

GUIDANCE RE: HEALTH & SAFETY INCLUDING FIRE PREVENTION AND THE MANAGEMENT OF EMERGENCY SITUATIONS

Introduction

Health & Safety must be given a high priority in the Home. The Manager **must** meet all legal requirements and strive to create a positive health and safety culture among the workforce.

Managers must;

- Be responsible for the day to day management of health and safety in their activity area.
- Support and assist the Service Manager in the development of the service specific health and safety management action plan.
- Implement the measures identified in the action plan, monitor the effectiveness of measures and highlight any deficiencies to the service Manager.
- Assist Service Managers to carry out Risk Assessments and implement measures identified through the Risk Assessment process.
- Ensure that employees, service users, contractors and visitors are aware of health and safety procedures that apply to them, including emergency, first aid and accident reporting procedures.
- Ensure the health and safety competence of employees under their control and where possible, make sure that safety training is part of on-the-job training.
- Ensure that any defects in premises, plant and equipment or deficiencies in plans, standards, procedures and systems are rectified or brought to the attention of the appropriate Service Manager without delay and unsafe equipment is put out of use.
- Ensure that adequate information, instruction and supervision is given to employees so that work is carried out safely, bearing in mind the risks involved.
- Ensure that all accidents, causes of ill health and "near-misses" are properly recorded and reported, that investigations are carried out and any remedial action taken.

- Take action against employees, contractors or visitors who disregard health and safety procedures.
- Maintain safe access to and exit from the workplace at all times.
- Carry out safety inspections of the workplace at intervals appropriate to the workplace risks.
- Consult with Trade Union Safety Representatives on health and safety matters that affect the employees they represent.
- Be familiar with the basic requirements of the Health and Safety at Work, etc., Act 1974, the Management of Health and Safety at Work Regulations 1999, and any other health and safety legislation and codes of practice relevant to the work involved by undertaking appropriate health and safety training courses and receiving appropriate information from the Occupational Health and Safety Manager.
- Make sure appropriate First Aid equipment is available and that enough employees are trained in First Aid.

Staff must:

- Be familiar with the safety regulations in the Council and any service policies.
- Take reasonable care and responsibility for their own health and safety.
- Consider the safety of other people who may be affected by their acts or failure to act.
- Work in line with information, instruction and training provided. This includes taking responsibility for using any protective equipment provided by the Manager.
- Not deliberately misuse or recklessly interfere with anything that has been given to them for health and safety reasons.
- Report to their Manager, without delay, any hazardous faults in equipment, or problems with existing safety arrangements.
- Not do any task where they have not been given permission and/or training.

TRAINING

All Staff must undertake H&S training during their induction period.
The following areas must be covered.

1. THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) IN THE HOME
2. SAFE USE OF VISUAL DISPLAY EQUIPMENT IN THE HOME
3. ELECTRICAL SAFETY IN THE HOME
4. GAS SAFETY IN THE HOME
5. WATER SAFETY IN THE HOME
6. ACCIDENT & ILL HEALTH REPORTING AND RECORDING
7. FIRE PREVENTION AND FIRE SAFETY IN THE HOME
8. THE HOME ENVIRONMENT
9. SECURITY OF THE HOME
10. MANAGEMENT OF SECURITY KEYS
11. MANAGEMENT OF HEALTH & SAFETY EMERGENCY/CRISIS SITUATIONS IN THE HOME

1. THE CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

Legislation

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) imposes duties on employers to adequately control exposure to hazardous substances to prevent ill health. Employers are required to undertake a suitable and sufficient assessment of the risk to health posed to Staff and others who may be exposed to processes using or producing hazardous substances

Definitions

Substances hazardous to health means a substance (including preparations) that has the potential to cause harm if they are inhaled, ingested, come into contact with or are absorbed through the skin and are commonly classified as:

- Very Toxic
- Toxic
- Harmful
- Corrosive
- Irritant (List not exhaustive) or

- Substances which have been assigned a Workplace Exposure Limit (WEL) by the Health and Safety Commission.

Substances hazardous to health can occur in many forms e.g. solids, liquids, gases, vapours, dusts, fibres, fumes, mist, and smoke and can often be identified by the presence of a hazard warning label (orange/black).

Dusts, of any kind that are present in the air at concentrations equal to or greater than:

- 10mg/m³ for inhalable dust (dust that enters the nose and/or mouth during breathing) or
- 4mg/m³ for respirable dust (airborne matter that can penetrate the lungs)

Both these values are for time-weighted averages over an 8 – hour period.

