



Leicester Event Medical LTD

Health & Safety Organisation Policy Statement

Purpose of the document: to ensure that LEM fulfils its statutory duties under the Health and Safety at Work Act 1974 and regulation to its staff

Author/Reviewer: C.JOHNSTON. To be reviewed by December 2019.

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Date	Author/Contributor	Amendment Details

1. Introduction

Leicester Event Medical, (LEM) has statutory duties under the Health and Safety at Work Act 1974. The Act places specific responsibilities on an employer to provide a safe working environment for not only its staff, but any other individual (including patients) who is affected by the work of the organisation. Further legislation complements the Health and Safety at Work Act, in the form of Regulations.

The Company recognises the importance of providing a safe working environment to its staff, patients and other members of the public who come into contact with the organisation. The Company will ensure that specific responsibilities are fulfilled by carrying out as appropriate risk assessments of the organisation’s activities; controlling relevant identified hazards; providing information; training and instruction to allow staff to carry out their duties safely, and auditing systems to ensure policies and procedures have been implemented.

This document is intended to cover all staff within the Company.

2. Scope

This document sets out key Health and Safety responsibilities of management and staff within the LEM, in conformance with Health and Safety Guidance 65.

3. Objectives

1. To carry out assessments of all relevant risks known to the Company and to minimise those risks to an acceptable level.
2. To ensure adequate information, training, instruction and supervision are provided to staff, to enable them to be competent and able to carry out their duties safely.

3. To ensure systems are in place to consult on Health and Safety issues between managers and staff representatives.
4. To ensure that staff at all levels are encouraged to contribute to Health and Safety Policies and Procedures and provide input to the relevant Health and Safety Groups.
5. To ensure incidents are thoroughly investigated and reported.
6. To ensure the provision of a safe working environment and equipment that is suitable and fit for the intended purpose.

4. Responsibilities

Key responsibilities and duties of the post holder can be found in sections 4.1 to 4.9.

Key responsibilities of the Health and Safety Committees can be found in sections 8.0 to 8.6.

Organisation - Responsibilities

4.1 Managing Director

The Managing Director is ultimately accountable for the effective implementation of this policy under the Health and Safety at Work Act 1974. The Managing Director has delegated this responsibility to the Health & Safety manager for co-ordination and implementation of the Health and Safety Policy. All managers are accountable for Health and Safety within their areas of responsibility ensuring that this is developed through their line management structure.

4.2 Line Managers and Other Directors

The Line Managers and, where appropriate, other Directors are responsible for the effective implementation of the Health and Safety Policy in all areas under their control. For effective management this role will be devolved to managers in each Department/Area. Each Director shall include and specify Health and Safety responsibilities within the managerial job descriptions and appraisals of all managers under their control.

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4.3 Head of Department/Deputy and Assistant Directors of Operations/Appointed Senior Manager

- Have ultimate responsibility within their Department/Area of responsibility for ensuring that the Company's Health and Safety Policy and National initiatives/targets are fully complied with and implemented
- Chair quarterly Department/Local sector Health and Safety meetings as required
- Interpret any identified trends from the quarterly Health and Safety statistics and take action as required
- Set and monitor key Health and Safety objectives for all managers within the Department/Sector
- Adopt a lead risk assessment role for all proposed projects

- Monitor management and staff attendance at Health and Safety training courses
 - Promote a positive and proactive culture of Health and Safety awareness within their area of responsibility

4.4 Education Manager/Transport Services Department Head

As the nominated lead Officer for co-ordinating Health and Safety within the designated area will: -

- Monitor and advise the Transport Services/Operations Manager and other Managers on the implementation of the Company's Health and Safety Policy and National initiatives/targets
- Facilitate, co-ordinate and adopt a lead role as required for local Health and Safety Risk Assessments, including proposed projects
- Monitor incident reporting trends and appropriate investigation and follow up.
- Advise Quality Assurance Manager/Operations Managers to remove immediately from service, following awareness, any identified defective medical or other equipment
- Monitor Clinical Education and Standards record of Health & Safety Training Courses
- Maintain a professional link with the Company's Health, Safety and Security Department
- Monitor and promote a culture of Health and Safety awareness within the Department/designated area
- Monitor implementation and compliance of personal Safety & Risk Portfolio Audits
- Ensure that following the failure of a specific piece of equipment, all attachments associated with the equipment are also retained for inspection to assess the root cause of the failure. (For example: should a defibrillator malfunction, leads, electrodes, ECG traces and memory card must be retained intact.)
- Ensure findings from inspections/reports are fed back to the appropriate meetings – e.g. Clinical Risk etc.

