-assessment in the first instance.

All reasonable steps will be taken by the INS to secure the health and safety of employees who work with display screen equipment.

To achieve this objective the INS will:

- carry out an assessment of each user's workstation
- implement necessary measures to remedy any risks found as a result of the assessment
- provide adequate information and training to persons working with display screen equipment
- endeavour to incorporate changes of task within the working day, to prevent intensive periods of on-screen activity
- review software to ensure that it is suitable for the task and is not unnecessarily complicated
- arrange for the provision of free eye tests when requested, at regular intervals thereafter and where a visual problem is experienced

- arrange for the supply, for any corrective appliances (glasses or contact lenses) where these are required specifically for working with display screen equipment
- advise existing employees, and all persons applying for work with display screen equipment, of the risks to health and how these are to be avoided
- investigate any discomfort or ill-health believed to be associated with the use of display screen equipment and take appropriate remedial action
- make special arrangements for individuals with health conditions that could be adversely affected by working with display screen equipment

A person is defined as 'user' if any of the following criteria apply:

- The individual depends on the use of display screen equipment to do the job.
- The user has no discretion as to use or non-use of the display screen equipment.
- The individual needs significant training and/or particular skills in the use of display screen equipment.
- The individual usually uses the display screen equipment for spells of an hour or more.
- The individual uses display screen equipment on a more or less daily basis.
- Fast transfer of information between the user and screen is an important part of the job.
- The performance requirements of the system demand high levels of attention and concentration by the user.

This list is not necessarily exhaustive, and where any doubts exist, staff should contact their Health & Safety Officer via their line Manager.

Users who have already conducted a self-assessment should re-assess their work station periodically, e.g. when equipment or software is changed or when new furniture is provided.

Completed DSE self assessment forms should be forwarded to the DCO who will review and take appropriate follow up action where necessary.

With the move toward using laptop and other portable computers whilst away from a fixed workstation, all users of such equipment should be aware that the DSE Regulations still apply.

(See also **Section 3.1**)

4.12 Manual Handling

INS has a *Manual Handling Policy* in compliance with the Operations Regulations 1992. The regulations apply to manual handling operations, which may cause injury at work.

Manual Handling in this sense means:

“Any transporting or supporting of a load* (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or *bodily force*”.

4.13

Electricity

All reasonable steps will be taken to secure the health and safety of employees who use, operate or maintain electrical equipment.

To ensure this objective the INS will:

- ensure electrical installations and equipment are installed in accordance with IEE Wiring Regulations
- maintain the fixed installation in a safe condition by carrying out routine safety tests
- inspect and test portable and transportable equipment as often as required to ensure safety
- promote and implement a safe system of work for maintenance, inspection and testing
- forbid live working unless absolutely necessary, in which case a permit must be issued
- ensure employees who carry out electrical work are competent to do so
- maintain detailed records

Employees must:

- visually check electrical equipment for damage before use
- report any defects found to their line manager/supervisor
- not use defective electrical equipment

- not carry out any repair to any electrical item unless qualified to do so
- switch off non-essential equipment from the mains when left unattended for long periods
- not bring any electrical item onto the INS premises until it has been tested and a record of such a test has been included in the appropriate record
- not leave electric cables in such a position that they will cause a tripping hazard or be subject to mechanical damage

4.14 Fire

All reasonable steps will be taken to prevent a fire occurring. In the event of fire, the safety of life will override all other considerations, such as saving property and extinguishing the fire.

In order to prevent fire and to minimise the likelihood of injury in the event of a fire the INS will:

- assess the risk from fire at our premises and implement appropriate control measures
- ensure good housekeeping standards are maintained to minimise the risk of fire
- provide and maintain safe means of escape from the premises
- develop a fire evacuation procedure for all buildings
- provide and maintain appropriate fire-fighting equipment
- regularly stage fire evacuation drills, inspect the means of escape and test and inspect fire-fighting equipment, emergency lighting and any fire warning systems
- provide adequate fire safety training to employees, plus specialist training to those with special responsibilities
- make arrangements for the safe evacuation of deaf or otherwise disabled persons
- make arrangements for ensuring all visitors are made aware of the fire evacuation procedures
- display fire action notices

- keep fire safety records

The INS does not require persons to attempt to extinguish a fire but extinguishing action may be taken if it is safe to do so.