Biological Agents that can cause infection, allergy, toxicity or create a hazard to human health e.g. bacterial or viral micro-organisms.

Introduction

The COSHH regulations provide a framework to protect staff in the workplace from hazardous substances, providing a safe working environment and preventing occupational ill health.

The regulations require an assessment of risk be carried out for any work activity that involves the use of hazardous substances. Any product, which is marked by its supplier with a hazard statement/symbol, should be regarded as hazardous.

Work involving biohazards are also covered by the Regulations. To comply with COSHH the following steps need to be carried out;

- Assess the risk to health
- Decide what precautions are needed
- Prevent or adequately control exposure
- Ensure that control measures are used and maintained
- Monitor the exposure
- Carry out appropriate health surveillance
- Prepare plans and procedures to deal with accidents, incidents, spillages and emergencies
- Ensure Staff are properly informed, trained and supervised

When assessing the hazards associated with any substance, entry and exposure routes need to be considered. Major routes of exposure are through the skin (topical), through the lung (inhalation) or through the gastrointestinal tract (ingestion). In general, inhalation is likely to cause more damage than ingestion, which in turn is more harmful than skin exposure.

Managers/Supervisor Responsibilities;

- Ensure that all hazardous substances used in the workplace are identified and assessed for risk to health.
- Be able to demonstrate through documentation that staff exposure to hazardous substances is either prevented or when this is not reasonably practicable, adequately controlled.
- Maintain an inventory of all substances used within their areas of responsibility or by Staff they are responsible for. Ensure that prior to any new substances being used, these are added to the inventory, that the Materials Safety Data Sheet is obtained (details and telephone numbers are listed on all containers displaying a hazard warning label) and that a COSHH assessment has been carried out using the COSHH Risk Assessment form HS 02 (Section 8: Appendices).
- Ensure that a less harmful substance be substituted whenever possible.
- Ensure persons carrying out the assessment have the necessary information and have the knowledge and experience to make correct decisions about the risk and the actions required
- Ensure any Risk Assessments or Safe Systems of Work take into account information or advice provided by the Materials Safety Data Sheets and subsequent COSHH assessments. These should be considered first, with personal protective equipment (PPE) regarded as a last resort.
- Ensure all Staff are provided with information, instruction, and appropriate training on the nature of the hazardous substances they work with and the importance of the control measure provided.
- Ensure Information is also being provided to others who may be affected, e.g.
 - Contractors
 - Temporary Staff
 - Visitors
 - New and expectant mothers
- Ensure all COSHH assessed materials are locked away in a metal cabinet

Staff Responsibilities;

- Staff should adhere to all control measures and working procedures required of them as described by the COSHH assessment, Risk Assessment, or safe systems of work.
- Staff should use, and take good care of, any PPE for their protection by the Council.
- Staff should report any health concerns related to substances used at work to their Manager and attend medical examinations where appropriate.
- Staff should be provided with information, instruction, and training to ensure full understanding of the hazards to health posed by substances in the workplace and inform anyone visiting the Home of these.
- Staff should co-operate with their employer in matters relating to health and safety, make full and proper use of any control measures and report any defects.

COSHH ASSESSMENTS

The COSHH assessment should consider the precautions that are necessary in light of the risk. These are:

- Identify the substance used, generated, or identify who is exposed to the substances and by what route.
- Identify the method of use during the work activity
- Consider the level of severity and prevent or control to substances using measures other than PPE where reasonably practicable.
- Ensure that control measures are used and maintained.
- Monitor (measure) exposure to substances where assessment identifies need
- Inform, instruct, and train those exposed about the health risks and precautions to be taken.
- Record assessments, control measures and results of monitoring, health surveillance and maintenance tests.
- Review assessments periodically or in response to change.

Personal Protective Equipment

The type of Personal Protective Equipment (PPE) supplied must be appropriate for the risk involved and the condition at the place where exposure to the risk may occur. PPE should only be used as a last resort after all other control measures have been considered.

Occupational Health Unit

The Occupational Health Unit can perform any relevant health monitoring where identified by the COSHH assessment and health surveillance programmes as appropriate. They must be informed of any COSHH assessment conclusions that require health surveillance.

ASBESTOS

Any member of Staff who suspects that any material that they are about to work on or disturb contains asbestos should first contact their line Manager.

That Manager must then contact the Council's Health and Safety Officer. Similar action should be taken if a member of Staff sees damaged material that they suspect contains asbestos.

The Asbestos Report for the Home should be shown to any visitor who is carrying out work which may disturb asbestos.

