



## Health and Safety Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

### 1. Purpose

To ensure the health, safety, and welfare of staff, service users, visitors, and others affected by the activities of CARERS' HANDS H C A LTD.

### 2. Scope

This policy applies to all employees, volunteers, agency staff, contractors, and any other persons working under the direction of CARERS' HANDS H C A LTD.

### 3. Policy Statement

We are committed to providing and maintaining a safe working environment in accordance with relevant legislation. We promote a safety culture that encourages active participation, training, and personal responsibility.

### 4. Legal Framework

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- RIDDOR 2013
- COSHH Regulations 2002
- Fire Safety Order 2005

### 5. Responsibilities

- Registered Manager: Ensures implementation of this policy, conducts risk assessments, and investigates incidents
- All Staff: Must take reasonable care of their own health and safety and that of others



- Contractors and Visitors: Must comply with our health and safety rules when on premises

## **6. Risk Assessments**

- Risk assessments are carried out regularly for all tasks, premises, and equipment
- Control measures are reviewed and updated annually or when significant changes occur
- Staff are consulted and informed about risk assessments affecting their role

## **7. Manual Handling**

Staff must complete manual handling training before undertaking any lifting or moving tasks. Use of appropriate equipment (hoists, slide sheets) is mandatory. Risk assessments guide safe practice.

## **8. Fire Safety**

- Fire risk assessments are in place for all premises
- Fire drills are conducted annually
- Fire extinguishers and alarms are regularly tested and maintained

## **9. Lone Working**

- Lone workers must follow safety protocols and maintain regular contact with supervisors
- Staff should carry a mobile phone and emergency contact details
- Risk assessments specifically address lone working environments

## **10. Reporting Accidents and Incidents**

- All accidents and near-misses must be reported immediately to the Registered Manager
- Reports are logged and investigated in line with RIDDOR if applicable
- Learning is shared with staff to prevent future incidents

## **11. Staff Training and Supervision**

- Health and safety training is provided at induction and refreshed annually
- Topics include fire safety, manual handling, infection control, and emergency procedures
- Ongoing supervision ensures policy adherence and competence



## 12. Monitoring and Review

Health and safety audits are conducted regularly. Policy compliance is monitored through supervision, team meetings, and staff feedback.

## 13. Contact

For health and safety queries or to report an issue:

Registered Manager: Chanyuka Dhlakama

Phone: 07535 8524917

Email: [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

## 14. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

☎ **Call the Office:** 07535 8524917

✉ **Email:** [carershandsagency@gmail.com](mailto:carershandsagency@gmail.com)

## Signature and Declaration

Signed:

Chanyuka Dhlakama

**Designation:** Registered Manager

**Date:** 01/06/2025



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Next Review Due: 01/06/2026