

Kumra Care

Health and Safety Policy and Procedure

1. Purpose

1.1 To describe the arrangements adopted by Kumra Care to ensure it fulfills its legal duties and health and safety obligations.

1.2 To identify and describe individual roles and responsibilities within Kumra Care for the effective management and monitoring of the requirements of the Health and Safety at Work Act 1974 and its subordinate legislation.

1.3 To support Kumra Care in meeting the following Lines of Enquiry:

- People live in an environment with appropriate and well-maintained facilities and equipment.
- People are supported to achieve their outcomes because the service provider has effective organizational arrangements, governance and oversight to ensure smooth operations and high-quality care.

1.4 To meet the legal requirements for the regulated activities that Kumra Care is registered to provide under the relevant legislation:

- Civil Contingencies Act 2004
- The Electricity at Work Regulations 1989
- Relevant
- Legislation:
- The Gas Safety (Installation and Use) Regulations 1998
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992 (as amended 2002)
- The Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002

- The Regulation and Inspection of Social Care (Wales) Act 2016
- The Control of Substances Hazardous to Health Regulations 2002
- The Regulation and Inspection of Social Care (Wales) Act 2016 (Consequential Amendments) Regulations 2018
- The Regulated Services (Service Providers and Responsible Individuals) (Wales) Regulations 2017

2. Scope

2.1 Roles Affected:

- All staff

2.2 People Affected:

- Individuals

2.3 Stakeholders Affected:

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

3. Objectives

3.1 Kumra Care has a written statement of general policy, as required by the Health and Safety at Work etc. Act 1974, which is reviewed annually by the Registered Manager (Maria Everton).

3.2 This policy and procedure is implemented alongside all of the health and safety policies, procedures and supporting documentation at Kumra Care.

4. Policy

4.1 Kumra Care recognises that it has a responsibility to ensure that reasonable

precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to its activities.

4.2 Statement of Intent

Kumra Care acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. Kumra Care considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality Care. Kumra Care provides a safe working environment for its staff and those who work on its behalf.

Kumra Care will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy, Kumra Care is committed to the following objectives:

- To provide, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff, Individuals, contractors and others who work on its behalf
- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- The provision and maintenance of equipment and systems of work that are safe
- Putting in place arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances are in place
- Providing information, instructions, training and supervision as is necessary to ensure the health and safety at work for its employees and other persons
- Health and safety policy, standards and management systems (including procedures and work instructions) will be defined, documented, implemented and maintained
- Creating for staff, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised or mitigated through good management practices, effective human resources policies and staff development
- Ensuring, as far as reasonably practicable, that risks associated with travel by staff for Kumra Care are appropriately managed

- Making sure that all staff are aware of their health and safety responsibilities and know what is expected of them and what they must do to discharge the responsibilities assigned to them
- Providing access for staff to appropriate training and development to enable them to discharge competently the responsibilities assigned to them
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Individuals and commissioners in implementing the Health and Safety Policy and Procedure
- To have in place arrangements to plan, implement, monitor and review measures to address risks arising from the activities of Kumra Care
- To strive to continuously improve the health and safety performance at Kumra Care
- Ensuring the appointment of a competent person to support Kumra Care in meeting its statutory health and safety duties
- To provide sufficient resources with which Kumra Care can effectively discharge their duties in maintaining a healthy and safe working environment for all who work and live in the premises of Kumra Care

4.3 Kumra Care reviews its health and safety systems and procedures as often as necessary and at least annually, to ensure that they reflect legal responsibilities associated with applicable:

- Health and safety law, regulations, approvals, licences and other legal requirements
- International, national and regional standards
- Industry codes and best practice
- Contractual requirements
- Expectations of regulators and other key stakeholders

Systems and procedures are made available to those working for and on behalf of Kumra Care so that they are aware of their individual health and safety obligations.

A health and safety management structure is implemented to support the delivery of health and safety policies, systems, objectives and targets, to review health and safety performance and respond to health and safety incidents.

4.4 Kumra Care Ltd is charged with implementing this policy by use of a suitable

safety management system.

the Registered Manager seeks and expects the full co-operation and support of Kumra Care to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively.

the Registered Manager will have day-to-day responsibility for ensuring compliance with this policy.

The Health and Safety Policy 'Statement of Intent' at Kumra Care will be ratified and signed by Kumra Care Ltd. This signifies the commitment of Kumra Care to ensuring that the successful management of health and safety is of paramount importance within Kumra Care.

A copy of the Health and Safety Policy 'Statement of Intent' is displayed in a prominent location at Kumra Care and will be reviewed at least annually.