Staff must obtain a signature from the visitor to confirm they have had access to the report.

2. VISUAL DISPLAY EQUIPMENT

Legislation

Health and Safety (Display Screen Equipment) Regulations 1992

Definition

A VDU 'user' is a member of Staff who meets one or more of the following:

- They need particular skills in the use of display screen equipment to do the job.
- They spend one hour or more continuously using a VDU or use a VDU for more than three hours each day intermittently.

- The needs of the job demand high levels of attention and concentration by the member of Staff, for example, where the consequences of making mistakes may be critical.
- An example of a VDU 'user' would be word processing, because the main purpose of the job is to process large quantities of data.
- An example of non-user would be someone who uses a VDU on an irregular basis, or for short periods of time, to input or extract data, even though this happens every day.

A copy of the Visual Display Screen Assessment should be sent to the Health and Safety Section of Human Resources.

Managers Responsibilities;

To attend training so that they can:

- Assess a Visual Display Unit (VDU) workstation and reduce any risks found.
- Make sure that workstations meet the specified minimum requirements.
- Plan work at VDUs so that there are breaks or changes of activity.
- Give Staff members who are identified as VDU 'users' the opportunity to have a vision screening examination at regular intervals.
- Review Risk Assessment annually unless required sooner or requested by a member of Staff.

Staff responsibilities;

- To report any difficulties in relation to use of VDU equipment to the Registered Manager.
- To use any equipment provided for safe use of VDU equipment.

3. ELECTRICAL SAFETY IN THE HOME

--	--

Legislation

The Electricity at Work Regulations 1989 requires all electrical equipment to comply with the relevant industry standards and require precautions to be taken to prevent death or serious injury from electricity during work activities. They also require all portable appliances, fixed equipment, fixed wiring, and accessories to be tested and inspected periodically.

Definitions

Portable equipment / appliance is defined as equipment not permanently connected to an electrical supply. It is usually connected via flexible cable attached to a plug, which can be plugged into a socket outlet. This includes portable electric tools, floor cleaning appliances, kettles, fridges, extension leads etc.

Fixed equipment / wiring applies to all equipment permanently connected to an electrical circuit

A competent person is one who has the technical knowledge and experience necessary to prevent injury and danger.

Introduction

It is Council policy to test all fixed wiring every five years. This is undertaken by Local Environmental Services.

IT equipment should be tested about every three years, and other portable equipment annually. Local Environmental Services can arrange these tests.

Manager / Supervisor Responsibilities;

- To ensure all appliances are tested, an inventory should be compiled and kept up to date. This should show when the appliances were first put into service and when they were tested, together with any remarks about the general condition / test results. The instrument a competent person uses to carry out the tests can produce remarks and test results.
- To ensure a competent person carries out the tests, annually. The intervals between tests can be checked if accurate records are up to date or by observing the date on a label, which should have been fixed to the appliance when last tested. New appliances will not need testing until they are 12 months old.
- If Staff are allowed to use personal electrical equipment at work, all items must be tested before being connected to an electrical supply.
- No one can be allowed to work on electrical circuits or carry out repairs to electrical equipment unless they are qualified and competent to do so.

- Before electrical equipment is used, a suitable and sufficient Risk Assessment should be completed to ensure systems are in place to identify and control electrical hazards.

Staff Responsibilities;

- Electrical tools and appliances must be used in accordance with manufacturer's instructions and any other information, instruction or training given.
- Any defect must be reported as soon as possible, and the item taken out of service immediately.
- To be aware of the location of the mains electrical board and how to switch off the power supply in the Home.

General Precautions;

- A visual inspection should be carried out before use: the equipment casing should be intact and the flexible cable gripped securely within the casing, the flexible cable sheath should not be damaged or repaired with tape, the flexible cable sheath should be securely gripped within the plug and the plug casing must not be damaged. If there are any visual defects the item must not be used, and the defect reported as soon as possible. Makeshift repair is not permissible.
- Before inserting or removing a plug from a socket outlet, the socket switch must be in the off position.
- Extension leads should be used with care. The flexible cable should not be kinked, should be kept away from oil and grease, placed so as not to cause a tripping hazard, and never clipped to a wall for use as permanent wiring. Avoid connecting several extension leads together and fully unwind coiled types before use.
- Three plug adaptors should not be used because it is possible to overload the circuit, which may cause an electrical fire. A much safer alternative is a four-gang extension lead.

