# Induction Handbook for Care Services Employee

# Westmorland & Furness Care Services

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Manager / Supervisor: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place of Work: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Workplace Telephone Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Service Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contents

[About Care Services 3](#_Toc149315040)

[Our Core Values 3](#_Toc149315041)

[Care 3](#_Toc149315042)

[Compassion 3](#_Toc149315043)

[Competence 3](#_Toc149315044)

[Communication 3](#_Toc149315045)

[Courage 3](#_Toc149315046)

[Commitment 3](#_Toc149315047)

[Equality and Diversity 4](#_Toc149315048)

[Care Services Organisation Chart 4](#_Toc149315049)

[Where are we? 5](#_Toc149315050)

[Key 5](#_Toc149315051)

[Induction Procedure 5](#_Toc149315052)

[Human Resources Information 6](#_Toc149315053)

[Policies, Procedures and Forms: Westmorland and Furness Council 6](#_Toc149315054)

[Employment terms and conditions 6](#_Toc149315055)

[Change of personal details 6](#_Toc149315056)

[Absence/sickness 6](#_Toc149315057)

[Holidays 6](#_Toc149315058)

[Equal opportunities 6](#_Toc149315059)

[Disability symbol user 6](#_Toc149315060)

[Trade unions 6](#_Toc149315061)

[Learning and development 6](#_Toc149315062)

[Occupational Health Services 7](#_Toc149315063)

[Customer Care 7](#_Toc149315064)

[Data Protection 7](#_Toc149315065)

[Care Services Policy & Procedures 7](#_Toc149315066)

[Code of Conduct for Employees 8](#_Toc149315067)

[General standards 8](#_Toc149315068)

[Outside commitments 8](#_Toc149315069)

[Gifts and Bequests 8](#_Toc149315070)

[Wills and other legal documents 8](#_Toc149315071)

[Health and Safety at Work Act 1974 9](#_Toc149315072)

[Safety policy and responsibilities 9](#_Toc149315073)

[Employee Responsibilities 9](#_Toc149315074)

[Employee Guide to Health and Safety at Work 9](#_Toc149315075)

[Training 10](#_Toc149315076)

[Hazard reporting 10](#_Toc149315077)

[First Aid 10](#_Toc149315078)

[Fire Procedure 10](#_Toc149315079)

[Smoke Free Workplace Policy 10](#_Toc149315080)

[General Safety 11](#_Toc149315081)

[Information 11](#_Toc149315082)

[Falls and Collisions 11](#_Toc149315083)

[Manual Handling 11](#_Toc149315084)

[Hoists 13](#_Toc149315089)

[Machinery 13](#_Toc149315090)

[Electrical safety / Equipment 13](#_Toc149315091)

[Small Office Equipment 13](#_Toc149315092)

[Display Screen Equipment 14](#_Toc149315093)

[Chemicals and Cleaning Materials 14](#_Toc149315094)

[Catering Equipment 14](#_Toc149315095)

[Food Hygiene Procedures 14](#_Toc149315096)

[Brief Guidelines 14](#_Toc149315097)

[Food Poisoning 14](#_Toc149315098)

[Prevention of Food Poisoning 15](#_Toc149315099)

[Driving for Work / Drivers Handbook 15](#_Toc149315100)

[Violence and Aggression 15](#_Toc149315101)

[Safety at Work 16](#_Toc149315102)

[Uniform and protective clothing 16](#_Toc149315103)

[Footwear 16](#_Toc149315104)

[Hands and Skin 16](#_Toc149315105)

[Personal Hygiene 16](#_Toc149315106)

[Blood-Borne Viruses 16](#_Toc149315107)

[Excreta, Blood and Bodily Fluids 17](#_Toc149315108)

[Disposal of Sharps 17](#_Toc149315109)

[Care Services infection prevention and control procedures 17](#_Toc149315110)

[New and expectant mothers at work 17](#_Toc149315111)

[Young Persons at Work 17](#_Toc149315112)

[List of Appendices 18](#_Toc149315113)

# 



# About Care Services

Care Services is the County Council's in-house provider of Reablement, homecare, residential care, supported living, shared lives and day care services to adults with eligible care needs.

Working as an integral part of the People Directorate we will continue to build on our already established relationships with our Health partners along with other providers and voluntary groups to deliver quality services that meet the assessed needs of the adults of Cumbria.

# Our Core Values

We promote and implement the 6Cs, which underpin **Compassion in Practice**, the national strategy for care staff.

Skills for Care define these as:

#### Care

Care and support are our core business and the care and support we deliver helps both the individual person and improves the health of the whole community. Caring defines us and our work. People receiving care and support expect it to be right for them, consistently, throughout every stage of their life.