Immediate evacuation of the building must take place as soon as the evacuate signal is given. All occupants, on evacuation, should report to the pre-determined assembly points.

Re-entry of the building is strictly prohibited until the fire brigade officer or a senior person present declares it is safe to do so.

Employees are encouraged to report any concerns regarding fire procedures so the organisation can investigate and take remedial action if necessary.

4.15 Work Equipment

The INS will provide a safe working environment in relation to work equipment safety and ensure all employees receive appropriate safety information and training in their work equipment.

To achieve this objective the INS will:

- provide work equipment that is suitable for the purpose and compliant with the requirements of the Provision and Use of Work Equipment Regulations
- retain and make available the manufacturer's instruction manual for each item of equipment, where relevant
- before using any item of work equipment, ensure that a risk assessment is carried out and brought to the attention of relevant employees
- inspect all equipment at installation and prior to first use
- regularly inspect work equipment in accordance with the manufacturer's recommendations
- maintain work equipment in accordance with the manufacturer's recommendations
- keep records of all inspections and maintenance
- provide adequate instruction, information and training to employees to enable the work equipment to be used and maintained safely

- provide refresher training as appropriate and as determined necessary by workplace inspections

Part Five – Risk Assessments

A. Premises Risk Assessment

INS' Risk Assessment Policy applies to the organisations, workplaces and work activities

5.1 Areas of risk:

Asbestos, chemicals, confined spaces, display screen equipment (VDUs), electricity, excavation, falling objects/collapsing structures, fire and explosion, machinery (including guarding), manual handling, noise, pressure systems, radiation, slips, trips, and falls, stress, substances hazardous to health (including dust, fume, etc), temperatures, transport (including carrying dangerous substances, and pedestrians in the workplace), vibration, violence to staff, work equipment, work related upper limb disorders, working alone, working at heights, working environment.

5.2 Assessing the risks:

- Look for the hazard;
- Decide who might be harmed and how;
- Evaluate the risks and decide whether the existing precautions are adequate or whether more should be done. Assess whether the remaining risk is high, medium or low. Our aim is to make all risks low, by adding to the precautions if necessary;
- Record the findings;
- Review the assessment and revise it if necessary.

See **APPENDIX 4** Premises Risk Assessment,

B. COSHH Assessment

5.3 The **Control of Substances Hazardous to Health Regulations 2002 (COSHH)** requires employers to control substances that are hazardous to health. These are defined as a substance or preparation (mixture) with the potential to cause harm if they are inhaled, ingested, or come into contact, or are absorbed through the skin.

5.4 INS will prevent or reduce staff, user and volunteer exposure to hazardous substances by:

- finding out what the health hazards are;

- deciding how to prevent harm to health
 - providing control measures to reduce harm to health;
 - making sure they are used ;
 - keeping all control measures in good working order;
 - providing information, instruction and training for employees and others;
 - providing monitoring and health surveillance in appropriate cases;
 - Planning for emergencies.
- 5.5 It is noted that the substances used by INS that are most likely to be hazardous to health are domestic cleaning materials or garden products. These generally have instructions for safe use printed on the packaging. Suppliers should also provide a datasheet on the product if requested to do so.
- 5.6 HSE advises that *“Locking up cleaning chemicals is sensible if vulnerable people such as children or learning-impaired persons are able to gain access to them”*.
- 5.7 Personal Protective Equipment e.g. protective gloves, clothing, footwear or eye protections, should be used when all other measures to control exposure are inadequate. INS is responsible for providing, replacing and paying for such personal protective equipment
- 5.8 The Health and Safety Officer will:
- Assess each individual substance deemed hazardous to health (**Appendix 5a**)
 - Assess and control the health risk posed to staff, volunteers and users etc by the substance (**Appendix 5b**)
 - Maintain a master list of such substances (**Appendix 5C**)
 - Undertake annual review assessments.
 - Assess any new hazardous substance introduced into the premises.
 - Keep a record of all assessments
 - Ensure staff, volunteers and users are aware of the risks and controls, as appropriate.

Part Six – First Aid and Accident Reporting

6.1 First aid

First Aid response will be part of, and integrated into, the wider emergency response procedures for each site and suitable First Aid resources and personnel will be provided by INS for the health and safety of all employees.

At each site there will be a minimum of one Appointed Person provided with training to a level approved by the Health & Safety Executive for First Aid at Work.

