



Health and Safety Awareness Training 2017



Purpose

This training has been developed in order to promote an understanding of Health and Safety within Heart of England NHS Foundation Trust.

Target group

All staff at Heart of England are required to undertake this training, there are no exemptions.

Instructions

Please read through the information contained in this booklet. Then answer the questions at the back of the booklet. Your answer sheet will need to be marked by your line manager and your results recorded for your training record. As shown on the answer sheet at the back of this booklet.

Learning objectives

By the end of this awareness training, you will be able to:

- Have a greater understanding of the standards and policies in place to ensure health and safety for you and your patients within Heart of England NHS Foundation Trust. Understand how to access training and how to report.
- What to look for when you do the DSE risk assessment
- Who to contact for advice and assistance

Working together

The health and safety team are here to provide you with support and advice. We aim to actively promote a positive safety culture. We work across the acute sites and community clinics.

We carry out a programme of health safety and security inspections and assessments, which provides regular contact with wards and departments. Please feel free to contact us during office hours, or approach us if you see us out and about.

Our contact numbers are:-

Head of Health and Safety	extension	42639
Lead Health and Safety Advisors	extensions	41600 or 41478
Lead Local Security Management Specialist	extension	41481
Health and Safety Advisor	extension	42040

Our details are also on the health and safety intranet site, the electronic telephone directory, or via switchboard

Part 1 – general information

Trust policies

Our policies set the standards and provide the framework that is required to manage risk and safety effectively. In addition to corporate policies many departments have local policies and procedures in place.

The Trust takes your safety seriously and a range of policies have been specifically developed to promote a positive safety culture. Some of the key ones are listed below, together with an insight into what they focus on:-

The Risk Management Policy

- Organisational and committee arrangements for managing risk
- Risk assessment and scoring process
- Risk escalation and risk register process

Health and Safety Policy

- A commitment statement from the Chief Executive Officer
- Roles and responsibilities for health and safety
- Organisational health and safety arrangements
- What your responsibilities are and what you should expect from the Trust

Display Screen Equipment Policy

- If you regularly use display screen equipment as part of your daily work, you must carry out a risk assessment of the equipment and the workstation
- What to look for when you do the risk assessment
- Who to contact for advice and assistance

Control of Substances Hazardous to Health (COSHH) Policy

- What constitutes a hazardous substance – these could be dusts, vapours/gases, chemicals or biological agents
- How to assess the risks associated with hazardous substances
- How to manage hazardous substances
- What you need to do to protect yourself

Violence and Aggression Policy

- Training that is provided to assist you to recognise early warning signs of aggression. Also how to de-escalate
- Advice on how to reduce the risk of being subjected to violence and aggression
- Sanctions that can be used against persons that are deemed to have capacity, who are violent or aggressive

Lone Worker and Remote Working Policies

- How to assess the risks associated with lone working or remote working
- Risk management controls that can be taken to reduce the risks
- How to access advice and support

Other policies that also have links to health and safety include:-

- Waste Management Policy
- Fire Safety Policy
- Incident Reporting Policy
- Stress Policy
- Manual Handling Policy and the list goes on

All of the policies and procedures can be found on the Trust intranet page, under P - policies and procedures.

Incident reporting

Although our risk management framework places an emphasis on identifying, assessing and managing risk before it occurs. The only way we can continue to improve is to encourage people to report accidents, incidents and no harm events. No harm events are sometimes referred to as near misses.

Everyone has a duty to report incidents

- Use the electronic incident report form that can be located on the intranet page on all Trust computers. Look for the orange triangle on the home page

Reporting is only the start of the process. Investigating accidents and incident trends will help to identify what action can be taken to:-

- Reduce the risk of similar incidents again
- Share the learning that has been gained across the Trust.
- Keep our staff and patients safe

Look out for

Lesson of the month
Serious Untoward Incident (SUI) at a glance

Ask for

Feedback from your local managers in relation to incidents that you have reported
Action that has been taken following incidents in your local area

Get involved

We would actively encourage you to get involved in the investigation

Safe environment - If you see it, you sort it

Taking simple timely action to remove hazards can prevent accidents.

Wards and departments are encouraged to complete a quarterly environmental hazard spotting exercise (health and safety inspection). A standard check list is used which incorporates common work place hazards, such as:-

- Lighting and ventilation issues
- Slips, trips and falls
- Flooring issues – damaged flooring, uneven surfaces etc
- Blocked exit routes, pedestrian routes/roadways
- Management of hazardous substances etc

The inspection may be completed by a local Safety Champion. If you are interested in becoming a safety advocate for your area, please speak to your line manager or the health and safety team.

What can you do to help?

Report faults and defects in a timely manner such as breaks in floor surfaces, broken lights, call bells that are not working, broken or defective equipment, damaged furniture, particularly chairs, insecure doors and windows.