#### Compassion

Compassion is how care and support is given through relationships based on empathy, respect and dignity.

#### Competence

Competence means all those in caring roles must have the ability to understand an individual’s health and social needs and the expertise to deliver effective care and support.

#### Communication

Communication is central to successful caring relationships and to effective team working. Listening is as important as what we say and do, and essential for ‘no decision about me without me’.

#### Courage

Courage enables us to do the right thing for the people we care for, to speak up when we have concerns and to have the personal strength and vision to innovate and to embrace new ways of working.

#### Commitment

A commitment to the people we care for and support and to the general population is the cornerstone of what we do. We need to build on our commitment to improve the care and support experienced, to take action to make this vision and strategy a reality for all and meet the health, care and support challenges ahead.

# Equality and Diversity

Cumbria is the second largest and at the same time the second least densely populated county in England.

**Equality** is about everyone having the same chances in life and getting the same access to the services they need.

**Diversity** is about understanding and respecting people's different needs and aspirations.

The detail below shows the changes in the past years over the population of Cumbria:

* The % of Black and Minority Ethnic people has increased from 2011 onwards.
* More than one in five people have a disability or long-term limiting condition that affects their health. The number of people over 65 years old is increasing faster than the national average.
* The number of people below 24 years old is shrinking faster than the national average.
* Further information can be found on Westmoreland and Furness Council’s website under Equality and Diversity

# Care Services Organisation Chart

# Where are we?

### Key

Older Adults Residential Services

Reablement / Support at Home Offices

Main Day Service Offices

Disability and Mental Health Shared Lives Services

Disability and Mental Health Supported Living Service Offices

Disability and Mental Health Residential Services

# Induction Procedure

All employees of Westmorland and Furness Council can expect to receive an induction into their workplace. It is the manager’s responsibility to ensure you have all the information you need to help and enable you to do your job. There is a County Council Corporate Induction Programme, which must be completed alongside the specific Care Services induction checklist at the end of this booklet.

There is a Care Services procedure, which tells you what to do. It is your responsibility to ensure this checklist is filled in and completed.

Both the Corporate and Care Services Induction must be completed within the first 6 weeks of employment. The manager will keep a record of the corporate induction and the Care Services induction on file.

# Human Resources Information

#### Policies, Procedures and Forms: Westmorland and Furness Council

There is a human resources web page which can be accessed via the County Council intranet. For further information, you can also contact your manager/ supervisor. If you don’t have access to a computer, you can ask your line manager or contact the HR service centre direct. Your union representative could also assist in this.

The following information can be found within the toolkit:

* Suggestion scheme
* Disciplinary, Capability and Grievance procedures
* Absence and Wellbeing procedure
* Bullying and Harassment procedure
* Data Protection and GDPR
* Employee Information and support

#### Employment terms and conditions

Your terms and conditions of employment are as detailed in your contract of employment. Other information about your employment can be found on the County Council intranet under Human Resources.

#### Change of personal details

If you change your name, address and / or telephone number (including mobile number) you should notify your line manager, who will in turn notify Human Resources.

#### Absence/sickness

Sickness Absence & Welfare: Westmorland and Furness Council - If you fall ill and are unable to come to work, you should contact your line manager as soon as possible prior to your shift commencing on the first day of absence – preferably by telephone and in person where possible. You must give the reason for your absence and, if you can, an indication of how long you are likely to be away from work.

The Absence and Wellbeing policy must be followed. This can be found by following the link on the Westmorland and Furness Councils intranet.

#### Holidays

Time Off: Westmorland and Furness Council

Your holiday entitlement is stipulated in your contract of employment. All holidays must be authorised in advance by your line manager. The annual leave policy can be found by following the link on the Westmorland and Furness Councils intranet:

#### Equal opportunities

We are an equal opportunities employer and will ensure that no employee or job applicant receives less favourable treatment on grounds, which are.

unlawful or which are not relevant to the requirements of the particular job.

#### Disability symbol user

We are authorised to use the disability symbol because of our commitment to employ disabled people.

#### Trade unions

Trade Unions and Employee Relations: Westmorland and Furness Council. You are entitled to join a recognised trade union that will, as and when required, make representations on your behalf.

#### Learning and development

Learning and Development: Westmorland and Furness Council We recognise that employees are the organisation’s most important resource and, as such, are committed to their ongoing learning and development.

