



HS07 - Workplace Environment Policy and Procedure

Health and Safety - Health & Safety

Efficiency - For Care Limited
Unit 5 Clacton Enterprise Centre, Davy Road , N/A, Clacton-on-sea, Essex, CO15 4XD



Review Sheet



Last Reviewed
22 Nov '23

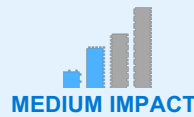


Last Amended
22 Nov '23



Next Planned Review in 12 months, or sooner as required.

Business impact



Changes are important, but urgent implementation is not required, incorporate into your existing workflow.

Reason for this review

Scheduled review

Were changes made?

Yes

Summary:

This policy will support with the creation of a safe working environment. It has been reviewed with section 5.22 added which references the checks to office premises that should be carried out, including Legionella. References and Underpinning Knowledge links have been checked and updated.

Relevant legislation:

- The Care Act 2014
- Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
- Freedom of Information Act 2000
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- Data Protection Act 2018
- The Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2012

Underpinning knowledge - What have we used to ensure that the policy is current:

- Author: HSE, (2013), *L24 Workplace Health, Safety & Welfare - Workplace (Health, Safety and Welfare) Regulations 1992 - Approved Code of Practice and Guidance*. [Online] Available from: [Accessed:]
- Author: HSE, (2021), *Stress and mental health at work*. [Online] Available from: <https://www.hse.gov.uk/stress/index.htm> [Accessed: 22/11/2023]
- Author: HSE, (2021), *Workplace Health and Safety Standards*. [Online] Available from: <https://www.hse.gov.uk/healthservices/hswpg.htm> [Accessed: 22/11/2023]
- Author: HSE, (2021), *Work-related stress and how to manage it*. [Online] Available from: <https://www.hse.gov.uk/stress/causes.htm> [Accessed: 22/11/2023]
- Author: HSE, (2020), *Tackling Work-related Stress Using The Management Standards Approach*. [Online] Available from: <https://www.hse.gov.uk/pubns/wbk01.pdf> [Accessed: 22/11/2023]
- Author: HSE, (2022), *Tell us about a health and safety issue*. [Online] Available from: <https://www.hse.gov.uk/contact/tell-us-about-a-health-and-safety-issue.htm> [Accessed: 22/11/2023]
- Author: UNISON, (2022), *Working environment*. [Online] Available from: <https://www.unison.org.uk/get-help/knowledge/health-and-safety/working-environment/> [Accessed: 22/11/2023]
- Author: HSE, (2021), *Violence in health and social care*. [Online] Available from: <https://www.hse.gov.uk/healthservices/violence/index.htm> [Accessed: 22/11/2023]

Suggested action:

- Encourage sharing the policy through the use of the QCS App
- Ensure relevant staff are aware of the content of the whole policy



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Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To describe the arrangements Efficiency - For Care Limited puts into place across all of its premises to ensure that its activities take place in an environment that does not adversely affect the health, safety and welfare of its staff.

Please note that this policy does not include the Service User's own home when referring to the workplace environment.

1.2 To outline the actions taken and standards upheld by Efficiency - For Care Limited at its premises to ensure maintenance of a safe working environment and compliance with applicable Health & Safety duties and responsibilities.

1.3 To support Efficiency - For Care Limited in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?	QSS4: Involving people to manage risks QSS5: Safe environments
SAFE	S6: Are lessons learned and improvements made when things go wrong?	QSS1: Learning culture
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	QSW5: Governance, management and sustainability

1.4 To meet the legal requirements of the regulated activities that Efficiency - For Care Limited is registered to provide:

- The Care Act 2014
- Equality Act 2010: Chapter 1 (Protected Characteristics) Chapter 2 (Prohibited Conduct) and Chapter 3 (Services and Public Functions)
- Freedom of Information Act 2000
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
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2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS



3. Objectives

3.1 To ensure that all premises of Efficiency - For Care Limited are designed, equipped and maintained to a standard which ensures the health, safety and welfare of all staff, visitors and contractors.

3.2 To ensure that the provision of workplace facilities, maintenance of workplace conditions and welfare provision at the premises of Efficiency - For Care Limited are all in line with the requirements of the Workplace (Health, Safety and Welfare) Regulations 1992.

3.3 Efficiency - For Care Limited will strive to provide a working environment which recognises and takes into account the needs of all staff.



4. Policy

4.1 Efficiency - For Care Limited recognises that a safe and healthy work environment is not only a legal requirement, but also contributes to protecting Care Workers from harm.

It can increase productivity and may lower absenteeism, which in turn will assist Efficiency - For Care Limited in achieving its wider objectives.

Employers have a general duty under Section 2 of the Health and Safety at Work Act, so far as is reasonably practicable, to ensure the health, safety and welfare of employees at work and, under section 3, people who are not employees but use the premises.

4.2 Alongside this policy, Efficiency - For Care Limited maintains separate, hazard specific policies for a range of significant property-related health and safety risks relevant to the conduct of its business.

These policies include but are not limited to Asbestos Management and Fire Safety.