4. GAS SAFETY IN THE HOME

Legislation

Regulation 3 of the Gas Safety (Installation and Use) Regulations 1998 require employers or persons requiring any work to be done on a gas fitting, or person in control to any extent of such work, to take steps to ensure the person doing the work is competent and registered with Gas Safe. The Regulations also require any

employer or landlord in specified circumstances, to ensure that any gas appliance, flue, or installation pipework installed in a building they control is maintained in a safe condition.

Definitions

A gas fitting can be gas pipework and fittings, valve, regulator, meter, and apparatus designed for use of gas consumers for lighting, heating, or cooking.

A competent person is an operative who has successfully completed an assessment and received a certificate of competence for the particular type of gas work.

Introduction

The Regulations set out the requirements for the safe installation, maintenance and use of gas systems, appliances, and flues in domestic and commercial premises. They cover manufactured gas, natural gas, liquefied petroleum gas and emissions of products of combustion (fumes) from gas appliances that might contain dangerous concentrations of carbon monoxide.

The Regulations primarily place Responsibilities on people who install and work on gas fittings, but they also place a responsibility on a wide range of other people to have a general understanding of gas work requirements.

Manager/Supervisor Responsibilities;

- Managers in control of Council premises must ensure that gas boilers, appliances and flues are maintained in a safe condition, that annual checks are carried out and records kept.
- Managers must ensure that a Gas Safe registered operative who is qualified to work on a particular type of appliance carries out the work and completion certificates are signed and dated.
- Operatives should have with them proof of registration. Local Environmental Services have trained / registered operatives who can carry out gas work. Gas operatives must have with them their registration card and carry out work on a gas installation or appliance in accordance with the duty placed on them by the Gas Safety (Installation and Use) Regulations 1998.
- Never allow a gas appliance to be used, which does not seem to be working properly. Signs to look for include yellow or orange flames, soot or stains around the appliance and pilot lights that frequently go out.
- Never allow convection air vents to be covered, ventilation grilles or airbricks to be obstructed or outside flues to be covered.

Must ensure CO monitors are fitted near the gas boiler or gas fire. These must be checked weekly to ensure the battery is functional.

Staff Responsibilities;

- Always operate gas appliances in accordance with manufacturer's instructions and any other formal information, instruction or training given.
- To be aware of the location of the gas meter and supply switch in the Home
- Always turn off the gas supply to any appliance immediately a fault is suspected and report it as soon as possible.

5. WATER SAFETY IN THE HOME

Water Temperature

To reduce the risk of scalding adjustable mixing thermostatic mixing valves pre-set and locked to provide a blended water temperature not exceeding 43 degrees C must be fitted locally to all baths and showers.

The mixing valves must be a type that are unaffected by changes in water pressure and should fail safe i.e. automatically close the hot water supply if the cold-water supply fails. The provision on one mixing valve to supply a group of baths or showers is unacceptable.

Temperature of the water supplying kitchen sinks can be between 50 and 60 degrees

Manager/Supervisor Responsibilities

- To ensure that hot water outlets are checked regularly with a digital thermometer and temperatures are recorded as appropriate in the Water Hygiene File
- To ensure Water temperatures in wash hand basin accessible to children should not exceed 43 degrees C
- To ensure staff are trained to undertake this task
- To ensure LES check water temperatures on a three-monthly basis and these are recorded in Water Hygiene File

Staff Responsibilities

- To carry out appropriate temperature checks requested by the Manager and to report any issues immediately.

- To report any water temperature issues (too hot or cold) any time to the Manager immediately.
- To be aware of the location of the water stop cock in the Home and how to turn off the supply.

Shower heads

- In order to prevent legionella shower heads must be cleaned every week with sanitising solution.

Manager Responsibilities;

- To ensure all shower heads are cleaned weekly with sanitising solution and that a record of the date and time of this is made on the appropriate record.
- To ensure staff are trained to undertake this task.

Staff Responsibilities;

- To clean shower heads as and when required by the Manager.
- To undertake appropriate training to complete this task

6. ACCIDENT & ILL HEALTH REPORTING AND RECORDING

Legislation

The reporting of all accidents and ill-health at work is covered by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) which places a duty on the Council to report certain injuries, incidents, cases of ill health and dangerous occurrences within set time limits to the Health and Safety Executive (HSE).

Definitions

An accident is an unplanned and uncontrolled event (including assault), which leads or could lead to injury to persons, damage to property or some other loss.

A near miss is an accident, which does not result in injury or ill health but has the potential to.

Dangerous occurrences are classified in the RIDDOR. These occurrences may not have caused an injury but have the potential to. They include a faulty gas fitting or

flue, scaffold collapse, contact with overhead power lines, any explosion or fire causing stoppage for more than twenty-four hours.