You will receive induction training and, where necessary, other training to meet the operational needs and statutory requirements of the job. Learning and development is the responsibility of each individual and their line manager. Training should be co-ordinated through your line manager. There is an eLearning zone available whether at home, at work or on the go. You can easily access your e-learning courses from your computer and complete them how and when you like. You can also view all of the classroom-based courses that are on offer and book places by completing the booking form in each section. Each course has been designed specifically to meet staff needs and priorities.

#### Occupational Health Services

The Occupational Health Service provides confidential expert help, advice and information to employees on health problems related to their work or working environment.

If you are absent from work or suffer a recurring problem, your manager may request that you visit the Occupational Health Service for an independent opinion on your fitness for work. You will always be given the opportunity to see the report.

The referral is to ensure that you are fit to do your job Westmorland and Furness Council also offers a completely independent and confidential counselling service, which is accessed through the occupational health service following the link: Occupational Health: Westmorland and Furness Council

You do not have to inform your manager.

There is also an employee website that can be accessed using the link: <https://www.cumbria.gov.uk/employeeinformation/copingwithchange.asp>

# Customer Care

Our intention is to provide our customers with a quality service that matches, or betters, the customer’s requirements. We aim for customer and employee satisfaction through recruitment and training of caring and skilled staff supported by policies and procedures.

#### Data Protection

The Data Protection Act and General Data Protection Regulation was introduced to ensure any information held about individuals is not misused. It affects everyone by giving us rights concerning data held about us. It also imposes obligations on those who process and hold data.

Data Protection applies to all Westmorland and Furness Council Employees:

* You, as well as the County Council, are legally responsible for protecting data held on computers. Employees could face prosecution and fines for knowingly or recklessly disregarding the requirements of the Act and GDPR.
* Employees processing personal data at home, on behalf of the Council, including their own or a County Council computer should note that such processing is subject to the Council’s registration details and security rules. Employees could be held personally responsible for any breach of the registration details while the data is in their control.

# Care Services Policy & Procedures

The Care Services Policies and Procedures are available on the intranet and in main offices. Please ask your line manager how you can access these.

The policies and procedures are there to ensure employees have clear guidance on how to carry out their role and to ensure consistency and quality of care and support for our service users.

The link to the policies and procedures is:

<https://www.cumbria.gov.uk/cumbriacare/ourpoliciesandprocedures.asp>

You must familiarise yourself with Care Services Policy and Procedures

# Code of Conduct for Employees

This Policy forms an addendum to the County Council’s Code of Conduct for Employees, which is issued by the Chief Executive. Its purpose is to reinforce and expand on areas of that Code, which are of particular relevance to employees of Care Services because of the personal nature of the work undertaken.

#### General standards

All employees of the County Council are expected to give the highest possible standard of service to the people of Cumbria and, where it is part of their duties, to provide appropriate advice to Councillors and fellow employees with total impartiality.

All employees are expected to report to their manager or supervisor any impropriety, breach of procedure, or any serious deficiency in the provision of service. The Council’s anti-fraud and corruption policy and whistleblowing policy are set out in Sections 12 G and 12 H of the Constitution.

There are seven principles which apply to all aspects of public life and therefore to all Council Employees, these general principles are:

**Selflessness**

Holders of public office should act solely in terms of the

public interest.

**Integrity**

Holders of public office must avoid placing themselves under any obligation to people or organisations that might try inappropriately to influence them in their work.   
  
They should not act or take decisions in order to gain financial or other material benefits for themselves, their family, or their friends.   
  
They must declare and resolve any interests and relationships.   
  
**Objectivity**     
Holders of public office must act and take decisions impartially, fairly and on merit, using the best evidence and without discrimination or bias.

**Accountability**     
Holders of public office are accountable to the public for

their decisions and actions and must submit themselves to the scrutiny necessary to ensure this.

**Openness**     
Holders of public office should act and take decisions in an open and transparent manner. Information should not be withheld from the public unless there are clear and lawful reasons for so doing.

**Honesty**     
Holders of public office should be truthful.

**Leadership**     
Holders of public office should exhibit these principles in

their own behavior. They should actively promote and robustly support the principles and be willing to challenge poor behavior wherever it occurs.

In all cases, it is not enough to avoid actual impropriety. Employees should at all times do their utmost to avoid any occasion for suspicion and any appearance of improper conduct, which would bring the reputation of the Authority into disrepute.

#### Outside commitments

Employees should not subordinate their duties to other private interests or allow official duties and private interests to conflict. No employee should take up any outside employment or appointment which conflicts with the Council’s interests. The manager must be informed.

The County Council will not unreasonably stop employees from undertaking additional employment, but such employment must not, in the view of the County Council, conflict or react detrimentally to the County Council’s interest or in any way weaken public confidence in the conduct of its business.