First Aiders are to render first aid as required, or seek medical assistance if necessary. They should maintain a written record of first aid treatment given, and when required provide information for any subsequent accident investigation. They should ensure that their qualifications are current, and kept up to date.

First aid kits suitable for each particular environment will be provided as determined by each Site Officer. Particular consideration is to be given to employees who may be some distance from a fixed First Aid point or who find it inaccessible. Workers employed to work from home should be provided with a first aid kit.

Except for immediate life saving, only INS appointed First Aiders are to use the First Aid equipment. It is important that any items used from the first aid kit are replaced as soon as possible; therefore, if such action is taken a designated first aider must be immediately informed so that replacements can be obtained immediately.

The names of the first aiders and the location of the first aid equipment are to be indicated on the premises statutory Health & Safety Notice and displayed on notice boards.

6.2 Recommended contents of first aid box

- Assorted Plasters
- Bandage Triangular
- Dressing – Eye
- Dressings Medium
- Dressings Large
- Face shield
- Gloves – pair
- Safety Pins
- Alcohol Free Wipes

Appointed persons with first aid certificates are responsible for stock control of the first aid box.

6.3 Reporting Internally

All injuries, prescribed diseases and dangerous occurrences which result from work activities must be reported to the Health and Safety Officer. Where the injured person is unable to continue doing the task they were undertaking immediately prior to the occurrence, the INS Accident Investigation Form should also be completed.

The Accident Record sheet and reports shall be completed at the time of the occurrence or as soon as possible afterwards. Usually the casualty should complete the Accident Record sheet, but in cases where this is not possible, someone else such as a Manager or First Aider should complete the entry on their behalf.

The Health and Safety Officer is to ensure that the INS Accident reporting procedure is initiated and that copies of all Accident Record sheets and Accident Investigation Forms are forwarded to the Chair of the Board of Trustees within three working days of the occurrence.

This reporting procedure extends to those employees who work from home. Home workers should report the accident to their Line Manager/nominated Health and Safety Officer. The Line Manager/nominated Health and Safety Officer will complete the forms on their behalf as per the process above.

6.4 Reporting Externally

Unless specific directions are given to the contrary by the Health & Safety Officer, the Manager in charge of the premises or event at the time of the accident shall be the INS representative nominated to report the event under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995. In this case, the national RIDDOR Incident Contact Centre is to be notified by phone, fax or email as appropriate. Information can be passed to the Incident Contact Centre on:

Tel: 0845 300 9923	Fax: 0845 300 9924
Email: riddor@natbrit.com	Website: www.riddor.gov.uk

6.5 Investigation

All events that result in, or have the potential to cause, personal injury, disease or threaten the health or safety of any person are to be recorded and subsequently investigated. Minor events which only require in-house first aid or have no observable injury effect may be investigated by the Health and Safety Officer without assistance, the details entered on the Accident Record sheet. Accident Investigation Forms shall be completed for those accidents/incidents which require the injured person to be sent home, to the doctor or to hospital and the report shall be copied to the Chair of the Board of Trustees within three working days.

The Reporting of Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) require that HSE be notified of death, major injuries (including if off for over 7 days following injury), dangerous occurrences and gas incidents) Keep RIDDOR records for 25 years. Any reportable event under RIDDOR shall be investigated by the Health and Safety Officer. This will be in addition to the requirement for Health and Safety Officers to notify the Enforcement Authority of any reportable event under RIDDOR.

All reportable events will be raised and discussed and the accident reports reviewed at the next Health & Safety Committee meeting.

Records of reportable events arising at work will be archived for a minimum of 25 years unless there are legislative requirements that prescribe longer times such as for COSHH and Asbestos [40 years].

Part Seven – Suspect Packages, Gas Leak and Bomb Evacuation Procedures

Although the likelihood is low, the possibility of a bomb incident or gas leak cannot be ignored.

7.1 Suspect packages

If an unusual parcel or package is received, or one bearing unusual stamps or markings – beware. Check that the package is correctly addressed and contact the addressee to determine if they are expecting anything that may be inside the package.

If the addressee is not expecting the package treat it as a suspect package. If the package bears a return address, or originators details, contact them to check if they have sent anything.

On discovering a suspect package do not approach or touch the article. If the suspect package is an envelope or package you are opening stop immediately. Put the object down immediately and move away from the area.

Inform your colleagues in the immediate vicinity and leave the room. Inform the Health and Safety Officer immediately who will instigate evacuation procedures and isolation of any gas supplies to the premises.

