

Policy Statement

TruComfort Homecare commits to protecting the health, safety and welfare of all service users, staff, visitors and contractors. This policy details specific arrangements to identify hazards, evaluate risks, and establish controls throughout our operations.

Accident and Incident Reporting

All accidents, incidents, and near-misses must be reported immediately to the Office Manager. Reportable events under RIDDOR (eg. major injuries, dangerous occurrences) will be notified to the Health & Safety Executive within required timeframes. A standard reporting form is used and records are retained for at least three years.

Accident Investigation

When an accident or near-miss occurs, the following procedure applies:

1. **Initial Response:** If safe, remove or secure hazards to prevent further harm.
2. **Harm Assessment:** Determine if injury, fatality, or disease resulted:
 - **Yes:** Go to step 3.
 - **No:** Proceed to step 6.
3. **Accident Book Entry:** Record details in the Accident Book.
4. **Immediate RIDDOR Reporting:** If the event qualifies (fatality or major injury), telephone the Incident Contact Centre on 0845 300 9923 immediately.
5. **Seven-Day Absence Check:** If the injured person is incapacitated for seven days or more, report to the enforcing authority within 15 days.
6. **Dangerous Occurrence Check:** If no harm but the event is a reportable dangerous occurrence or disease, report immediately under RIDDOR.
7. **Near-Miss Recording:** If not reportable, record as a near-miss for trend analysis.
8. **Investigation:** Assign a well qualified investigator to:
 - Interview witnesses & gather evidence.
 - Identify root causes and contributing factors.
 - Document findings in an investigation report.
9. **Corrective Actions:** Define and assign remedial measures to prevent recurrence. Track completion and effectiveness.
10. **Risk Assessment Review:** Revisit related risk assessments and update control measures based on investigation outcomes.

Consultation

Bi-monthly health & safety meetings engage managers, staff representatives, and contractors. Informal toolbox talks occur onsite as needed. Minutes and action logs document concerns, decisions, and progress.

Electrical Safety

All fixed installations undergo periodic inspection and testing by a qualified electrician. Portable appliance testing (PAT) is scheduled annually. Only authorized, competent staff may isolate or modify electrical circuits; lock-out/tag-out procedures apply.

Equipment Use

Mechanical and lifting equipment is maintained per manufacturer schedules. Equipment is inspected pre-use by operators trained in safe handling. Faulty items are tagged out of service and repaired by accredited technicians.

Fire / Emergency Arrangements

Evacuation procedures, escape routes, and assembly points are clearly marked. Fire alarms are tested weekly; emergency lighting monthly. Fire marshals receive annual training; drills occur bi-annually.

First Aid

At least one appointed first-aider is on duty at all times. Fully stocked first-aid kits are available in each location and checked monthly. Emergency contact numbers are displayed prominently.

Hazard Reporting

A hazard-report form is accessible onsite and online. Staff must report any unsafe condition or practice. Line managers evaluate, prioritize, and resolve hazards promptly, logging actions taken.

Occupational Health

Risk assessments identify roles requiring health surveillance (e.g., noise exposure, manual handling). Employees may access occupational health services for medical checks, counselling, and rehabilitation support.

Purchasing

All purchases of equipment, machinery, and PPE must meet recognized safety standards (e.g., CE marking). Suppliers provide safety data sheets, user guides, and maintenance schedules.

Risk Assessment

Task-based risk assessments are conducted for all activities, updated annually or after any change. Control measures follow the hierarchy: eliminate, substitute, engineering, administrative, and PPE.

Training

Induction and annual refresher training cover all policy elements. Competency is evaluated via practical assessments and recorded in staff files. Additional training is provided following incident trends.

Welfare / Working Environment

Workspaces are kept clean, well-ventilated, and appropriately lit. Staff have access to rest areas, drinking water, and hygienic toilet facilities. Feedback on environmental comfort is sought regularly.

Cleaning

Cleaning schedules address general housekeeping and infection control. Hazardous cleaning chemicals follow COSHH controls; staff receive instructions, PPE, and spill-response procedures.