Major injuries are listed in document HS 14 (Section 8: Appendices).

Over 3-day-injuries:

A report must be sent to the HSE if the injured employee is unable to attend work for more than 3 days, not counting the day of the accident but including any days which would not have been working days, e.g. if an employee normally works Monday to Friday is injured on Friday and returns to work the following Wednesday, then the Saturday and Sunday would have to be included. Any over 3-day-injuries must be reported within 10 days.

Work-related ill-health is “any illness, disability, or other physical problem which reduces, either temporarily or permanently, the functioning of an individual and which has been caused, in whole or part, by the working conditions of that individual”.

ACCIDENTS

All accidents/near misses or dangerous occurrences must be recorded using the Council’s Accident Form. Accidents are an indication that arrangements made to control risks have been ineffective.

According to the HSE at least 70% of accidents are preventable by management action. Accidents are therefore opportunities to learn from mistakes.

Manager/Supervisor Responsibilities;

Accident (Staff and Children):

- If there is an accident/incident/near miss or dangerous occurrence on Gateshead Council premises, or arising from activities involving an employee, the Council’s accident report form should be completed by the person who the accident has been reported to (Manager or lead person) and forwarded to the Manager immediately.
- A record must be made of any first Aid administered in the Home’s first aid administration record.
- The Manager should carry out an initial investigation. This will identify the cause of the accident and what action should be taken to prevent recurrence. When completed the document should be sent to the appropriate service administration who must send a copy to the Council’s Health and Safety Section within 5 days.
- All accidents resulting in major injury and dangerous occurrences must be reported by telephone to the Council’s Health and Safety Section as soon as possible. The Health and Safety section will decide what level of further investigation is required and whether or not to attend the incident, based on

the facts obtained from the telephone conversation. Where appropriate, the Health and Safety Adviser may contact the HSE to report a serious incident. Even though a telephone call to the Health & Safety Section has been made, an accident form should still be completed and submitted as described above.

Accidents (Children)

- All children's accidents and near misses must be recorded and reported as above.
- This includes accidents within or outside the Home
- A child's Social Worker and parents must be informed immediately
- A record must be made of any First Aid administered in the Home's first aid administration record
- A record must be made, in the child's file, of any accident or injury they sustain.
- Ofsted must be notified of any serious accident sustained by a child accommodated in the Home as must the child's parents and Social Worker.

Staff Responsibilities;

- Staff who are involved in an accident/incident or a near miss must report this to their Manager without delay
- Staff must report accidents or near misses a child has, to the Manager Immediately
- In the interest of Health and Safety all staff are required to cooperate fully with any investigations conducted.

Council Responsibility –RIDDOR

Upon receipt of a completed accident/incident report form the administration section will decide if the accident/incident or dangerous occurrence is reportable under RIDDOR. Where this is the case the administration section will report the incident to the HSE on form F2508.

This form must be sent within 10 working days.

Accident/Incidents reportable under RIDDOR are:

- Over three-day injuries
- Fatalities
- Major Injuries
- Specified Dangerous Occurrences

- Specified Diseases, e.g. occupational asthma, occupational dermatitis, hand-arm vibration syndrome (HAVS)

ILL - HEALTH

Definition

An ill-health problem might be an identifiable disease such as occupational asthma or an infection from an organism used at work. When certain diseases are linked to specified working activities, they must be reported to the HSE.

Manager Responsibilities

- If there is any possibility that sickness absence may have been caused or exacerbated by work, or working arrangements, e.g., conditions such as dermatitis, musculoskeletal disorders, or stress-related illnesses then the employee should be referred without delay to the Occupational Health Unit.
- Further guidance can be found in the HR Managers Handbook or by looking at the summary leaflet called 'The Line Managers Responsibility for Managing Attendance.'

7. FIRE PREVENTION AND FIRE SAFETY

Introduction

Staff and Children need to know what to do in the event of a fire and what the preventative and precautionary measures concerning fire safety are.

Children should live in homes that provide physical safety. Positive steps must be taken to ensure that Children, Staff and Visitors are protected from the risk of fire.

Legislation

Regulatory Reform (Fire Safety) Order 2005
Quality Standards and Regulations 2015 Regulation 25

Management Responsibilities;

- Ensuring Children and Staff know the emergency evacuation procedures in case of fire, including those for use at night. This should be part of the induction process for children and new staff.