- Label the equipment or furniture and remove it from use until it is repaired
- Keep a record of the job reference number

Report – maintenance calls for the fabric of the building, chairs, desks, fixtures and fittings etc to the Estates reporting line. The numbers for each site are available on the intranet site.

Medical Devices requests should be made to the EBME Department – the number for each site is available on the intranet.

Avoid trailing electrical cables across pedestrian routes. Do not use extension leads, if you see an extension lead, please report it to the person in charge or the health and safety team.

Always unplug electrical equipment from the wall, when using the battery facility. Do not disconnect it directly from the equipment and leave the cable plugged into the socket.

Clean as you go:

- If you spill it clean it away
- If you see it clean it away
- Remove waste to the appropriate storage areas

Keep all exit routes clear from clutter (especially emergency exits)

Please don't be one of these;



Hospitals are extremely busy places. High pedestrian footfall and vehicles moving through the sites can increase the risk of accidents occurring.

Stay vigilant - If you are on foot use the pedestrian footpaths to move around the grounds of the site.

If you are driving through the site, please adhere to the speed limits and do not restrict hospital entrances, emergency vehicle access or park in un-authorised areas.

REMEMBER – People and vehicles should be segregated where it is possible to do so. Please report any transport concerns to the Transport Manager, or the Security Department.

Risk Management

The Risk Management Policy outlines the framework that is in place to identify and manage risks that may impact on the Trust meeting its legal, financial, service delivery and organisational objectives.

There are a range of risk assessment templates and guidance documents available to encourage a consistent approach to the assessment process. Specific roles and responsibilities are outlined in the policy.

There is a process in place to ensure that significant risks are escalated to the Executive team in a timely manner.

Please ensure that you familiarise yourself with local risk assessments and measures that have been taken to manage risks in your immediate work area.

Clinical risks also need to be recorded on the risk register module of the datix system by the directorate risk leads.

Security

Your safety and the safety of the areas that you work in is a priority. You can help by:-

- The risk of violence and aggression towards healthcare workers has been widely publicised. A range of tools and techniques have been developed to help manage the risks. However, in the event that you are subjected to either verbal or physical aggression, we would actively encourage you to report the incident
- Try to avoid putting yourself into a compromising situation. If you are meeting with patients or relatives on your own, try to ensure that you have clear sight of and access to the exit door (put yourself nearest to the exit)
- Stay vigilant – report anything suspicious. You can contact the security teams on the acute sites by using the voice activated system on any land line. Dial 0 and ask for security at.....(the name of the site you are on) or in an emergency you can dial 333
- If you work alone, or in the community settings – ensure that you are made aware of any potential risks and how lone working risks are being managed

- Never compromise the access control systems that are in place, for example:-
 - Do not allow anyone to tailgate through an accessed control door behind you
 - Never disable a digital access control lock
 - Never prop open access control doors
- Always secure your personal belongings
- Consider the security of Trust assets, to include the security of personal information of our patients and staff

Advice and Support

Intranet

Trust intranet page

Policies can be accessed from the intranet page – under P for Policies and Procedures

You can report an incident by clicking on the orange triangle on the home page

Health, Safety and Security Intranet page

Information that is available on this page includes:-

- Links to health and safety related policies
- Risk assessment templates and guidance on completing the assessment
- Training information – dates and locations for all of our courses
- How to contact the team
- Links to NHS protect and HSE useful information
- Copies of reports and audit reports that have been presented to committees

Training

In addition to this health and safety awareness training, the team also provide a range of courses, to enable your continued learning

- **Risk assessment workshop**
 - Familiarisation of risk assessment tools
 - Theory of how to complete a risk assessment
 - Practical application of the theory
 - Discussion forum
- **Display Screen risk assessment session**
 - What constitutes a DSE user
 - How to complete a risk assessment
 - Comprehensive guidance on what to include
 - How to make adjustments to improve compliance

- **COSHH risk assessment**
 - o Definition and examples of hazardous substances
 - o How to complete a risk assessment
 - o When environmental monitoring and health surveillance is required
- **Managers health and safety training**
 - o 3 hour managers responsibilities training session
 - o IOSH Managing Safely, 4 day course
- **Conflict Resolution Training**
 - o Definition of conflict
 - o How to recognise conflict
 - o Communication – types of and barriers to
 - o How to manage and de-escalate conflict situations
- **Conflict Resolution Training (Refresher)**
 - o Refresh your knowledge and skills every 3 years

Part 2 – Display Screen Equipment (DSE) assessments

If you use a computer monitor more or less continuously when you are at work, you will be considered a user of DSE under the regulations.