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4.5 Quality Assurance Manager/Operations Manager/Senior Manager

- Have responsibility for ensuring that the Company’s Health and Safety Policy, Safety and Risk Management initiatives/targets are fully complied with and implemented within their Sector.
Chair local Health and Safety meetings
- Ensure the investigation and follow-up of all untoward incidents
- Ensure the collation, monitoring, grading and investigation, as required, for all incident reports
- Ensure the Health, Safety and Security Department is notified via the electronic online form of all RIDDOR incidents (Reporting of Diseases and Dangerous Occurrences Regulations) incidents
- Undertake and adopt a lead role, as required, on all Health & Safety Risk Assessments
- Support staff following an industrial injury or an incident involving physical/verbal assault
- Remove immediately from service and inform the operations Manager of any identified defective medical or other equipment
- Undertake and follow up quarterly premises inspections, signing them off and resolving, where possible, matters locally or informing other appropriate departments e.g. maintenance etc.
- Promote a positive and proactive culture of Health and Safety awareness amongst staff
- Ensure vehicles and equipment are clean and Infection Control Policy implemented

4.6 Team Leader (TL) / Operations Manager

- Undertake, or assist with, the initial investigation, grading and follow-up of all reported Clinical and Untoward Incidents (including slips, trips and falling hazards)
- Undertake, or assist as required with Health & Safety Risk Assessments
- Support staff following an industrial injury or physical/verbal incident
Remove from service and inform the operations Manager as soon as possible of defective medical or other safety equipment

- Promote a positive culture of Health and Safety awareness amongst their staff/team

4.7 Employees

All employees must;

- Take care of their own Health and Safety and that of any other person who may be affected by their acts or omissions. This includes operational staff supervising patients at all times in respect to preventing and managing slips trips and falls.
- Comply with the safe systems of work and the Health and Safety information, instruction, training and supervision provided by LEM
- Attend, as required, Health and Safety training sessions
- Use, as required, all provided personal protective equipment and clothing, specified safe systems of work, specific safety equipment, identified control measures etc. provided by the employer
- Report and record any unsafe practices, or workplace hazards (including slips, trips and falling hazards).
- Ensure all incidents are promptly recorded in accordance with the Company's incident reporting policy
- Promote and encourage health and safe working within the Company
- Cooperate with other emergency services and authorities to comply with safety requirements.

4.8 The Head of Health, Safety and Security.

- Provide advice throughout the organisation on matters relating to Health and Safety
- Design, facilitate and evaluate Health and Safety training programmes for all staff groups, in conjunction with Clinical Education and Standards
- Co-ordinate and advise as required on all Corporate Health and Safety Risk assessments
- Provide advice on the purchase, use and maintenance of all work equipment across the Company
- Consult and liaise with appropriate managers and staff representatives in the planning and design of all projects, to ensure due consideration is given to Health and Safety
- Develop, implement and review Health and Safety Policies and Procedures

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- Develop and implement auditing systems to monitor compliance with Health and Safety Policies and Procedure
- Monitor and analyse all reported incidents, level of industrial injury absence, near misses and reporting trends on a quarterly basis
- Liaise and co-ordinate with outside agencies, stakeholders and consultancies HSE and Medicines and Healthcare Products Regulatory Agency (MHRA) (previously MDA) etc, in matters relating to Health, Safety and Risk
- Encourage and promote a positive Health and Safety culture within the organisation
- Ensure Health and Safety Policies and Procedures are periodically reviewed and updated

5. Planning and Implementation

5.1 A key part in instilling a Health and Safety culture in the organisation is the planning and implementation of Health and Safety Policies and Procedure. In order to achieve this aim LEM will identify, eliminate or control as required, any identified hazards and risks.

6. Risk Assessment

6.1 It is a statutory requirement for LEM to undertake assessments of all foreseeable risks that may affect the Company. Risk assessments will be undertaken by a combination of identified management Heads/leads and staff side representatives, with the results of those assessments made known to staff across the organisation.

6.2 Amongst the risks that will be assessed are to be;

- Manual Handling
- Violence
- Hazardous Substances
- Display Screen Equipment/Users
- Work Equipment
- Work Places
- Personal Protective Equipment (PPE)
- Fire Precautions
- Stress Management
- Slips, trips and falls (patients, staff and others)

6.3 As a result of undertaken risk assessments, appropriate control measures will be put in place to manage the risk. This may include:

- Providing further training, instruction and supervision to ensure that the procedure/equipment can be used without foreseeable risk of injury
- Redesigning the procedure or equipment
- Introducing a new piece of equipment to reduce the risk
- Ceasing the procedure or System of Work

6.4 Where appropriate, identified risks will be entered onto the Company's Risk Register.

7. Training

7.1 LEM will make provision for all staff to receive instruction and training to allow them to carry out their duties without risk of injury. Specifically, Health and Safety induction training will be provided to staff on joining the Company. Appropriate on-going H&S training will be provided periodically to all staff. Training will be provided to managers to ensure they are able to fulfil their statutory responsibilities.