- Note any deficiencies identified from drills, tests or Fire Service visits and take any appropriate action taken to remedy these.
- Consult with the Fire Authority about precautionary measures in place or planned, including when extensions, alterations or change of use are made.
- The Manager should be aware of the following requirements, when they are due and follow up any delays in work being carried out:
 - Gas installations must be inspected at least annually.
 - Electrical installations must be checked at least every three years.
 - Electrical appliances must be tested annually (PAT)
 - Fixed wiring must be tested every five years.
 - Boilers must be maintained annually.
 - The requirements of the Fire Authority are carried out within the necessary timescales.
 - Fire drills, tests and inspections are carried out either by an appointed member of staff or as timescales require:

Timescales for Fire drills, tests, and inspections

Weekly;

- The fire alarm points must be tested in strict rotation (one per week). The alarm should not be allowed to sound for more than 20 seconds.
- Visual checks must be made to ensure all firefighting equipment (extinguishers, fire blankets, fire doors, signs etc.) are in place and are serviceable

Monthly;

- Fire Extinguishers, Blankets and Hose Reels inspected re: positioning, discharge, or obvious damage.
- Emergency lighting and smoke detectors must be tested by LES **Three monthly.**
- Fire alarm system must be maintained by **LES.**

Six monthly;

- Fire drill including evacuation of staff and children from the building. This must include drills held at night, subject to any local arrangements agreed. The Fire Brigade should not be contacted during a drill.
- At the time of admission children should experience a fire drill as part of the induction process. Similarly, new staff **Annually**.
- Fire extinguishers must be serviced by a reputable company.

RECORDING:

The Fire Precautions Logbook should be completed by staff on duty as follows: -

- Details of all drills, tests, and inspections, where this is the establishments responsibility.
- Ensure that others undertaking tests e.g. emergency lighting, extinguisher refills, Fire Authority, complete the Fire Precautions Logbook.

TRAINING AND FIRE INSTRUCTION

- All staff must receive fire training during their induction period and then engage in regular instruction and drills with the Fire Warden.
- Fire Wardens must renew their training every three years.

Manager and Staff Responsibilities;**On discovering a fire:**

- Activate the alarm at the nearest accessible point.
- Alert all others in the building, including location of the fire and begin evacuation procedure.
- Contact the Fire Service; this to be done by the Lead Person when Possible.
- Only to tackle a small fire with an extinguisher if it is safe to do so.

On hearing the fire alarm:

- To evacuate the building. Begin with the area immediately at risk.

- To utilise the structural fire protection available, such as fire doors and smoke seals. To ensure, if safe to do so, that doors surrounding the fire are closed.
- To ensure lifts are not used in any circumstances.
- To direct all present to the known and agreed assembly point, so that everyone can be accounted for.
- Upon arrival of the Fire Service, the Lead Person (if possible) to pass on relevant information e.g.
 - Location of the fire.
 - Status of evacuation process.
- To keep stairways and other fire escape routes clear from obstruction at all times.
- Notify Line Manager and the Head of Service as soon as possible.

8.	THE HOME ENVIRONMENT
-----------	-----------------------------

Introduction

Children enjoy homely accommodation, decorated, furnished maintained to a high standard providing adequate facilities for their use. The interior and exterior of the Home must be in a good state of structural and decorative repair.

LES carry out a programme of cyclical repairs/maintenance issues on behalf of the Home, including an annual painting programme but Managers and Staff have ongoing responsibilities

Manager and Staff Responsibilities;

- To follow a satisfactory maintenance and repair programme for the building, furniture, and equipment
- To make good any damage to the property, furniture, or equipment within the Home, or to ensure that requisitions for work to be carried out are sent promptly and that the work is carried out without undue delay.
- To check the building on a weekly basis for any damage or failure.

- To check the repairs file on a weekly basis and any overdue work chased up.
- To tackle repairs of a minor nature immediately, with due regard to Health & Safety requirements, i.e. gas & electrical work must only be carried out by qualified Staff with appropriate qualifications.
- To ensure that the Home is kept clean
- To ensure the gardens are well maintained and safe.

Reporting Repairs

- Repairs must be reported via the LES Repairs & Maintenance Web site – out of hours repairs are accessed via EDT switchboard
- After raising a job on the system then a brief description of the work required, and the reference number should be recorded in the repairs file.
- Any work carried out or information received concerning a logged repair should be added to this record.
- When LES workers call to carry out any work Staff must check their identity cards and record their details in the Visitor's book.
- Staff must check to ensure that work has been carried out satisfactorily before they sign off any work.
- Worksheets for any completed work should be filed in repairs file and the index sheet amended to show that the job has been completed.