- Do you depend on the use of display screen equipment to do your job
- The display screen is used on most days or every day for prolonged periods of time i.e. in excess of 30 minutes continuously per visit to the screen
- The worker has to transfer information quickly to or from the display screen
- High levels of concentration or attention are required
- The worker has little choice about using display screen equipment
- Significant levels of training or skills are required to do the job

If you have answered yes to the above, you are required to complete a risk assessment for your workstation.



Step 1

A risk assessment template and guidance notes are available on the health and safety intranet site. The assessment will take into account a range of risk factors, some of the key ones are listed below:-

- The likelihood of a risk of harm occurring, the likelihood will increase if you are using DSE for extended periods of time on a frequent basis. Also if you are maintaining static postures for prolonged periods of time
- **The workstation**
 - Is the workstation sufficient in size to accommodate the equipment you use?
 - Can you stand or sit comfortably maintaining a good posture?
 - Can you access and leave the workstation safely?
 - If required does it include – a document holder, foot rest, head rest, or other ancillary equipment?
 - Is the surface of the workstation made from low reflecting material?
- **The keyboard, monitor and mouse**
 - Is the monitor free from glare and flicker?
 - Can you position it to a comfortable height?
 - Is the keyboard adjustable and separate from the monitor?
 - Can the keyboard and mouse be positioned to enable you to rest your arms on the desk?
- **The chair**
 - Is the chair stable and allows easy freedom of movement and a comfortable position?
 - Adjustable in height?
 - Have an adjustable backrest, both in height and angle of tilt? It is advisable that adjustments work independently if possible, however if the chair can only be raised/lowered at the same time as the seat, an additional assessment may be required should the user have special requirements
- **Work environment**
 - There must be sufficient space around your work station to meet the requirements of the Workplace (health, safety and welfare) Regulations 1992.
 - The lighting must be suitable for the work that you are undertaking. Natural lighting should be used to an optimum, however there should be a means of reducing glare from the sunlight
 - Noise emitted by workstation equipment must be considered when the workstation is being equipped, noise should not distract attention or disturb speech (this requirement would not apply, for example, to noise from an alarm bell on a display panel that is deliberately intended to distract attention)
 - Workstation equipment must not produce excess heat liable to cause discomfort
 - An adequate level of humidity must be maintained (40 – 60% relative humidity)

Step 2

When the assessment has been completed:-

- No risks have been identified and you are comfortable with the current arrangements
 - Return the risk assessment template to your line manager. Your line manager will keep the assessment on file and should prompt you to review it again. If your work environment, health and work activities remain static an annual review of the assessment is sufficient
- If you have identified risk factors on your assessment
 - Speak to your line manager about the risks identified. They may be able to be addressed locally; for example by purchasing a new chair, or making minor environmental changes or
 - The Occupational Health Department should be requested to complete a detailed assessment or
 - Action to reduce the risks identified should be agreed in a timely manner and implemented

Step 3

- When the actions identified have been implemented, you will need to check regularly to ensure that they have made a difference. Agree when the assessment will be reviewed. Document the impact that the actions taken have had.
- All risk assessments have to be reviewed:-
 - On a regular basis (if there have been no changes an annual review should suffice)
 - If there is reason to believe the assessment is no longer valid
 - If there has been significant changes

Remember, taking the time to make your workstation comfortable initially, will prevent longer term health issues occurring.

Think SAFETY FIRST and look after yourself

Name: Employee number (if known):

Date Completed: Line manager:

Job title:

Site and department:

Question and answer sheet

Only take this assessment when you feel you are ready. There are five questions. The minimum pass mark is four out of five. For each question please tick the one correct answer.

1. Which one of these training sessions that are available, provide you with the knowledge and skills to gain an understanding of risk assessment?

- Risk Assessment Workshop and COSHH
- Waste Management Training and Equality and Diversity
- Appraisal training

2. Which of the following are all the methods we use to share lessons that have been learned from incidents?

- Lesson of the month, SUI at a glance
- Feedback from local managers, Lesson of the month and SUI at a glance
- There are no formal methods used to share learning

3. Which policy would you refer to, if you were concerned about being subjected to verbal or physical aggression?

- Health and Safety and Violence and aggression policy
- Lone worker policy
- COSHH Policy

4. Why is it important to report accidents and incidents?

- To enable the manager to take action to try to prevent them happening again, share learning and keep patients and staff safe
- To record it on datix
- It isn't really important, but has to be done

5. What action should you take when risks have been identified as part of a DSE assessment?

- Record the risks on your assessment form, but take no further action
- Discuss the risks identified with your line manager, but take no further action to progress the actions required
- Discuss the risks identified with your line manager and or the Occupational Health Department. Agree and implement actions in a timely manner

When you have completed your answers please tear this page from the workbook and hand to your line manager to mark.

Line Managers: When you have marked the test paper please ensure that you return a register so that your teams training records are updated. This needs to be emailed to mandatory.training@heartofengland.nhs.uk