4.3 Efficiency - For Care Limited acknowledges and will take reasonable steps to meet its responsibilities to protect the health and safety of everyone in the workplace and to ensure that adequate welfare facilities are provided for people at work.

4.4 Efficiency - For Care Limited will provide a comfortable work environment which, so far as is reasonable and achievable, is safe and without risk to health.



5. Procedure

5.1 Efficiency - For Care Limited takes appropriate steps to ensure that workplace temperatures in which its staff are required to carry out their duties are kept at a reasonable level.

Efficiency - For Care Limited ensures, through maintenance of its buildings, heating and ventilation systems, that staff are only required to work in conditions which allow for reasonable comfort. Efficiency - For Care Limited aims to ensure that workplace temperature is maintained at 16 degrees Celsius or above, where it is practical for this to be achieved.

Efficiency - For Care Limited provides additional temporary heating, cooling or ventilation aids to areas where reasonable comfort cannot be achieved and makes workplace temperature monitoring possible through the use of suitable monitoring systems or thermometers.

5.2 Efficiency - For Care Limited takes appropriate steps to ensure that all workplace areas are ventilated by a sufficient amount of fresh or purified air.

In practice, this is achieved mainly through the safe use of opened windows and other vents at Efficiency - For Care Limited premises. Where mechanical ventilation and air conditioning systems are deployed by Efficiency - For Care Limited to ensure adequate ventilation, these systems are adequately maintained, regularly cleaned and checked for correct functioning.

Efficiency - For Care Limited is aware of the importance of good ventilation in the general mitigation of COVID-19 transmission risk and has updated its risk assessments to reflect this.

5.3 Efficiency - For Care Limited has reviewed all areas of its premises to ensure that sufficient lighting is available for safe use of the workplace. Use of natural light is maximised where practical, windows are regularly cleaned and well maintained, and electrical lighting provided to work areas as required.

Emergency lighting of a suitable standard is provided in accordance with the premises Fire Risk Assessment.

Lighting to work areas at Efficiency - For Care Limited is sufficient to allow for safe movement around the premises. Artificial lighting is well maintained and replaced as required.

Workstations at Efficiency - For Care Limited are positioned to take advantage of natural light where this can be practically achieved.

5.4 The furniture, furnishings and fittings at Efficiency - For Care Limited are kept clean. A regular cleaning schedule is in place, dirt and refuse is not allowed to accumulate and spillages and deposits are cleaned up safely and as soon as possible.

Jennifer Edwards regularly inspects the cleanliness standards at Efficiency - For Care Limited and takes prompt corrective action where any deficiencies are identified.

5.5 The surfaces of the floors, walls and ceilings of all workplaces inside the building shall be capable of being kept sufficiently clean. Efficiency - For Care Limited ensures that surface coatings are kept in good condition through regular maintenance, which means they can be properly cleaned.

5.6 Waste materials at Efficiency - For Care Limited, including contaminated or hazardous waste, are managed in accordance with waste handling procedures and are not permitted to accumulate on the premises aside from in suitable, designated waste receptacles.

Jennifer Edwards regularly inspects the waste handling and storage standards at Efficiency - For Care Limited and takes prompt corrective action where any deficiencies are identified.

5.7 Efficiency - For Care Limited ensures that every room where staff work has sufficient floor area, height and unoccupied space for health, safety and welfare purposes.

This includes ensuring that all employees can move safely around work spaces and workstations without movement restriction. Jennifer Edwards has identified and clearly labelled with hazard and warning indicators any obstructions present (including low beams) at the premises.

5.8 Safe access to and egress from the workplace will be provided and maintained for all staff, visitors and contractors.

5.9 In accordance with the Risk Assessment Policy and Procedure, specific, appropriate risk assessments for all internal and external aspects of the premises have been completed by Efficiency - For Care Limited, with control measures implemented to reduce the potential for harm from significant hazards identified.

5.10 Efficiency - For Care Limited ensures effective and safe maintenance of the workplace, ensuring that equipment, devices and systems are in efficient working order and in good repair.

5.11 Every floor and the surface of every traffic route in the premises of Efficiency - For Care Limited is suitably constructed, such that it is suitable for the purpose for which it is used.

Regular condition inspections and maintenance checks are coordinated by Jennifer Edwards.

5.12 Efficiency - For Care Limited takes measures to prevent slip, trip and fall hazards by keeping floors



and walkways clean and free from obstruction.

5.13 Where a risk assessment completed at Efficiency - For Care Limited identifies that there is a risk of falls or falling objects, controls are deployed by Efficiency - For Care Limited to minimise the risk of such instances.

5.14 Every window or other transparent or translucent surface in a wall or partition, and every transparent or translucent surface in a door or gate on the premises is made of safety material or is protected against breakage and is appropriately marked or incorporates features so it is visible.

5.15 Efficiency - For Care Limited ensures that windows and skylights in the workplace are of a design or so constructed that they may be cleaned safely and that this cleaning takes place as required.

5.16 Efficiency - For Care Limited ensures that safe materials are used in glazed panels and windows and that maintenance and cleaning can be carried out in a safe manner.

