

Health and Safety Policy

Statement and Purpose of Policy

Serenta Homecare takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities. This policy is intended to help Serenta Homecare achieve this by clarifying who is responsible for health and safety matters and what those responsibilities are.

This is a statement of policy only and does not form part of contracts of employment. This policy may be amended at any time by Serenta Homecare at its absolute discretion. Serenta Homecare will review this policy at regular intervals.

Who is responsible for workplace Health and Safety?

Achieving a health and safe workplace is a collective task shared between Serenta Homecare and staff. This policy and the rules contained in it apply to all staff of Serenta Homecare, irrespective of seniority, tenure and working hours, including employees, directors and officers, consultants, and contractors, casual or agency staff, trainees, home workers and fixed term staff. Specific responsibilities of staff are set out in the section headed "Responsibilities of all staff" below.

Employer Responsibilities

Serenta Homecare is responsible for:

- Taking reasonable steps to safeguard health and safety of staff, people affected by its business activities and of people visiting its premises
- Identifying health and safety risks and finding ways to manage or overcome them
- Providing a safe and healthy place of work and safe entry and exit arrangements including during an emergency
- Providing and maintaining safe working areas, equipment, and systems and, where necessary appropriate protective clothing
- Providing safe arrangements for the use, handling, storage and transport of articles and substance

- Providing adequate information, instruction, training, and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. Serenta Homecare will give you the opportunity to ask questions and advise who best to contact in respect of those questions, if you are unsure how to safely carry out your work
- Ensuring and health and safety representatives receive appropriate training to carry out their functions effectively
- Providing health and safety induction and appropriate safety training to your role including:
 - Manual handling
 - Fire safety
 - Health & Safety
 - First Aid
- Promoting effective communications and consultation between Serenta Homecare and staff concerning health and safety matters and will consult with staff directly relating to health and safety
- if an epidemic or pandemic alert is issued, providing instructions, arrangements, and advice to staff as to the organisation of business operations and steps to be taken to minimise the risk of infection; and
- regularly monitoring and reviewing the management of health and safety at work, making any necessary changes, and bringing to the attention of all staff.

The Registered Manager has overall responsibility for Health and Safety and a designated lead for Health and Safety will be appointed in accordance with Regulation 7 of the Management of Health and Safety at Work (Amendment) Regulations 2006 with day-to-day responsibility for health and safety matters. Any concerns about health and safety matters should be reported to a health and safety lead which will inform the Registered Manager where necessary.

Responsibilities of all Employees

General Employee responsibilities

All Employees must:

- Take reasonable care for their own health and safety and that of others who may be affected by their acts and omissions
- Co-operate with the designated health and safety lead and Serenta Homecare generally to enable compliance with health and safety duties and requirements
- Comply with any health and safety instructions and rules, including instructions on safe use of equipment
- Keep health and safety issues in the front of their minds and take personal responsibility for the health and safety implications of their own acts and omissions
- Keep the workplace tidy and hazard free
- Familiarise themselves with the content of the Health and Safety staff handbook
- Report all health and safety concerns to health and safety lead promptly, including any potential risk, hazard, or malfunction of equipment, however minor or trivial it may seem; and
- Co-operate in any Serenta Homecare investigation of incidents or accidents which either has led to injury or a near miss that could have led to an injury in Serenta Homecare opinion

How employees react to incident will differ dependent upon their working environment i.e., office staff members and carers working in clients' homes.

Employee responsibilities relating to the equipment

All Employees must:

- Use equipment as directed by any instructions given by representatives of management or contained in any written operating manual or instructions for use and any relevant training.
- Report any fault with damage to or concern about any equipment (including health and safety equipment) or its use to a Care Coordinator, who is responsible for reporting the maintenance and safety of equipment to a health and safety lead where necessary.
- Ensure that health and safety equipment is not interfered with; and
- Do not attempt to repair equipment unless suitable trained and authorised.

Employee responsibilities relating to accidents and first aid

All Employees must:

- Promptly report any accident at work involving personal injury, however trivial to the health and safety lead.
- Familiarise themselves with first aid facilities and trained first aiders, which are displayed on the notice board.
- If an accident occurs, contact the office or on call if appropriate, giving name, location and brief details of the incident.