7.2 LEM will appoint and train **competent persons** to advise the organisation on its statutory duties and best practice. The Company will periodically use external consultants for obtaining specialist advice.

7.3 The training will be evaluated as part of the Training Needs Analysis, and revised on an annual basis.

8. Health & Safety Groups

8.1 Health and Safety Groups provide an important opportunity for all employees, via their Health and Safety Representatives, to reach a consensus with management about Health and Safety in LEM. The Sector, Transport Services, HQ, Training, Logistics and Estates Groups provide a forum for local discussion. Conclusions from these meetings will be forwarded initially to H&S prior to being discussed at the Corporate Health and Safety Committee.

8.2 Sector Health and Safety Groups – including Control, Logistics & Clinical Education and Standards

Sector Health and Safety Group meetings should be held in the weeks leading up to the Corporate Health and Safety Committee meeting.

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Unresolved issues can be referred to the H&S prior to being discussed at the Corporate meeting. The Manager chairing the meeting should forward copies of the minutes to the Health, Safety and Security department.

Items for inclusion on the agenda should include;

- Previous minutes, including any specific items raised by the previous Corporate Health and Safety Committee Meeting
- Staff Meetings (reports reviewed)
- Outstanding local Health and Safety issues
- Risk assessments for proposed new projects
- Quarterly statistical reports from the Health, Safety and Security Department on levels of incident reporting and industrial injury absence (analysis)
- Draft or ratified Health and Safety Policies and Procedures
- Ratified Policies and Procedures
- Items to be forwarded to the Corporate Health and Safety Committee
- Premises Inspections reports (including slips, trips and falling hazards).

Membership of Sector/EOC/Clinical Education and Standards should include:

Chairperson (Director of Operations)	(1)
Health and Safety Staff Side Representatives (1/+)	
Quality Assurance Manager	(1)
Health& Safety Advisor	(1)
Head of Transport	(1)
Maintenance Representative *	(1)
Training Representative	(1)
Human Resources Advisor	(1)

NB Additional members may be seconded, where specific items relevant to their area of interest or expertise arise.

8.3 staff Meetings

Staff meeting agendas must include Health and Safety. Health and Safety items that cannot be resolved at this level should be referred to the Chair of the Sector Health and Safety Group (or equivalent).

8.4 Transport Services Health & Safety Group

Transport Services Health and Safety Group meetings should be held in the weeks leading up to the Corporate Health and Safety Committee meetings in order that unresolved issues can be referred to the H&S prior to being discussed at the Corporate meeting. The manager chairing this meeting should forward copies of the minutes to the Health, Safety and Security Department. The Transport Services Health and Safety Group meeting may form part of the regular Transport Services Operational Partnership Forum.

Items for inclusion on the agenda should include;

- Review previous minutes, including any specific items raised by the previous Corporate Health and Safety Committee meeting
- Reports received from Transport Services contract meetings
- Outstanding Health and Safety issues
- Review quarterly statistical reports from the Health, Safety and Security Department on levels of Incident reporting and industrial injury absence
- Draft Health and Safety policies and procedures
- New Policies and Procedures and Health and Safety Bulletins
- Items to be forwarded to the Corporate Health and Safety Committee
- Premises Inspections reports (including slips, trips and falling hazards).

Membership of the Transport Services Health and Safety Group should include:

Head of Transport Services(1) - chair	
Operations Managers	(All)
maintenance Representative	(1)
Health & Safety Staff Side Representative	(one per Com. area)

NB Additional members of Transport Services management may be seconded where specific items relevant to their area of interest or expertise arise.

8.5 Corporate Health and Safety Committee

Membership;

Managing Director (Chair)
Director of HR (deputy Chair)
Head of Health, Safety and Security
Department Line managers
Staff side representatives
Director of Operations
Head of Assurance.

Other functional leads are invited to attend, including the Head of Transport Services, Head of Maintenance.

The Company's Corporate Health and Safety Committee has a vital role in ensuring that the Health and Safety Policy is acted upon.