5.17 Efficiency - For Care Limited takes appropriate steps to manage the risks from workplace transport and vehicles at its premises, and organises pedestrian and vehicle routes in such a way that pedestrians and vehicles can circulate in a safe manner and avoid the risk of injury wherever possible.

5.18 Doors and gates at premises operated by Efficiency - For Care Limited are checked to ensure they are of suitable construction, including being fitted with any necessary safety devices. Sliding doors are equipped with devices to prevent them coming off their tracks, powered gates and doors are equipped with suitably maintained devices to prevent injury caused by trapping persons, and Efficiency - For Care Limited ensures that all powered access doors and gates can safely be operated manually in the event of power failure.

5.19 Staff at Efficiency - For Care Limited are provided with access to wholesome, safe, clean drinking water which is accessible to them at all times during their work. Efficiency - For Care Limited makes provision of bottled water cooler dispensers and other suitable devices where safe drinking water cannot reliably be accessed in a specific work area. These devices are maintained in accordance with suppliers instructions.

5.20 Efficiency - For Care Limited provides and maintains the following welfare facilities:

- An adequate number of toilets for the gender mix at Efficiency - For Care Limited (Guidance on sufficient numbers is available in L24 - Paragraph 197, a link to which can be found in the Further Reading section of this policy)
- Suitable and sufficient sanitary conveniences which are provided at readily accessible places
- Suitable and sufficient washing facilities, including showers if required by the nature of the work or for health reasons, which will be provided at readily accessible places
- Washing, changing, and clothing storage facilities where appropriate
- Rest areas, including arrangements for non-smokers in order to avoid inhalation of smoke
- Suitable and sufficient facilities for persons at work to eat, where meals are regularly eaten in the workplace
- Where necessary, those parts of the workplace (including in particular doors, passageways, stairs, showers, washbasins, lavatories and workstations) used or occupied directly by disabled persons at work
- Suitable facilities for pregnant women or nursing mothers to rest

5.21 Management checks are implemented to identify any deficiencies in the workplace at Efficiency - For Care Limited and actions closed out within a sensible timeframe to ensure that all staff are safe in their workplace environment.

5.22 Efficiency - For Care Limited has a duty of care to ensure that utility service checks at its office premises take place such as:

- Water drainage, including Legionella checks and testing
- Gas, including Annual Gas Safety Checks
- Electric, including PAT Testing and the 5 Year Electrical testing

The utilities and associated checks are carried out and maintained as required in a safe manner by using only approved contractors.

Efficiency - For Care Limited should check its tenancy agreement to see who is responsible for arranging this where it applies.



6. Definitions

6.1 Risk Assessments

- Consider the **likelihood of harm** and the potential **consequence from harm** to determine the **risk factor**
- Risk assessments record any significant risk of harm in the work environment and put control measures in place to mitigate harm
- These are live documents which are periodically reviewed or reviewed when there is a significant change in circumstances, i.e. an accident

6.2 Workstation

- A workstation is an area in which a member of staff works
- Whilst this is usually a desk, it could be a treatment room, workshop or a kitchen, etc.

6.3 Wholesome Water

- 'Wholesome' water is fit to use for drinking, cooking, food preparation or washing without any potential danger to human health by meeting the requirements of regulations made under Section 67 (Standards of Wholesomeness) of the Water Act 1991



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Jennifer Edwards will monitor and take appropriate action to ensure that the service provides a safe work environment and maintains the highest standards
- Jennifer Edwards will ensure that staff rotas are fair with a balance of rest and work which does not disadvantage any staff or put unnecessary strain on service delivery
- Jennifer Edwards will monitor sickness and absence records to ensure that staff work in a safe environment, are not unduly affected and have effective support systems in place
- Jennifer Edwards will ensure that unsafe areas are closed off until they are deemed safe again and that faulty equipment is removed from service
- Jennifer Edwards will ensure that any required actions identified during audits, safety tours, surveys, etc. are addressed as soon as possible



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- You can report any violence, aggression or bullying behaviour to your Care Worker, or if the concern relates to a worker, to Jennifer Edwards
- You and your visitors must follow the requirements of any notices and signs in the buildings and grounds at Efficiency - For Care Limited for your protection and safety
- You can report any concerns that you may have about the service provided to your Care Worker



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

NHS - National Standards of Healthcare Cleanliness 2021:

<https://www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021.pdf?msclkid=9952c9ddaac711ecb02bbaa028fc3816>

NHS - National Standards of Healthcare Cleanliness 2021: Supporting Documents:

<https://www.england.nhs.uk/publication/national-standards-of-healthcare-cleanliness-2021-supporting-documents/>

HSE - Managing Legionella in Hot and Cold Water Systems:

<https://www.hse.gov.uk/healthservices/legionella.htm>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- Efficiency - For Care Limited keeps an open line of communication between managers and staff
- Efficiency - For Care Limited notes any work environment concerns of staff and the actions taken to resolve concerns in its supervision notes
- Jennifer Edwards provides staff and visitors with a suggestion/comments box and filling in slips so that they can feedback how the service could be improved



Forms

Currently there is no form attached to this policy.