#### Gifts and Bequests

All staff must be fully aware of their own responsibilities about hospitality and gifts. To safe guard both service users and staff Care Services takes the stance that where an employee is offered any gift (maximum value of any gift is £10) it must be disclosed to the manager and recorded on the G2

Gifts and Hospitality register Appendix 1 in line with the above County Council requirements.

#### Wills and other legal documents

Staff must not NOT witness or sign any legal documents for service users such as wills or power of attorney.

# Health and Safety at Work Act 1974

This Act of Parliament provides for the health, safety and welfare of all persons at work, and for the protection of other persons against any risk to their health or safety, which may arise in connection with the activities of persons at work. It’s also providing for the control, safe keeping and use, including the improper acquisition, possession or use, of substances hazardous to health; also, for the control of hazardous emissions, effluent and other wastes arising from work processes.

The Act places duties of care and responsibility for their actions on every employer, (including a corporate body such as the County Council) manager, officer, supervisor and individual employee.

The Act relies on Regulations and Codes of Practice, which define and explain minimum reasonable standards. These are being progressively up dated, modified or replaced and new standards are being introduced. While every effort will be made to draw these to the attention of those concerned it remains up to everyone to keep abreast of current good practice and minimum safety standards.

#### Safety policy and responsibilities

It is the policy of Care Services and Westmorland and Furness Council so far as reasonably practicable to:

* Provide and maintain safe healthy working.
* conditions.
* Provide and maintain safe equipment and systems of work.
* Provide staff with all necessary information, training and supervision.
* Make adequate provision for welfare.
* Accept responsibility for the health and safety of other people who may be affected by its activities.

The full safety policies and procedures can be found by following the link on the Westmorland and Furness Councils intranet: <http://www.intouch.ccc/healthsafety/policies.asp>

The maintenance of a safe and healthy working environment and the observation of safe working practices goes further than simply complying with regulations. It is a matter of positively working together with your line manager and colleagues in creating a hazard free environment.

#### Employee Responsibilities

You have a legal obligation to take care of your own health, safety and welfare and that of any other people who may be affected by your acts and omissions at work. For example, if you create a hazard at work but do nothing about it and somebody is injured as a result, you could be personally prosecuted by local enforcement authority and, in addition, could be sued for compensation by the injured person.

You are required to:

* Use in a safe and proper manner the tools and
* equipment and protective clothing supplied to you. Obey all safety rules and procedures.
* Work as instructed by your supervisor or other person in charge.
* Work safely and not so as to be a danger to yourself, your colleagues or any other person.

#### Employee Guide to Health and Safety at Work

On the Westmorland and Furness Council intranet there is a full section available about an employee guide to health and safety at work. This includes information such as:

* Risk assessments (including young and expectant
* mothers)
* Display screen equipment.
* Fire emergencies
* First aid at work
* What are my responsibilities
* Manual Handling
* Driving at work
* What if there is an accident at work Violence and aggressive behaviour Reporting dangers
* Occupational health

#### Training

Care Services and the County Council will give you training on health and safety matters and on the proper and safe ways of working. You are strongly advised for your own benefit to make the best use of any course which you are asked to attend.

#### Hazard reporting

Under the management of Health and Safety at Work Regulations, 1999 it is your duty to report hazards. Where you become aware of a hazard that may affect you or others at work, you shall immediately report your findings to your supervisor / line manager. If he / she is unable to resolve the problem satisfactorily, he / she must advise the Operations Manager who shall decide steps to be taken and if necessary, seek the advice of the Health and Safety Manager.

In an emergency, the Manager may feel the necessity to get advice from The Health and Safety Team immediately but in so doing must at the same time advise their operations Manager of the step taken. If you are in doubt as to hazards or safety precautions involved in any task, you should ask your supervisor for advice before starting the task. Remember to remedy a hazardous situation yourself if it’s something you are authorised and qualified to do. Otherwise seek advice or assistance.

Main steps to take if you have an accident at work:

* Tell your Line Manager even about minor injuries without delay.
* You or someone on your behalf, complete the Accident Book.
* Be familiar with the Form P25 Accident Investigation Form to help your supervisor or Manager complete an investigation.

#### First Aid

Every unit is to have available a first aid kit which complies with the legal requirements. Domiciliary / Reablement Carers are given a personal kit on induction.

You must be aware of the location of the First Aid Kit, and of the First Aid Notice, which indicates where and from whom First Aid treatment is available, including the name of any First Aider.

**Remember:**

First-Aid can save lives and prevent minor injuries becoming major ones. It is important that those injured at work receive immediate attention and that an ambulance is called in serious cases.