9.	SECURITY OF THE HOME
-----------	-----------------------------

Introduction

The quality of children's lives should be enhanced by their admission to the Home by the provision of a safe, secure, well maintained, and comfortable caring environment.

Manager and Staff Responsibilities;

- To conduct regular Risk Assessments around the Home specifically focusing on Health and Safety and Security issues. Checks should be carried out on a monthly basis and should include;

- Alarms/CCTV equipment
- Security lights
- Window and door locks
- Exterior fences and grounds security
- The risk of intruder entry
- Staff adherence to security processes
- To ensure all security features of the Home, including fixtures and fittings, should be well maintained according to a maintenance schedule
- To ensure staff receive induction training which will include a thorough tour of the premises and thorough guidance on security systems and procedures.
- To give training to all appropriate staff in all aspects of the security implementation at the premises. This is particularly important with respect to security systems which need to be operated both routinely and in the event of an incident.
- To obtain staff signatures on any Risk Assessments to acknowledge they have read and understood them.

Security during the day – Staff must;

- switch off electrical equipment and lights when they are leaving any area of the Home which will not be used again that day, secure windows, doors, and cupboards and lock up where appropriate.
- do regular checks to ensure external doors are closed. During the day the house is part alarmed. If the house alarm sounds, then the building and rooms should all be checked and the reason for the activation found.

Security at night – Staff must:

- ensure that all windows are shut and locked and that curtains and blinds are drawn
- ensure that unnecessary internal lights are turned off i.e. non-emergency lighting
- ensure all electrical switches are off other than the telephone, fridge, and freezer.
- ensure that the alarm is switched on (to full setting) and activated
- ensure that all external doors are securely closed and locked.
- check Children are in their bedrooms
- check the building if the house alarm sounds to identify the reason

Additional Security Measures in the Home;

Locked doors

The following areas of the Home may be locked as a security measure.

- Staff Office

The Staff office must be kept locked at all times when it is unoccupied due to the confidential nature of the records and information. It also needs to be kept locked as a security precaution in relation to monies and personal possessions.

All paperwork is stored in a locked metal cabinet within the office and only accessed on a need to know basis. The metal cupboards and filing cabinets in the office must be locked at night.

Staff must keep personal belongings and bags in the security of the locked cabinets in the office or in the Staff bedroom.

Children should generally not be encouraged to enter the office.

Spare barrels for the locks are kept in the desk drawer should a key for the office be lost. This will ensure security until the key is found.

Security is regularly discussed in staff meetings to ensure it is given high priority and sustained to the highest level

- Children's Bedrooms

These should be kept locked at all times as they contain private and personal possessions. Children need to be afforded privacy, safety, and security. The type of lock on the bedroom doors ensures that they can always be opened from the inside. All children are issued with a key for their bedroom and should be encouraged to keep it locked at all times

- Staff Bedrooms

These must be kept locked at all times as they contain private and personal belongings. The front staff bedroom also contains the medical cabinet which must be locked at all times

Children are NOT allowed access to staff bedrooms.

- Boiler Room

This room is kept locked at all times as a safety measure as it houses the gas and electricity master switches and meters.

- Laundry Room

This room should be locked at all times. This allows children privacy and dignity with regard to their laundry and also, at the request of children to prevent theft. Children should be supervised in the laundry.

- Bathrooms

There is a master key available that can be used to open bathroom doors in case of emergency. This would only be used if there were serious concerns regarding the health and or safety of the person inside and only after requests for them to open the door.

The bathrooms/toilets would only ever be locked from the outside as a health and safety measure, if for example there was a flood, or the bathroom was contaminated.

- Doors to the outside

Doors should be kept locked at all times to prevent people coming into the house without being identified.

- Outdoor garages/sheds

These should be kept locked at all times to prevent theft

- Loft hatches

These must be kept locked at all times to ensure safety of children who may be tempted to climb into the loft.

Children's bedroom door alarms

These activate when a child opens his/her door. On a Risk Assessment basis these can be used as an additional means of security e.g. if there were concerns regarding a child's health or about children trying to access someone else's bedroom

Permission to use bedroom door alarms must be sought at the time of admission from the child's Social Worker. Staff must record in the daily log when they have activated bedroom door alarms stating the reason unless it is written into the child's placement plan as a measure taken to reduce risk of harm to the child.