Follow the evacuation procedure and inform the electricity and gas suppliers.

7.2 Gas leaks

Any sign that a gas leak exists or that gas may be collecting in the premises must be treated as a potentially explosive situation.

Without using the telephone or any other electrical apparatus or equipment including the Fire Alarm inform all persons in the immediate vicinity at once and leave the room.

Without using the telephone or any other electrical apparatus or equipment inform the Manager or security department immediately to enable them to instigate immediate evacuation procedures and isolation of the gas supply to the premises.

Neighbours are also to be alerted.

Follow the evacuation procedure, inform the electricity and gas suppliers. The alarm is to be raised verbally by personal contact. The fire alarm, mobile phone or any other electrical equipment must not be used and be switched off where possible.

7.3 Bomb evacuation procedures

In the event of a bomb being discovered within, or in the immediate vicinity of, premises occupied by INS, the Health and Safety Officer will co-ordinate the evacuation in conjunction with the emergency services.

The alarm is to be raised verbally by personal contact. The Fire Alarm, mobile phone or any other electrical equipment must not be used and be switched off where possible.

Employees are to progressively evacuate the building in accordance with the standard Emergency Procedure and any guidance given from police if in attendance.

Senior staff members will ensure that persons leaving the premises do not pass through or adjacent to the suspect area.

The assembly point may be different from that used for fire purposes so employees should take particular note of any instructions issued by the senior staff members.

Part Eight – Visitors

Visitors are not to be allowed uncontrolled access to any part of any premises controlled by INS.

The visitor then becomes the responsibility of the host they are visiting who will remain responsible for the visitor's health, safety and welfare whilst they are visiting INS. The host is to ascertain in a sensitive manner whether the visitor might have any perceived difficulty in responding to an emergency evacuation.

It is a legal requirement that in the event of an emergency alarm, the host ensures that the visitor is evacuated from the building in line with the relevant local procedures.

Part Nine – Infection Control

INS has an *Infection Control Policy* which aims to reduce healthcare associated infection by providing the highest possible standards of infection control management within the limitations of available resources. This is achieved by ensuring effective arrangements are in place for the provision of a full infection control service. INS ensures the risk of healthcare acquired infection to clients is reduced, with particular emphasis on high standards of hygiene and cleanliness.

Under the Health Act 2006, the *Code of Practice for the Control and Prevention of Health Care Associated Infection* requires all care providers to have clear arrangements for the effective prevention, detection and control of healthcare associated infection, including the procedures to be taken in the event of an outbreak of infection.

Previous arrangements outlined in a series of national guidance documents and reports (Department of Health (DH) /Public Health laboratory Service (PHLS), 1995; DH, 2002; DH, 2003; DH, 2004a; DH, 2005; DH, 2006) have formed the basis for 'the Code' and are also reflected in this policy document.

Staff Medical and Declaration of Health Procedure

All staff are to complete a Health Declaration Form (**Appendix 6**). INS staff will be advised during their induction of their responsibilities to report any illness or infection in them or close family, friends and relatives.

Part Ten – Contractors

Contractors will only be appointed by INS upon a satisfactory submission of their Health and Safety Policy, a method statement, all necessary risk assessments and accident records, together with any other documentation which will prove their competency.

Part Eleven – Non Compliance

All staff members of INS are reminded that this Health & Safety Policy is an implied term of employment. Failure to follow or apply the requirements of INS rules in the form of this Policy or any other related documents is a breach of these terms that could attract disciplinary action up to and including summary dismissal for flagrant or deliberate acts or omissions that place others at immediate risk of injury.

APPENDIX 1: INS Premises Monthly Health and Safety Checklist

Are the following on display?	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Health and Safety statement of intent dated July 2005												
Health and Safety Law poster												
Employer's liability insurance												
Fire Evacuation Procedure												
Is the following available?												
Accident record book												
Log sheet sent to INS office												
Accident investigation form												
First Aid kit ¹												
Copy of property risk assessment												
Copy of H&S inspections												
Log of fire evacuation drills												
Training												
All staff / volunteers aware of procedure for accident reporting:												
Accident record sheet												
Accident investigation form												
RIDDOR												
Check												
Fire extinguishers have been serviced in last twelve months												
All fire exits are clear of obstructions												
All fire doors are shut & unlocked												
All hazardous substances are locked away												