Anyone working in domiciliary / Reablement services can find more information in the Domiciliary / Reablement Handbook.

#### Fire Procedure

You should be familiar with the fire procedures, fire risk assessment arrangements and evacuation plan which apply to your workplace.

Domiciliary / Reablement carers must follow the procedures in the Domiciliary / Reablement Handbook

#### Smoke Free Workplace Policy

There is a smoke free workplace policy which can be found by following the link on the Westmorland and Furness Councils InTouch intranet: <http://www.intouch.ccc/healthsafety/policies.asp>

# General Safety

Health and safety have a section with all the information you require on the Westmorland and Furness Council InTouch intranet.

#### Information

The information contained in this section has been produced to make you aware of some of the common hazards and how to overcome them.

You should also familiarise yourself with the more detailed guidance in the Risk Manual.

#### Falls and Collisions

Probably the biggest single contribution that can be made by an individual in reducing accidents would be to keep their workplace tidy. Untidiness not only causes a large proportion of accidents, but it also increases the risk of fire. Good housekeeping is everyone’s responsibility, and the following points should be practiced at all times:

* Keep floors, passages and stairs clear of goods, litter etc. This is especially important where they provide means of escaping in event of an emergency.
* Place litterbins where they can’t be fallen over.
* Put waste in the bin; don’t throw it at it, you are sure to miss.
* Broken glass or other dangerous waste should be carefully disposed of, not put in the bin for the cleaner to find it by ‘accident’.
* Items should not be placed on top of cupboards if they are likely to fall onto a person using the cupboard.
* Report any slip or trip hazards to your line manager.
* Avoid climbing on furniture instead use suitable ladders or access to height equipment.
* Means of access must not be used as storage space. Watch your step on stairs. Use the handrail and avoid carrying so much that you are unable to do this.
* A warning notice or barrier should be placed when floors are being cleaned or polished and after cleaning, all floor surfaces are to be left dry and excess cleaner or polish removed.

#### Manual Handling

Backache can result from inappropriate handling or from too much strain when leaning over from the waist. All parts of the body are susceptible to injury to muscles, tendons and ligaments. Even fairly light objects, if handled incorrectly, can cause injury.

Handling with a poor posture can create cumulative stress strain where damage is gradual and progressive over a substantial period of time.

Other hazards associated with handling loads are damage to the hands and feet. E.g., cuts, abrasions, burns or aggravating skin conditions such as dermatitis, or falling loads and injury due to a slip, trip or fall while transporting loads.

Manual handling includes lifting, putting down, pushing, pulling, supporting, transporting, carrying or moving a load by hand or by bodily force.

It is a requirement that all employees joining the organisation attend manual handling basic awareness training.

There is more information about manual handling on the Westmorland and Furness Council Website: <http://www.intouch.ccc/healthsafety/policies.asp>

There are some rules you van follow:

j

#### Do

* Keep manual handling to a minimum – use mechanical handling equipment wherever possible. If there is a trolley, barrow, or other handling aid available, use it. Remember, that introducing mechanical assistance may reduce but not eliminate manual handling since human effort is still required to move, steady or position the load.
* Make sure you can see where you are going, and the way is free of obstructions and uneven, slippery surfaces.
* Check or test the weight of the load.
* Split heavy or large, unwieldy loads where appropriate.
* Always check any item that needs to be moved to ensure that there are no protrusions, which may cause damage to the hands. For objects with sharp edges, splinters etc, use gloves.
* If two people are handling, discuss the method of handling and carrying first and work out the method to ensure a coordinated move. For heavy or difficult handling, the two (or more) people involved should be of similar height and abilities. Limit the carrying distances- consider resting the load midway on a table or bench where appropriate.
* Limit the vertical lifting distances, lift in two stages, stack or store items preferably between shoulder and knuckle height where appropriate.

#### Use Appropriate Moving and Handling Techniques

* Stop and think – plan route and journey before the manoeuvre to avoid holding a static position for a long period.
* Position the feet – keep the feet apart, about the width of the shoulders to give a balanced and stable base.
* Adopt a good posture – keep the back straight while maintaining the three natural curves appropriately, with the shoulders level and facing in the same direction as the hips and lean forward a little over the load if necessary to get a good grip.
* Get a firm grip appropriate for the load, preferably with the palm of the hand. If you need to vary the grip as the lift proceeds, do it as smoothly as possible.
* Keep close to the load and move the feet – keep the load close to the centre of the body for as long as possible. Keep the heaviest side of the load next to the trunk – lift smoothly, keeping control of the load.
* Move the feet rather than twisting the trunk to turn to the side.
* Put down, then adjust – lower the load by relaxing the knees.
* If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

#### Avoid

* Twisting when lifting or carrying.
* Stooping or bend the back over the load.
* Gripping only with the fingers.
* Using your toes to make the first lift.
* Lowering the load without relaxing your knees.
* Trying to lift an object which is too heavy for you.