Controls of Contractors

Contractors complete safety questionnaires, demonstrate competency, and submit risk assessments and method statements. Work under permit-to-work where required, supervised by a designated manager.

Display Screen Equipment

DSE workstations undergo ergonomic assessment. Users attend eye-test programs and receive guidance on posture, breaks, and workstation adjustments.

Office Equipment

Printers, copiers, and other apparatus receive routine maintenance. Only trained staff operate heavy or specialized devices; faults are reported and remedied immediately.

Food Safety

Any catering or kitchen areas comply with food hygiene regulations. Staff handling food complete basic food safety training; equipment and surfaces are sanitized after use.

Hazardous Substances & Use of Chemicals

COSHH assessments cover all dangerous substances. MSDS are available at points of use. Storage cabinets are ventilated and locked; spill kits are stationed nearby.

Storage of Hazardous Substances

Dedicated storage areas feature secondary containment. Containers are labeled per regulatory standards. Inventory checks occur quarterly; expired materials are disposed via licensed contractors.

Legionella

Water systems are risk-assessed annually. Temperature monitoring, cleaning, and disinfection regimes prevent bacterial growth. Records of all sampling and remedial actions are maintained.

Lone Working

A lone-worker protocol includes risk assessment, sign-in/out procedures, and scheduled check-calls. Emergency response plans outline rescue arrangements if contact is lost.

Manual Handling

Manual-handling tasks are minimized through mechanical aids. Staff receive manual-handling training and perform dynamic risk assessments before lifting.

New and Expectant Mothers

Individual risk assessments ensure pregnant or nursing employees are not exposed to harmful tasks or substances. Reasonable adjustments and rest breaks are provided.

Noise

Work areas with elevated noise undergo measurement. Where levels exceed limits, controls (e.g., barriers, PPE) are implemented, and staff receive hearing protection and surveillance.

Infection

Protocols cover waste segregation, sharps disposal, and PPE use. Outbreak procedures coordinate with public health authorities; infection control training is mandatory.

Shift Working

Shift patterns are designed to minimize fatigue. Policies address workload distribution, rest breaks, and access to support services for shift workers.

Substance and Alcohol Use / Abuse

A zero-tolerance policy prohibits impairment at work. Support is offered via employee assistance programs. Random and for-cause testing may be conducted per local law.

Permits to Work

High-risk activities (e.g., hot work, confined spaces) require signed permits. Supervisors verify completion of pre-work checks, controls, and emergency arrangements.

Personal Protective Equipment

PPE is provided free of charge, fitted appropriately, and replaced as needed. Staff receive training on correct use, care, and disposal of PPE.

Smoking

TruComfort is a smoke-free environment. Designated outdoor areas are provided; signage and staff communications enforce the policy.

Stress in the Workplace

Managers monitor workload and employee wellbeing. Stress risk assessments inform measures such as flexible working, counselling, and workload adjustments.

Occupational Road Safety

Driver vetting ensures valid licences and safe driving records. Vehicles receive regular safety checks; mobile-phone use is prohibited while driving.

Violence

Violent incidents are reported and investigated. Staff receive conflict-management training; panic alarms and safe-havens are provided where necessary.

Visitors

All visitors sign in, receive site induction, and are escorted unless authorized. Site rules and emergency procedures are communicated upon arrival.

Pest Control

A licensed pest-control contractor performs scheduled inspections and treatments. Records document visits, findings, and corrective measures.

Building Services

Utilities (gas, water, electrical) are installed and maintained by competent contractors. Isolation points are clearly labeled; emergency shut-off procedures are in place.

Premises

Structural integrity and decor standards are inspected quarterly. Maintenance tasks follow method statements and risk assessments.

Slips, Trips & Falls

Good housekeeping, non-slip flooring, and clear walkways prevent hazards. Wet-floor signage and prompt spill cleanup are enforced.

Controlling Waste

Waste streams are segregated (general, clinical, recycling). Licensed carriers remove controlled waste; records of transfer notes are kept.

Safeguarding

We comply with multi-agency adult safeguarding guidance. Staff undergo DBS checks and safeguarding training; procedures exist for reporting and managing abuse.