4.5 Health and Safety Responsibilities in Kumra Care

Executive

- Kumra Care Ltd is responsible for safety in Kumra Care and monitors the Health and Safety Policy and Procedure on a regular basis
- Kumra Care Ltd is sufficiently informed on health and safety matters to ensure that sufficient resources are available to provide any health and safety equipment, clothing, information and training for employees in order, as far as is reasonably practicable, to achieve and maintain high health and safety standards

4.6 Safety Officer

The Safety Officer is Registered Manager, unless indicated otherwise by a notice on the main staff noticeboard of Kumra Care. The responsibilities of Registered Manager are to:

- Maintain safety records
- Ensure that employee and Individual risk assessments are in place, proportionate and up to date
- Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences
- Record and monitor accident, incident and near miss statistics
- Keep a watching brief on changing safety legislation
- Report directly to the Registered Manager of Kumra Care on matters of health and safety

- Ensure that the obligations of Kumra Care with respect to assessment, control and monitoring of hazardous substances are met
- Ensure that the recording of specified incidents is carried out in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013), by ensuring that the Accident and Incident Reporting Policy and Procedure is followed and that all accidents are recorded, using the form attached to that policy
- Ensure that Local Authority is informed of any accidents or incidents involving Individuals that meet their local reporting requirements
- Ensure that the CIW is notified in line with statutory reporting requirements

4.7 Team Manager (where this differs from the Registered Manager) Where there are no designated team managers, the Registered Manager fulfills this role. Team managers have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

A team manager will:

- Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs. All new members of staff will be shown the location of first aid boxes, fire exits and firefighting equipment
- Ensure that all staff are aware of the Health and Safety Policy and Procedure, have access to the QCS Online system and are aware of the QCS Mobile App
- Keep up to date with health and safety matters applicable to the operations of Kumra Care
- Investigate all accidents with the assistance of the Registered Manager, with a view to the prevention of further occurrences
- Ensure that good housekeeping standards are applied
- Periodically review all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment, bearing in mind all health and safety factors. This includes equipment within the Individual's home
- Carry out regular safety checks and audits

4.8 Supervisors

Supervisors have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Supervisors must ensure that all

tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.

Accidents must be reported immediately to the Team Manager or the Registered Manager. Particular regard will be paid to:

- Equipment and its usage to ensure that it is safe and does not endanger health
- The provision of safety arrangements for the handling, storage and movement of materials, equipment and substances
- Supplying sufficient information, instructions, training and supervision to enable staff to avoid hazards and contribute positively to their own health and safety at work
- Inspecting, on a regular basis, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance
- Ensuring that staff and visitors are aware of emergency procedures, and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practised

4.9 Staff

Employees have duties under the Health and Safety at Work etc. Act 1974 and will:

- Do everything they can to prevent injury to themselves, fellow staff and others affected by their actions or omissions at work
- Follow company procedures, in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive
- Inform their line manager of any work situation where there is a serious and/or immediate danger to staff and to identify any shortcomings in the health and safety arrangements for protecting staff and others
- Report conflict between the demands of safety and their job and will raise the matter immediately with their supervisor
- Check that work areas and equipment are safe prior to use, and use any work equipment in accordance with the training and instructions provided, bringing to the notice of managers any defective equipment which may cause an incident
- Dress in line with the Appearance Policy and Procedure and appropriately

for their working environment and their work activities

- To follow the Lone Working Policy and report any personal safety concerns to Kumra Care
- Ensure that they understand the system at Kumra Care for reporting incidents, accidents and other health and safety risks, and that they use these systems when necessary and to ensure that they read, understand and follow all appropriate health and safety policies, procedures and other documentation at Kumra Care, and attend scheduled training sessions

4.10 Health and Safety Poster

Kumra Care will display a Health and Safety Poster and ensure it is kept up to date. Registered Manager, as the Health and Safety Officer, will have their name clearly displayed.

4.11 First Aid

Kumra Care have undertaken an assessment of first aid needs and provided sufficient equipment and suitably trained personnel accordingly at Kumra Care.