#### Always

* Ask for help if a load is beyond your ability.
* Report ill-health and health conditions, e.g., pregnancy, which may lead to susceptibility to sprains and strains and could affect manual handling capability.
* Report any hazards involved in the task to your Line Manager.
* Ask your Line Manager for details of further training available

#### Hoists

Always use the correct equipment. If you are uncertain, approach your Supervisor, Manual Handling Keyworker or Manager. Report any defects to your Line Manager.

#### Machinery

The main potential hazards from machinery are falls due to trailing cables, entanglement with moving parts of machinery, and electrocution or fires from electrical equipment.

* Never touch any electrical source when you have wet hands e.g., sockets, light switch etc.
* All dangerous parts of machinery must be securely guarded.
* The machine in question should be completely disconnected from any power source when guards are removed.
* If it is necessary to remove any guard for cleaning or maintenance, then only staff who have been trained in this specific task are allowed to do so.
* Observing operating instructions for power machines. You must not attempt to repair machines unless you are fully trained and competent to do so. Under no circumstances whatsoever is electrical equipment to be tinkered with when live.
* Machines should be switched off when not in use. Avoid trailing cables. To remove plugs, pull using the plug not the lead.
* Always check machines before and during use. Should you find anything wrong with your machine, frayed cables, faulty plug or connector, overheating, unusual noise, incorrect performance, etc. then switch the machine off, disconnect from the mains, report to your Supervision immediately and DO NOT USE.

#### Electrical safety / Equipment

Electricity can kill.

Keep Checking:

* Switches are switched off.
* Plugs are removed from sockets.
* Never pull plugs out when switches are still on

Watch out for:

* Light sockets with plugs in them
* 2 pin plugs
* Multi-Plug adaptors

Danger Signs:

* Plugs that get hot or spark.
* Frayed wires.
* Blackened sockets.
* Broken plugs.
* Broken thermostats.

Equipment

* Read manufacturer’s instructions.
* Keep electric flex away from working parts.
* Never use portable electrical equipment in bathrooms.

Key Points

1. If electric plugs, sockets, switches, equipment do
2. not work or spark, DON’T USE IT.
3. Never try to mend electrical equipment yourself. Report all hazards and incidents to your line manager.
4. Familiarise yourself with emergency action.

#### Small Office Equipment

Many of the small items in use every day in the office is capable of inflicting painful injuries, mainly by misuse. The simple rules shown below should help you avoid such injuries.

* All guillotines should be properly guarded by law,
* to remove such a guard is an offence.
* Letter openers, scissors, knives etc should only be used for the purpose for which they were intended, not as screwdrivers or tin openers etc.
* Paper should not be held together with pins, use staples or paper clips

#### Display Screen Equipment

If you are a significant user of VDU equipment you should complete the ‘safe use of your workstation course’ which takes approximately 45 minutes to complete. Eye care vouchers can be provided, ask your line manager. More information can be found by following the County Council link: Display Screen Equipment: Westmorland and Furness Council

#### Chemicals and Cleaning Materials

Cleaning materials can be hazardous. The key hazards are toxicity, corrosiveness and fire / explosion potential. The following rules must be observed:

* Always follow the manufacturer’s instructions.
* Check dilution rate and procedure.
* Never mix cleaning liquids or powders unless certain that it is safe to do so.
* Avoid splashing.
* Ensure good ventilation.
* Ensure decanted materials are properly labelled. Notify your supervisor if any labels are missing. Always wear protective clothing where it is provided e.g., rubber gloves and goggles.
* Always keep personal cleanliness in mind when handling cleaning materials. Hands should be washed after using chemicals or cleaning materials and dried properly.
* Should you feel any ill effects at all report immediately to your supervisor.
* Always refer to the “COSHH” (Control of Substances, Hazardous to Health regulation) sheets held in all premises detailing instructions for use, storage, spillage and emergency action. Contact your supervisor for these sheets.

#### Catering Equipment

All kitchen assistants or cooks should be familiar with the operation of any item of catering equipment e.g., food mixer, meat slicer, deep fat fryer, knives etc. before use. Always follow the manufacturer’s instructions. In the event of uncertainty advice should be sought from the appropriate Supervisor or unit Manager.