CCTV – see Section 7 & Surveillance and monitoring guidance

CCTV monitoring and recording systems. These cover the outside of the home entrances and exits and the perimeter of the home. This allows staff to further monitor the security of the Home on a daily basis. If an incident occurs CCTV can be used to provide information at the time.

CCTV systems must be maintained regularly and accessed only by the manager.

Fire door alarms

Enables Staff to monitor the movement of residents and staff more effectively.

External lighting

This should be on from dusk to dawn and an automatic, passive infra-red flood light permanently engaged to illuminate the immediate area from the front door to the perimeter.

Toughened Glass

Windows downstairs should have toughened glass where required to resist breakage

Visitor Policy

All Visitors to the Home will be asked by staff for photographic ID. Without this they will not be allowed admission to the Home. (see guidance re management of Visitors to the Home).

Breaches of Reporting and Recording Security

Staff Responsibilities;

- Staff must report any breach of security or potential breach of security e.g. broken windows. Locks etc. immediately to the Lead person on shift or to the Manager. All reports should be addressed to the Manager and an entry must be made in the daily log, signed, and dated.
- A maintenance report should be completed ASAP to affect any repairs required. If urgent these should be repaired urgently so the security of the Home is not compromised.
- Should staff suspect the security of the Home is compromised and unauthorised persons are on site both duty staff will do checks together of resident's bedrooms. If unauthorised persons are found the Police must be notified immediately.

Manager Responsibilities;

Upon notification the Lead person or the Manager must;

- where appropriate report the incident to the Police and obtain a crime reference number.
- complete an incident report. All incidents, no matter how minor, should be recorded.

- review reports of security incidents on a regular basis and analyse to look for patterns, trends, and repeat offenders. This information will then be used by Managers to improve security further. This may include room searches throughout the day/night, debrief with staff involved, discussion in supervision/team meetings etc.

Personal Security

Children should be encouraged to take simple security precautions including:

- shutting and locking their bedroom doors and windows when they are not in their rooms
- being careful not to leave valuables lying around.
- closing external doors of the Home when leaving and entering.
- Staff and or visitors should be encouraged to park in a safe place and to always leave their car locked.

Training

All new staff will receive an induction which will include a thorough tour of the premises and thorough Guidance on security systems and procedures.

10. MANAGEMENT OF SECURITY KEYS
--

Introduction

Each home has its own key system. The Manager must ensure staff are aware of who the keyholders are and what their responsibilities in relation to the keys are.

Keyholders must always be keep them on their person. They must not be left lying. Keys held by individuals are their responsibility and should not be given to other staff.

Should one of the staff on duty take the key home by mistake then they must return it immediately.

Should one of the keys go missing, as a temporary measure, staff must secure the main office by replacing the barrels in the doors locks with spares. Personal possessions in staff bedrooms should be locked away somewhere else until the key is located. The Registered Manager must be informed immediately should this happen.

Staff must be aware of where replacement keys and locks are available from.

All spare keys (numbered) must be kept in a locked key cabinet attached to a wall.

In most homes children are given a key for their bedroom. They need to sign an agreement in relation to this.

11. HEALTH & SAFETY EMERGENCY/CRISIS SITUATIONS
--

DAMAGE TO THE BUILDING

Staff Responsibilities;

In the event of a situation where damage to the building e.g. following a flood, fire explosion etc. renders it **uninhabitable** or **unsafe** then staff must;

- Evacuate the building immediately if they have not already done so. Make sure you have the mobile phone with you.
- Contact EDT TELE: **0191 4770844** and inform them of the crisis and arrange to take all children to the Civic Centre as a place of safety. Use taxis if necessary.
- Contact Service Manager. If situation occurs outside of normal working hours, ask EDT TELE: **0191 4770844** and inform the duty Social worker of the situation and request help with transport if necessary. Ask duty Social Worker to notify Service Manager and Registered Manager as soon as possible.
- Contact Business and Exchequer Services, Civic Centre, **0191 4333000** to involve Public works if not already involved to secure the building if this is not possible in the normal way. If situation occurs outside of normal working hours contact Public Works emergency number.
- Contact parents of children to inform them of situation.
- Notify Social Workers for children as soon as possible.
- Notify OFSTED as soon as practicable.

OUTBREAKS OF ILLNESS

Staff Responsibilities:

Staff must;

- Seek medical advice. The local GP surgery, or NHS Direct line will provide this, suggest an appropriate course of action, and will inform Public Health Authority if necessary.
- Inform Service Manager as soon as possible.
- OFSTED as soon as Service Manager has been informed.
- Parents of children must be notified as soon as possible.
- Social Workers for children to be notified as soon as possible.