

Policy Statement

TruComfort Homecare is fully committed to maintain a healthy and safe environment for all staff, service users, and visitors. We aim to meet all legal obligations under current health and safety legislation, including applicable codes of practice.

Despite best efforts, the possibility of workplace incidents cannot be completely eliminated. Under the **Health and Safety at Work Act 1974**, we are required to make sure as far as reasonably practice, safety, health, safety and welfare of all employees.

As part of this responsibility, TruComfort is obligated to report specific incidents, illnesses, and dangerous events to the **Health and Safety Executive (HSE)** inline with the **Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 2013 (RIDDOR)**.

Timely reporting supports national safety monitoring and allows our organisation to review and address local incident patterns, helping prevent future occurrences. Therefore, all accidents, incidents, and near misses must be documented and brought to management's attention.

This policy outlines TruComfort's procedures and standards to ensure legal compliance, raise staff awareness, and promote a proactive approach to safety.

Aims

TruComfort Homecare will ensure:

- Full compliance with **RIDDOR 2013**.
- All incidents causing harm to staff or service users, no matter how minor, are reported.
- Investigations are carried out for every reported case.
- Preventive actions are taken based on investigation findings.

RIDDOR Compliance – Reportable Cases

Employers must report and keep records of:

1. **Fatalities** (staff or non-staff).
2. **Specified Injuries**, such as:
 - Bone fractures (excluding fingers, toes, thumbs).
 - Amputations.
 - Loss or permanent reduction of sight.
 - Internal injuries from crush accidents.
 - Severe burns (over 10% of the body or affecting vital organs).
 - Scalp injuries requiring medical treatment.
 - Loss of consciousness from head trauma or asphyxiation.

- Injuries in enclosed spaces requiring hospital admission over 24 hours or resuscitation.
3. **Over-seven-day injuries**, where the employee cannot perform regular duties for more than 7 consecutive days (excluding the day of injury).
 4. **Dangerous Occurrences**, including:
 - Equipment failure (lifts, pressure systems, electrical faults).
 - Structural collapses.
 - Fires or explosions.
 - Escape of flammable materials.
 5. **Occupational Diseases**, such as:
 - Carpal Tunnel Syndrome.
 - Vibration-related injuries.
 - Occupational Asthma.
 - Dermatitis.
 - Cancers linked to work exposure.
 6. **Notifiable Diseases**, including (but not limited to):
 7. COVID-19, hepatitis, tuberculosis, cholera, measles, mumps, rubella, whooping cough, tetanus, and food poisoning.

Procedures

1. All accidents—regardless of severity or location (home visit, office, public space)—must be logged in the **Accident Book** located at the main office.
2. **Near Miss Report Forms** are also available and must be completed for potential hazards, signed by both the staff and any witnesses.
3. Incidents falling under RIDDOR should/must be reported using **Form F2508** via the HSE website or a printed version from the office. Submissions must be made within 10 days.
4. Serious incidents (fatalities, major injuries, dangerous occurrences) must be reported to the enforcing authority **immediately by phone** by the General Manager or appointed senior.
5. Phone reports must be followed by a completed F2508 form and retained securely for records.
6. All incidents—regardless of severity—will be regularly audited to identify patterns and areas for improvement.

10/04/2025

The HSE can be contacted at www.hse.gov.uk/riddor or by phone at **0845 300 9923** (Mon–Fri, 8:30am–5:00pm).

By law, written records of reportable incidents must be retained for at least **three years**.

All records must include:

- Date, time, and location of the event.
- Name, address, and role of the individual involved.
- Details of the injury or illness and first aid provided.
- Immediate actions taken (hospitalisation, return to duty, etc.).
- Name and signature of the staff member handling or witnessing the case.

Training

All TruComfort staff will receive appropriate training on health and safety protocols, including how to respond to and prevent workplace accidents.

New staff will be introduced to our safety and reporting procedures during induction. Ongoing training will be provided to align with **National Occupational Standards**. Staff who handle specialist tasks or equipment will receive further supervision and instruction to ensure competency and safe practice.