#### Food Hygiene Procedures

#### Brief Guidelines

|  |  |
| --- | --- |
| Do | Don’t |
| * Ensure storage areas are clean and dry. * Maintain and defrost fridges and freezers regularly – report faults immediately. * Keep food covered. * Wipe down surfaces as you go. * Sterilize / Dish wash – all service equipment, i.e., kitchen utensils, cutlery, plates, cups. * Check deliveries for old or damaged food and return it. * Report evidence of rodents or insect infestation * Keep refuse areas clean | * Keep raw and cooked food in the same area. * Re-heat food more than once * Prepare food in advance of the day of service. * Rely on tea towels – drain wherever. * possible * Defrost food in open air – always in the fridge, covered. * Use out of date stock, rusty or dented cans. * Allow animals into the kitchen. * Allow waste to build up in food areas |

#### Food Poisoning

Germs or bacteria are all around us. Some are useful, some are harmless, and some are dangerous. One single bacteria cell can produce 281,000,000,000 bacteria in just 24 hours. To do so, it needs:

1. Food
2. Warmth (5˚0C)
3. Moisture
4. Time (cells double every 20 minutes



#### Prevention of Food Poisoning

1. Protect food from contamination.

* Keep food covered.
* Handle food as little as possible
* Keep cooked and raw food separate.
* Prevent pets, birds and insects entering a food room.
* Maintain high standards of hygiene at all times.

1. Prevent bacteria multiplying.

* Store food below 5°C or above 63°C.
* Heat food quickly to 80°C and ensure the heat is distributed throughout the food.
* Use preservatives e.g., salt, sugar.
* Keep powdered foods dry.
* Consume food as soon as possible after cooking. Defrost food thoroughly in a refrigerator.

1. Destroy Bacteria

* Thorough cooking to a temperature of 80°C throughout the food will destroy any bacteria. NB Cold does not kill bacteria.

1. Temperature Checks

* These are now required by law and by the catering contract specification. Therefore, temperature checks must be carried out as and when required.
* To clarify the procedures, see the kitchen manual.

The main points are as follows:

* In the main hot food should be served above 63oc and cold food below 5oc (this may vary depending on the food item).
* Always sterilise the thermometer probe with a suitable solution after every temperature reading.
* If food fails to meet the required temperatures, record the actual temperature and report it to your manager immediately.

#### Driving for Work / Drivers Handbook

Refer to County Councils driving handbook.

#### Violence and Aggression

All staff should be aware that there is a potential for aggressive or even violent behaviour to occur. Service users may present such behaviour as an expression of their distress or be unable to communicate in more appropriate ways because of disabilities.

This behaviour can present risks to the service user, staff and any other persons present.

All staff should:

1. Be aware of the Westmorland and Furness Council’s violence and aggression policy, The Care Services managing behaviour procedure.
2. Ensure that all incidents are reported to the manager / supervisor.
3. Ensure that the appropriate recording systems are used. This will include:

* P25 forms for Health and Safety section.
* Workplace recording systems provided, e.g., behaviour charts, home diaries, accident book and communication books.

1. Be aware of any person-centred care / support plans written for the service user which could include:

* Any strategy for the management of the person’s behaviour, which the employee should follow.
* Any risk assessment related to the person’s behaviour.
* Any physical intervention procedure, which will be available to support safe and effective control of a situation.

1. Staff should not physically intervene in a violent incident by any method other than those described in the person-centred care / support plan.
2. Staff will be provided with appropriate training if they are working with service users who behave aggressively or with violence.
3. Support for staff through supervision, training and, if necessary, counselling services will be available to help them cope with aggressive or violent behaviour.

# Safety at Work

#### Uniform and protective clothing

There is a dress code policy which must be followed. All clothing worn at work must be kept clean and tidy at all times. Where protective clothing or other equipment is provided for certain tasks, it must be worn. You will be informed what protective equipment you will need to wear.

For certain tasks the use of eye protection is required by law, including handling open containers of any acid, alkali or other corrosive materials whether in dry or liquid form. Where there is machinery with revolving parts, the wearing of belts or ties is to be avoided since they may become entangled.

Any individual entering the kitchen must wear the correct uniform.

When you leave your employment, you must return all items of uniform to your immediate supervisor.

#### Footwear

Some footwears can be dangerous if worn at work and many accidents result from falling or slipping. For Health and Safety reasons low healed full footwear that is safe and suitable for the task should be worn.

#### Hands and Skin

Always use protective gloves or gauntlets where provided. Where oils or greases are used, always use the barrier cream and cleansing cream provided and never allow skin to be contaminated with dirty oil.

#### Personal Hygiene

All staff have a duty to take care of their personal cleanliness. It is a key to prevention of food poisoning and spread of infection.