¹ First Aid kit should contain assorted plasters, triangular bandage, eye dressing, medium and large dressings, face shield, pair disposable gloves and safety pins

A thermometer(s) is displayed												
PAT testing has been carried out in the past two years												
No trailing wires, cables etc.												
Smoke alarms been tested during month												
Initialed:												
Date:												

APPENDIX 2 - Training Check List

The following training will be mandatory for staff/volunteers as set out in the Induction procedure:

- Induction training for all staff, including temporary / agency staff and volunteers
- Risk assessment training, both general and for specific risks associated with DSE, manual handling and hazardous substances
- Initial and refresher training for first aiders
- Correct use of fire fighting equipment, for designated persons
- Food safety and hygiene certificates

Training records need to be kept for a minimum period of five years. Where individuals make their own training arrangements, a note of training received should be sent to Site Officer after the training has been held.

Employees must be made aware of INS safety rules and must abide by them.

Existing employees who are safety aware in turn spread this to new recruits, volunteers and temporary workers. Bad practice is soon copied.

Staff and volunteers must always consider whether anything they do is likely to increase the risk of an accident.

All INS staff and volunteers:

1. Receive a basic induction which includes H&S Policy, emergency procedures and reporting systems as well as specialist training in their area or work.
2. Attend refresher training when needed.
3. Are encouraged to attend additional training in areas not obligatory for their post when places are available.

APPENDIX 3 INS Health and Safety Policy –following appropriate training)

Workstation Self Assessment

Name: _____ Department: _____

Date: _____

Location Address:

The completion of this checklist will enable you to carry out a self assessment of your workstation. Your views are essential in order to enable us to achieve our objective of ensuring your comfort and safety at work. Please circle the answer that best describes your opinion, for each of the questions listed. The form should be returned to the Health and Safety Officer for your location as soon as it has been completed.

1. Desk

Is the desk surface large enough to allow you to place all your equipment where you want it?

Yes

No

Is the height of the desk suitable?

Yes

No

Does the desk have a matt surface (non-reflectant)?

Yes

No

2. Chair

Can you adjust the height of the seat?

Yes

No

Can you adjust the height and angle of the backrest?

Yes

No

Is the chair stable?

Yes

No

Does it allow movement?

Yes

No

Is the chair in a good state of repair?

Yes

No

Do your feet sit flat on the floor when you have adjusted your chair?

Yes

No

3. Display screen

Can you easily adjust the brightness and the contrast between the characters on screen and the background?

Yes

No

Does the screen tilt and swivel freely?

Yes

No

Is the screen image stable and free from flicker?

Yes

No

Is the screen at a height which is comfortable for you?

Yes

No

4. Keyboard

Is the keyboard separate from the screen?

Yes No

Can you raise and lower the keyboard height?

Yes No

Can you easily see the symbols on the keys?

Yes No

Is there enough space to rest your hands in front of the keyboard?

Yes No

5. Environment

Is there enough room to change position and vary movement?

Yes No

Are the levels of light, heat & noise comfortable?

Yes No

Does the air feel comfortable?

Yes No

6. Software

Do you understand how to use the software?

Yes No

7. Training

If you were to have a problem relating to display screen work, would you know the correct procedures to follow?

Yes No

Do you understand the arrangements for eye and eyesight test?

Yes No

APPENDIX 4: INS Premises Risk Assessment (To be carried out by Health and Safety Representatives after Risk Assessment training)

Date of PRA	
Building Name	
Address	
Post Code	
Activity carried out on premises	
Inspected by	

STEPS	HAZARD	RISK	RATING	RISK ACTION RATING	RISK CONTROLS/BEST PRACTICE
		SEVERITY	LIKELIHOOD		

REVIEW DATE	RECOMMENDED IMPROVEMENTS	COMPLETED DATE

LIKELIHOOD / SEVERITY	HIGH	MEDIUM	LOW
HIGH	9	6	3
MEDIUM	6	4	2
LOW	3	2	1

ACTION / RATING	ACTION MEASURES
9 – 6	Immediate
4 – 3	As soon as possible
2 – 1	Review and monitor

Manager.....

Date.....

Line Manager.....

Date.....

