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| **Title of Policy:** | **Safe Care and Treatment** |
| **Section:** | **Health and Safety** |

**Purpose**

The safe care and treatment of Clients is one of the Fundamental Standards outlined within the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 (Regulation 12). This Policy outlines the responsibilities of the Company towards this objective and provides employees with information and instruction in this regard.

**Statement**

The safe care of the Company’s Clients is a major priority, as is the safety, health and welfare of its staff and the Company will make every effort to ensure that no-one is harmed as a result of carrying out its activities.

All staff have a duty to observe the health and safety policies of the Company, to operate in a safe manner at all times and to report any concerns or problems without delay. All reportable incidents must be recorded and dealt with under the Company’s procedures relating to RIDDOR.

**Procedure and Guidance**

**Health and Social Care Act 2008 (Regulated Activities) Regulations 2014: Regulation 12**

*The intention of this regulation is to prevent people from receiving unsafe care and treatment and prevent avoidable harm or risk of harm. Providers must assess the risks to people's health and safety during any care or treatment and make sure that staff have the qualifications, competence, skills and experience to keep people safe. Providers must make sure that the premises and any equipment used is safe and where applicable, available in sufficient quantities. Medicines must be supplied in sufficient quantities, managed safely and administered appropriately to make sure people are safe. Providers must prevent and control the spread of infection. Where the responsibility for care and treatment is shared, care planning must be timely to maintain people's health, safety and welfare.*

**CQC Guidance**

**The Regulation outlined**

**12(1) Care and treatment must be provided in a safe way for service users.**

The statement, above, outlines the Company’s intentions: To repeat:

*The safe care of its Clients is a major priority, as is the safety, health and welfare of its staff and the Company will make every effort to ensure that no-one is harmed as a result of carrying out its activities. All staff have a duty to observe the health and safety policies of the Company, to operate in a safe manner at all times and to report any concerns or problems without delay.*

**12(2)(a) assessing the risks to the health and safety of service users of receiving the care or treatment.**

**12(2)(b) doing all that is reasonably practicable to mitigate any such risks.**

The Company undertakes risk assessments in respect of the key elements of its operations. This process starts upon the initial visit to a prospective Client’s home (which is essentially the place of work for the Company’s Carers) where a detailed risk assessment is carried out. This risk assessment identifies any potential hazards/concerns and the measures to be taken, including adjustments as necessary, to reduce any associated risks, including those to the Client and the Company’s Carers. This risk assessment is appended to the Client’s Personal Plan of Care.

The Company’s Policy Statement on Risk Assessment states:

*A risk assessment is nothing more than a careful examination of what, in our work and environment, could cause harm to people. It enables us to weigh up whether we have taken enough precautions or should do more to prevent harm. It is an important step in protecting workers and our businesses, as well as complying with the law. Risk assessments help us focus on the risks that really matter in our workplaces: the ones with the potential to cause harm. In many instances, straightforward measures can readily control risks.*

The Company’s risk assessments also include:

* Fire Risks
* Lone Working
* Manual Handling
* Stress at work
* Night working
* New and expectant mothers
* COSHH.

All risk assessments ask for the identification of hazards and make assessments on how to reduce risks associated with hazards identified to the lowest level (the controls), and are subject to review on a regular basis, or when circumstances change.

**Incidents/Accidents**

Incidents, accidents and near misses are to be recorded using the Company’s formal recording process. This provides the opportunity to make additional adjustments, introduce new controls, or change working practices, as deemed necessary in the circumstances.

**12(2)(c) ensuring that persons providing care or treatment to service users have the qualifications, competence, skills and experience to do so safely.**

The Company has robust recruitment procedures and its policy on Fit and Proper Persons states:

*Although the Company is required under Regulations to employ “fit and proper persons” this requirement is in any event fundamental to the business, given that the Company’s employees are the principal guardians of its reputation, and who will ultimately determine its success or failure. Sound recruitment practices will be implemented and followed so as to ensure only those who meet the Company’s demanding criteria will be employed.*

Person specifications form the basis of recruitment, identifying the skills, experience, qualifications etc required for any position and subsequent assessment.

**12(2)(d) ensuring that the premises used by the service provider are safe to use for their intended purpose and are used in a safe way.**

Premises, in the sense that they identify the workplace for the Company’s staff are:

1. The Company’s main office; and
2. Client’s homes.

Client’s homes are assessed in detail before service begins, so that hazards can be eliminated/reduced. The Company’s main office is assessed in relation to the normal risks associated with fire, smoking, work equipment and use of workstations.