Always wash your hands thoroughly:

* Before and after meal or coffee breaks.
* After smoking.
* After sneezing or wiping your nose and disposing of the tissue.
* After using the toilet. After combing your hair.
* After handling refuse and contaminated items such as bed pans, dressings, urine drainage bags.
* Before and after administering personal care.
* After handling cash.
* Before and after handling food, drink, utensils and crockery.
* After handling different types of food. When visibly dirty.
* Before putting on and after removing protective clothing.

This should be done in the hand basin provided, preferably with a germicidal soap, and dried with a disposable towel.

Take care of your own personal appearance and hygiene; be aware that body odour and tobacco smells can be offensive to others.

There is a dress code policy which must be followed and includes information about hair, jewellery, nails and makeup.

Cover all cuts with a blue waterproof dressing when handling food. All staff should ensure that wounds or moist skin conditions are covered with a waterproof dressing (without visible air holes).

#### Blood-Borne Viruses

All employees and especially those who deal with the very personal needs of service users or who are First Aiders, must be aware of the preventive and protective measures that need to be adopted to control the risk of infection from such blood borne viruses such as Hepatitis B, HIV (Human Immunodeficiency Syndrome) and MRSA.

HEP B virus is a course of 3 injections. Staff who are most at risk are those who are working with service users with learning disabilities and other staff who have been risk assessed as being at risk of exposure to the virus. Those employees who have been assessed as at risk to the virus can access the vaccine free through Westmorland and Furness Council via the Occupational Health Team.

#### Excreta, Blood and Bodily Fluids

A disposable apron and gloves should always be worn when dealing with excreta, blood and body fluids.

Follow your local service policy when discarding Excreta.

When attending to those with diarrhoea, or when dealing with their clothing or linen, appropriate hygiene

Spillages of blood, vomit, urine and excreta should be cleaned up as quickly as possible. Other persons should be kept away from the contamination until it is effectively dealt with. Disposable latex gloves should be worn when dealing with spillages. Care should be exercised with cleaning products - the manufacturer’s instructions should be followed. Spillages of urine should be cleaned up using paper towels before washing the area with a detergent solution. If possible, a veridical cleaning agent should be poured gently over a blood spill, covered with disposable towels and mopped up after ten minutes with more disposable paper towels or a mop and bucket used exclusively for this purpose. The towels should be carefully disposed of in sealed plastic bags as clinical waste. The site of the spillage should be disinfected further after initial clearance of the gross main spillage. When work is completed, gloves and apron should be disposed of as clinical waste and hands should be washed and dried.

If the clothing of service users or the first aider becomes contaminated with blood or other body fluids, it should be sponged with cold water, then laundered separately in a hot wash. The sponge should be disposed of as clinical waste.

#### Disposal of Sharps

After use, hypodermic needles should be placed straight into the sharp’s container. As with other single sharp objects, they should not be replaced in their packaging, but put directly into the sharp’s container. Containers should be stored out of reach of residents and visitors.

#### Care Services infection prevention and control procedures

There is an infection prevention and control file in each office / establishment which holds all relevant policies and procedures relating to infection prevention. The procedures can be found on the intranet:

<https://www.cumbria.gov.uk/cumbriacare/ourpoliciesandprocedures.asp>

#### New and expectant mothers at work

It is very important that as soon as you become aware that you are pregnant, you should inform your line manager immediately. This is in your own interest as any possible risks can be identified early and appropriate changes made where necessary to ensure that you and your baby remain safe and healthy throughout your pregnancy. Your line manager will undertake a risk assessment with you at various stages of your pregnancy. Further information can be found in the Westmorland and Furness Council intranet by following the link:

www.intouch.ccc/healthandsafety/ safetyproceudres.asp

#### Young Persons at Work

Employers have a duty to ensure any young persons are not exposed to significant risks in the workplace as a consequence of their lack of experience, awareness of the risk or the fact that they have not yet fully matured. Further information can be found in the Westmorland and Furness Council intranet by following the link: www.intouch.ccc/healthandsafety/ safetyproceudres.asp

# List of Appendices

[Appendix 1 - Induction Checklist](https://cumbria.gov.uk/elibrary/Content/Internet/327/38541/38630/45226144221.docx)

[Appendix 2 - New User Request](https://cumbria.gov.uk/elibrary/Content/Internet/327/38541/38630/45226144335.docx)

[Appendix 3 - Process Introduction to ICT and Electronic Care Recording Training](https://cumbria.gov.uk/elibrary/Content/Internet/327/38541/38630/4522614451.docx)