APPENDIX 5a: INS CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) - Individual Substance Assessment

To be carried out by Health and Safety Representatives after Risk Assessment training

This and following sheet to be used for each substance. Copy to be retained on site

Building Name (& Office, if applicable)	
Address	
Post Code	

Assessor:

Date:

Part 1 – Assessment Of Risks	
Name of substance – (Trade and chemical name)	Size or bottle/container
Exposure limited (as stated in EH40)	MEL OES
Is Hazard Data sheet attached?	Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>
What is the substance used for in the Company/Dept/Area?	
How is it used? – e.g. in dispenser, decanted into bowl, diluted in water	
How often is the substance used (please circle)	
Multiple use	Daily Weekly Monthly Rarely
For how long are people exposed to the substance when it is used? Express in minutes – add a comment if time varies with its use.	
Who would be exposed when substance is used?	
Routes of Entry	
Inhalation	
Ingestion	
Inoculation	
Absorption	
Is there a fire or explosion risk with this substance? Yes <input type="checkbox"/> No <input type="checkbox"/> If Yes, explain.	
How much of a health risk does the use of this substance pose to anyone in the area? (please circle) LOW MEDIUM HIGH VERY HIGH	
COMMENTS:	
Part 2 – CONTROL MEASURES	
Can you Eliminate this substance? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is it essential that you keep this substance in your company? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Can you Substitute it? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Is there a less harmful substitute? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Can you Reduce exposure to it? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Measures to reduce exposure	
Emergency procedure Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
Measures in place to deal with spillage/fire etc	

Air Monitoring Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
If substance has MEL or OES and you assessed Medium or High risk	
Health surveillance Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/>	
If substance has a known health risk and you assessed as Medium or High risk	
Storage – place, temperature, flammable	
Restrictions on use – skin, type of surface, confined spaces, no smoking, food & drink	
First Aid Measures	
Eyes	
Lungs	
Skin	
Mouth	
Training – what is needed, who will do it an when? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Personal Protective Equipment – what is required, e.g. gloves, goggles	
Disposal of substance – Safe disposal of out of date stock or unwanted items	
Review Date:	

Appendix 5b INS CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) - Health Risk Assessment

Copy to be retained on site.

Name and Designation of Staff who regularly work at the site (Day and Night) who might be exposed to the substances		
Designation	Names	When/where working
Description of Site Activities		
Others who regularly work or visit the area (e.g. visitor, contractors, maintenance staff)		
Designation	Names	What substance they could be exposed to
Susceptible Groups (e.g. Pregnant women, young persons)		

Appendix 5c INS CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) - Master List of Hazardous Substances used on site

Copy to be retained on site.

MASTER LIST OF HAZARDOUS SUBSTANCES USED AT SITE					
<p>COSHH covers virtually all substances capable of causing harmful health effects or disease arising from work activities. There are five main categories.</p> <ol style="list-style-type: none"> 1. Very toxic, toxic, harmful, corrosive or irritant substances as defined in Chemicals (Hazard Information) and Packaging for Supply) regulations 1994. 2. Substances with a maximum Exposure Limit (MEL) or an Occupational Exposure Standard (DES) 3. Listed in EH40. 4. Biological Agents 5. Any dust in a substantial concentration in air. 6. Any substance not listed which creates a health hazard comparable to any of them. 					
No	SUBSTANCE NAME	TYPE AND SIZE OF CONTAINER	QUANTITY IN DEPT	WHERE/HOW STORED	REVIEW DATE
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
e.g.	Mr Muscle	500ml plastic bottles	20 litres	Store Cupboard bottom shelf – Locked	01/01/2000

REVIEWED

DATE	RECOMMENDED IMPROVEMENTS	COMPLETED DATE

APPENDIX 6: INS Health Declaration Form

Integrated Neurological Services				
Name:		Forename(s):		
Address:		Tel. No:		
GP Name & Address:				
A: Do you have, or have you ever suffered from, the following:				
CONDITION	NO	YES		
Typhoid Fever / Paratyphoid Fever / Enteric Fever?				
Salmonella Infection?				
Dysentery?				
TB (Tuberculosis)?				
Tropical Diseases e.g. Hookworm?				
B: Have you suffered from any of the following in the last 2 years:				
Diarrhoea / Vomiting for more than 2 days?				
Chronic Bronchitis with Phlegm?				
Skin Rash / Eczema / Dermatitis / other Skin Disease?				
Recurrent Boils / Styes / Septic Fingers?				
Discharge from the Ear / Eyes / Nose?				
Fits or Blackouts?				
C: Other:				