5. Procedure

5.1 Risk and Hazard Management

- Risk assessments will be carried out to evaluate and adequately control hazards, to ensure the health, safety and welfare of staff and others who may be affected by the work activities of Kumra Care
- Risk assessments will be recorded on the appropriate Kumra Care document in accordance with the Risk Assessment Policy and Procedure at Kumra Care
- Arrangements are in place for putting into practice the preventative and protective measures that follow on from the risk assessment
- Risk assessments will be regularly monitored and reviewed to ensure they remain suitable and sufficient. They are updated in accordance with legislative and contractual requirements, standards and codes of practice
- The outcomes of risk assessments will be readily available and communicated to staff. Staff receive instructions and training associated with the level of risk identified and the control measures taken to prevent or control risks
- Individuals and employees are involved in the development of risk

assessments and Kumra Care will seek their feedback and act on any concerns

- Risk assessments in relation to Individuals will be kept in the Individual's home and staff informed of their location

5.2 Accident and Incident Reporting

- In the event of an accident/incident, staff will ensure that a detailed entry of the event is recorded on an accident form and will notify their line manager who will subsequently determine, in conjunction with the Health and Safety Committee at Kumra Care, where appropriate, if notification is required under [The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations \(RIDDOR\) 2013](#)
- Where an accident/incident has occurred, it is necessary to carry out a review of the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work or additional control measures are necessary. This must be written down and the conclusions clearly defined and acted upon
- As a learning organisation, Kumra Care will use the information to prevent re-occurrences, where reasonably practicable
- If an accident, incident or near miss involves an Individual, Local Authority's Safeguarding Team will be informed as will the CIW. Kumra Care will be aware of their requirements in relation to the Duty of Candour.

5.3 Monitoring Compliance and Effectiveness Line managers will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to the Registered Manager for review.

The policy document itself will be reviewed by the Registered Manager and Kumra Care Ltd on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at Kumra Care. This review may include:

- Audit
- Risk assessment
- Systematic inspections
- Incident and accident statistics
- Sickness and ill health statistics
- Risk registers

Items identified as requiring significant amendment will be referred for authorisation before being actioned to Kumra Care Ltd who is responsible for health and safety on behalf of Kumra Care.

5.4

Health and Safety Policies and Procedures

Kumra Care will ensure that staff have access to the Health and Safety Policies at Kumra Care via the QCS system and are aware of the QCS mobile app as a way of accessing policies and procedures. These policies will be reviewed by the Registered Manager to ensure they dovetail with both the procedures at Kumra Care and any local or contractual procedures. Care Workers will be provided with a Staff Handbook when they start work with Kumra Care and all staff will undertake an induction which will include Health and Safety training, policies and procedures. Kumra Care will follow the All Wales Induction Framework standards for new care staff.

6. Definitions

6.1 Competent Person

- A competent person is someone who has sufficient skills, knowledge and experience to complete the task

6.2 As Far as Reasonably Practicable

- This refers to the degree of risk in a particular activity or environment which can be balanced against the time, trouble, cost and physical difficulty of taking measures to avoid the risk

6.3 Hazard

- A hazard is anything that has the potential to cause harm, e.g. chemicals, electricity, working from ladders, noise etc.

6.4 Risk Assessment

- A risk assessment identifies all significant risks associated with a company's operations through considering the likelihood and consequences of any harm that may occur as a result of contact with the hazard. A risk assessment also considers how this risk will be managed to reduce the risk of harm arising

6.5 Safe System of Work

- This is a safe method of carrying out a task, a bit like a step by step guide to safe working practices. Not all tasks can eliminate harm completely.

However, by having a safe system of work in place, the likelihood of harm is greatly reduced through various control measures

7. Key Facts Professionals

Professionals providing this service should be aware of the following:

- Health and safety is everybody's responsibility and staff must escalate concerns to their line manager. Where concerns are not acted upon, staff must follow the Raising Concerns, Freedom to Speak Up and Whistleblowing Policy and Procedure at Kumra Care
- Managers can find an overview of different safety systems across the health and social care sector in relation to their organisations and the measures it puts in place to manage this
- Managers are to ensure that staff have access to this document and training in the key areas which relate to their roles so that they can effectively implement this procedure through their work to ensure effective safe service delivery

8. Key Facts - People Affected by the Service

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

- You and your family have a right to be cared for by Kumra Care who has policies in place to support you

9. Further Reading

We recommend that you add to your understanding in this policy area by considering the following materials:

NHS - Welsh Government guidance on cleanliness and hygiene standards

NHS - Welsh Government guidance on cleanliness and hygiene standards: Supporting Documents

10. Outstanding Practice

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

- Having an open line of communication between management and staff enables information to flow and the continual improvement of management systems which are fit for purpose. This system should be seen as a live document to ensure that

it adapts to changing circumstances enabling it to be current and meaningful

- Having a robust health and safety management system in place brings focus to service provision. It provides structure and effective service delivery

| Date Policy Reviewed | Signature of Reviewer |
|--------------------------------|-----------------------|
| 18 th October 2024 | Alison Dicks |
| 15 th November 2025 | Jatin Kumra |
| 09 th February 2026 | Maria Everton |
| | |
| | |
| | |
| | |
| | |
| | |