**12(2)(e) ensuring that the equipment used by the service provider for providing care or treatment to a service user is safe for such use and used in a safe way.**

The Company’s policy statement on workplace equipment states:

*To ensure that all work equipment provided is fit for purpose and that all necessary inspection and maintenance records are kept up to date, we will:*

* *identify all work equipment that we currently use in our activities*
* *provide information, instruction, training and supervision on the safe use of work equipment*
* *ensure machinery and equipment are maintained in a safe condition*
* *carry out inspections periodically and record the results, where appropriate*
* *ensure there is a clear procedure for the reporting of defects, faults and incidents*
* *ensure that risks created by the use of the equipment are, by using the appropriate measures, eliminated or controlled, where practicable*
* *review this policy at least annually, or more frequently if significant changes occur*

**12(2)(f) where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of service users and to meet their needs.**

The Company does not supply equipment or medicines to Clients. Company Carers will, however, check with Clients that they have adequate stocks of medicines relating to their care and treatment, and will discuss arrangements for the collection of repeat prescriptions if this is not already written into the Client’s Plan of Care.

**12(2)(g) the proper and safe management of medicines.**

The Company has a detailed policy on the administration of medicines which states:

*“Today’s medicines are powerful compounds that control disease, ease discomfort and prolong life for millions of people and are generally beneficial.*

*Unfortunately, no medicine is without side effects and some are worse than others. Side effects are not the only potential problem with medicines; sometimes people take medicines when they do not need them or use them in the wrong way or even take someone else’s medicines.*

*Usually, these things happen by accident or because of misunderstandings. Often the consequences are mild but sometimes they can be severe or even life-threatening.*

*In any situation where care-workers are responsible for the looking after and giving of medicines to other people, be they young or old, healthy or sick, it is important to follow a set of general principles to ensure that this is done safely”.*

***Royal Pharmaceutical Society of Great Britain***

*This Policy statement, with associated procedure and guidance notes confirms the Company’s commitment to provide you with a comprehensive understanding of your duties and responsibilities for the safe administration of medicines to those allocated to your care. It is the responsibility of every Carer to review this, and all other operational policies, and confirm their understanding. Queries should be raised with the Company Manager or your immediate Supervisor.*

**12(2)(h) assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated.**

The Company reminds employees of the need to declare if they are suffering from any kind of infectious disease. Additionally, its policy states:

*Infectious diseases are caused by biological agents, that is, viruses, bacteria, fungal spores and other micro-organisms. These biological agents can be:*

* *Airborne*
* *carried by animals*
* *carried by other humans*
* *present in manufacturing processes*
* *present in water systems.*

*Many infectious diseases have the capacity to spread to and between humans, within a wide range of commercial establishments, where large numbers of people work close to sources of biological agents or share eating and living accommodation.*

*Infection control is the discipline concerned with preventing the spread of infection within the workplace and protecting those working in close proximity to potential sources of infectious substances. The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of our employees and to outline arrangements we have in place for them, and any others affected by our work activities, that will reduce the risk of ill health arising from exposure to biological agents. We will take into account recognised principles of good practice and comply with all relevant legislation, including the:*

* *Health and Safety at Work etc. Act 1974*
* *Management of Health and Safety at Work Regulations 1999*
* *Control of Substances Hazardous to Health (COSHH) Regulations 2002 (as amended).*

*Note: environmental legislation is also applicable to clinical waste.*

**12(2)(i) where responsibility for the care and treatment of service users is shared with, or transferred to, other persons, working with such other persons, service users and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the service users.**

The Company understands and accepts its obligations in this regard and will ensure that appropriate information is transferred to any other authorised care organisation when arrangements are shared or transferred in relation to the care of its Clients.

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| **KLOE Reference for this Policy** | **Regulation directly linked to this Policy** | **Regulation(s) relevant to this Policy** |
| **Safe** | **Regulation 12: Safe care and treatment** |  |

**Policy Reviewed on Date of Implementation by the Following Company Officer:**

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| **Full name:** |
|  |
| James McAlpine |
|  |
| **Job Title:** |
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| Homecare Director |
|  |
| **Signature:** |
|  |
| J. McAlpine |