The Registered Manager is responsible for investigating any injuries or work-related disease, preparing, and keeping accident records, and for submitting reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) where required.

Employee responsibilities relating to national health alerts:

If an epidemic or pandemic alert is issued, all staff must comply and co- operate with all instruction, arrangements and advice issued by Serenta Homecare as to the organisation of business operations and steps to be taken by staff to minimise the risk of infection.

Employee responsibilities relating to emergency evacuation and fire

All Employees must:

- Familiarise themselves with the instructions about what to do if there is a fire which are displayed within the building.
- Ensure they are aware of the location of fire extinguishers; fire exits and alternative ways of leaving the premises in an emergency
- Comply with the instructions of fire marshals if there is a fire, suspected fire or fire alarm (or a practice drill for any of these scenarios)
- Co-operate in fire drills and take them seriously (ensuring that any visitors to the premises do the same) fire drills will be held at least once every 12 months
- Ensure that fire exits, or fire notices or emergency exit signs are obstructed or hidden at any time

- Notify the building manager immediately of any circumstances (for example impaired mobility) which might hinder or delay evacuation in a fire. This will allow the building manager to discuss a personal evacuation plan for you, which will be shared with fire marshal's and colleagues working with you.

On the discovery of or suspicion of a fire, Employees should:

- Remain as calm as possible and alert people by raising the alarm, this may be by shouting for help calling 999 outside of the home
- Evacuate the Client if it is in no danger to you, if this isn't possible leave as safe as possible and let the fire fighters go into the home.
- Refrain from any act which could expose yourself, fellow employees, Clients or visitors to any danger
- Inform Serenta Homecare Head Office or on-call if out of hours and report the incident

Employees should NOT:

- Stop to collect valuables or possessions
- Open doors where they can see smoke coming through, unless that is the only means of escape
- Attempt to re-enter the building until told it is safe to do so by the fire brigade officer
- Put yourself in any danger.

On the discovery of or suspicion of a fire, Employees should:

- Remain calm as possible and raise the alarm immediately by operating the nearest break glass fire alarm point or by shouting: "Fire"
- Evacuate themselves and others immediately and go to the nearest designated fire assembly point
- Ensure that any person not accounted for is immediately reported to the Serenta Homecare Manager, nominated fire warden or directly to a fire brigade officer
- Call the fire brigade if not already done so.

The building manager is responsible for ensuring fire risk assessments take place and change where required, and for making sure regular checks for fire extinguishers, fire alarms, escape routes, signage, and emergency lighting.

Risk assessments, hazardous substances, display screen equipment and manual handling

Risk assessments are simply a careful examination of what in the workplace could cause harm to people. Serenta Homecare will assess any risks and consider measures to best minimise any risk. We will carry out general, workplace risk assessments when required or as reasonably requested by staff. Managers must ensure that any necessary risk assessments take place and resulting recommendations are implemented. The Manager is responsible for workplace risk assessments and any measures to control risks.

The use of hazardous substances at work will be avoided where possible and less hazardous alternatives will be used where available. Training on the control of substances hazardous to health (COSHH) will be provided where required. Personal Protective Equipment (PPE) will be provided where risks cannot be otherwise effectively controlled.

Employees who use a computer for prolonged periods of time should try, where possible to organise short breaks every few hours away from the computer screen but may request a workstation assessment and /or an eye test by an Optician by contacting the health and safety lead. The health and safety lead will then provide you with more details and make arrangements if you would like to proceed. Guidance on the use of Display Screen Equipment can be found in the staff handbook on Health and Safety and HSE website www.hse.gov.uk

Guidance on manual handling (for example lifting and carrying heavy objects can be found in the staff handbook on Health and Safety and where necessary training will be provided by Serenta Homecare but will try to minimise or avoid the need for manual handling where there is a risk of injury.

Manual handling training is mandatory.

Non-compliance with Health and Safety rules

Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely will result in disciplinary action against the offender, in accordance with the disciplinary policy, up to and including dismissal.

Document Control

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