Terms of Reference

The joint Health, Safety and Risk Consultation structure provides access from local and Sector levels to the Corporate Health and Safety Committee which reports on the coordination and implementation of the Health and Safety strategy on behalf of the Risk Compliance and Assurance Group.

Its responsibilities are;

- To contribute to the development of the Risk Management Strategy, promote a positive Service-wide Health and Safety culture and actively promote best practice
- To approve the planned implementation of Health and Safety Policies and Procedures
- To ratify Health and Safety Policies and Procedures
- To monitor the organisation's overall performance in relation to Health, Safety and Security Management and where appropriate recommend actions to be taken
- To review and monitor the effectiveness of Health and Safety training
- To receive reports from the Sector and HQ(Committee/Group)
- To provide regular reports to the Risk Compliance and Assurance Group for onward assurance to the Executive Leadership Team and the Company Board on Health, Safety and Security issues

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- To review quarterly Health and Safety statistics and to recommend appropriate action
- Oversee and monitor the progress of equipment trials specifically related to Health and Safety
- To coordinate all relevant information on Health, Safety and Security issues and promote effective communications.

9. Health and Safety Union Representation

9.1 Health and Safety representatives must be nominated by a recognised Trade Union, and should have worked for a minimum of 2 years in the Company or a similar organisation. They should possess or be in the process of working towards recognised Union competency certification. Only Trade Union registered Health and Safety representatives are able to represent staff.

9.2 Each Sector or equivalent group will nominate one Health and Safety representative, as a member of the Corporate Health and Safety Committee.

10. Other Representation

10.1 Representatives should give proper consideration to views and recommendations. They should also have gained the necessary expertise, to provide accurate information to the Committee on organisational policy, operational needs and on technical matters in relation to premises, vehicles, plant, machinery and equipment.

10.2 Chairs and the nominated Logistics Management Representative will receive relevant Health and Safety training to ensure they are competent to undertake their roles.

10.3 The role of all representatives is to actively promote and work to achieve a safer working environment. It is the responsibility of staff representatives to report to those they represent, issues under consideration, and decisions taken.

11. Communication and Publicity

11.1 Each Group chairperson should ensure there is;

- Effective publicity of the Group's decisions, ensuring that minutes are posted in work areas where staff are able to gain access (preferably on a Health and Safety notice board)
- Adequate opportunity in the sectors and headquarters for employees to raise items for the agenda
- Encouragement to a wide range of staff to be involved in Health and Safety Posting of notices stating the composition of the safety group and whom they represent

12. Casus incident system (SALUS)

12.1 The Casus incident system is a web based system to ensure appropriate actions are taken on receipt of an incident. The Health & Safety Manager is the Company's nominated officer, who will receive and manage incidents on behalf of the Company. The alerts handled by the Casus incident system Officer comprise of the following:

- Fire incident
- Patient Safety Alert
- Patient incident
- Other person incident
- Security incident
- Staff incident
- Serious untoward incident

Alerts and Notifications require an initial response within two days of issue

13. Performance Monitoring

13.1 In order to measure Health and Safety performance the Company will implement auditing systems. Issues to be addressed in Health and Safety Audits will include:

- Numbers and types of Health and Safety incidents/standards investigation and trends
- Issues raised at Health and Safety Group meetings
- Lost time incidents (staff absence due to industrial incidents)
- Medical retirements relating to Health and Safety

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- RIDDOR reportable incidents
- Specific incidents relating to Fleet and Logistics /Estates/Operations/Contractors etc.
- Premises inspections
- Correct use of PPE
- Correct use of work equipment and applications of safe systems of work
- Vehicle accidents, RTAs
- Clinical risk and infection control

13.2 The Company will encourage staffs' involvement in the monitoring process. This may take the form of staff surveys and ride outs with crews, to discussions with staff on Health and Safety concerns.

13.3 All managers will be given specific objectives to achieve and manage Health and Safety.

14. Audits/Reviews

14.1 The on-going appraisal and review of policy arrangements will take place, to ensure the continual improvements in Health and Safety performance throughout the organisation.

14.2 An audit programme will be developed for the organisation. Findings of the audits and Incident data will be reported annually to LEM Company Board.

IMPLEMENTATION PLAN				
Intended Audience	All LEM Staff			
Dissemination	Available to all staff on Salus and to the public on LEM website.			
Communications	Revised Policy and Procedure to be announced in Salus and a link provided to the document.			
Training	As covered in section 7			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Attendance at H&S Groups	Quorate conditions at meetings	To be raised when papers written for the Corporate H&S Committee (e.g. group meeting attendance raised at sector meeting)	Corporate H&S Committee	Discussion at Corporate H&S Committee and through local H&S groups