

# Cumberland Care Services Employee Induction Handbook

Name: \_\_\_\_\_  
 Name of Manager / Supervisor: \_\_\_\_\_  
 Place of Work: \_\_\_\_\_  
 Workplace Telephone Number: \_\_\_\_\_  
 Name of Service Manager: \_\_\_\_\_

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
✓	✓	✓	✓	✓	✓	✓	✓

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## About Cumberland Care Services

Cumberland Care Services is the in-house provider for Cumberland Council and deliver services to adults with eligible care needs to support at home, reablement, residential, supported living, shared lives and day services.

We work closely with our Health Partners along with other providers and voluntary groups to deliver quality services that meet the assessed needs for adults of Cumberland.

## Cumberland Council Core Values

In everything we do we aim to:

- Be compassionate.
- Be innovative.
- Be empowering.
- Be ambitious.
- Be collaborative.

We believe passionately in the delivery of excellent public services. To do that we need to be clear about the values and behaviours that we need to drive change and achieve our high standards.

**6C's** - We promote and implement the 6C's which underpin Compassion in Practice, the national strategy for care staff.

Skills for Care define these as:

**Care** – Care and support is our core business and care and support we deliver helps both the individual person and improves 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** – is how care and support is given through relationships based on empathy, respect and dignity.

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

**Commitment** – to the people we care and support and to the general population is the cornerstone of what we do. We need to build on our commitment to improve 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.

# Cumberland Care Vision Statement

Cumberland Care Review

**Vision statement for Cumberland Care:**  
*Cumberland Care aims to ensure our services provide sustainable, high-quality care and support for the people of Cumberland. The Council will ensure that services are the right size and shape to meet the demands of our residents now and in the future.*

*We want residents to be able to access the support they need for themselves and their families, by providing services which maximise independence and provide more specialist and complex care. We will ensure all our residents are treated with dignity and respect.*

*We want every Cumberland resident to live better, healthier, and more independent lives.*

**What this means for our review priorities?**

We will re-shape residential provision delivered by Cumberland Care to focus on dementia care, intermediate care and respite services.

We will align all of our services with key system strategic objectives and focus future delivery on addressing market gaps.

We will maximise income to help support the financial sustainability of our services - moving towards a full cost recovery model and ensuring system initiatives are appropriately funded.

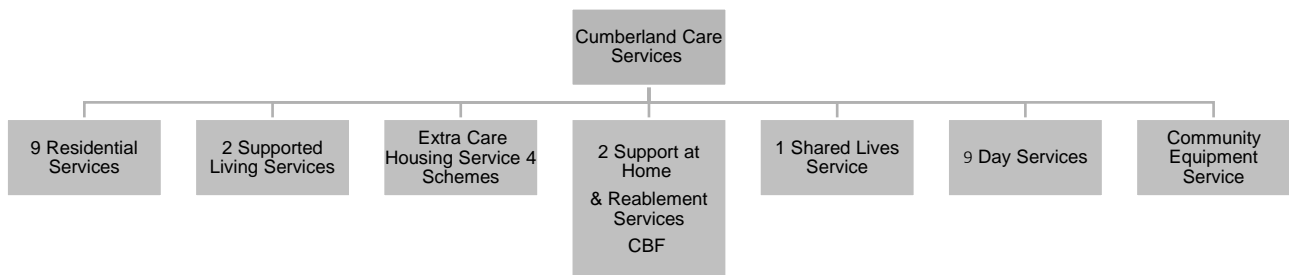
We will ensure that our buildings are modern, futureproof and support the delivery of excellent care.

## Equality and Diversity

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.

## Cumberland Care Services Organisation Chart



CBF (Central Business Function), Day Services and Community Equipment Service are unregulated services the rest are all regulated by CQC (Care Quality Commission).

## Cumberland Area



**Older Adults Residential Homes** – Millom, Whitehaven, Workington, Maryport, Aspatria, Wigton, Carlisle, Longtown and Brampton.

**Supported Living Offices** – Carlisle x 2

**Shared Lives** – Workington

**Extra Care Housing** – Brampton, Keswick, Wigton & Whitehaven

**Support at Home Offices** – Workington and Carlisle

**Day Services** – Hensingham, Cockermouth, Workington and Carlisle

**Community Equipment Services** – Maryport

**Central Business Function** – Carlisle

## Induction Procedure

All employees of Cumberland Care Services can expect to receive an induction into their Cumberland Council and into their workplace. It is the managers responsibility to ensure you have all the information you require and enable you to do your job. There is a Corporate Induction which must be completed alongside the Cumberland Care Services Induction checklist at the end of this booklet. It is your responsibility to ensure this checklist is filled in and completed. Both the corporate and Cumberland Care Induction must be completed within the first 6 weeks of employment. The manager will keep a record of the Induction on file.

## Human Resources Information

### Policies and Procedures

There are human resources web pages which can be accessed via the Council intranet. For further information you can also contact your manager / line manager. If you do not have access to a computer you can ask your line manager to contact HR on your behalf. You may also wish to join the Trade Unions who will also assist you with this.

### 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 Council intranet in the Human Resources sections.

## **Changes to Personal Details**

If you change your personal details e.g. name, address, next of kin, telephone number you must notify your line manager, who will update the system / contact HR.

## **Absence / Sickness / Welfare**

If you fall ill and are unable to come to work you must 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 reasons 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 on the Cumberland Council Intranet.

## **Holidays**

Time Off: Cumberland 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 on the Cumberland Council 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: Cumberland Council. You are entitled to join a recognised trade union that will, as and when required, make representations on your behalf.

## **Workforce Development**

Learning and Development: Cumberland 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 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**

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.

Cumberland Council also offers a completely independent and confidential counselling service, which is accessed through the occupational health service. You do not have to inform your manager.

## Customer Care

Our intention is to provide our customers with a quality service that matches, or better, 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 Cumberland Council Employees: You are as well as the 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 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.

## Cumberland Care Services Policies and Procedures

The Cumberland Care Services Policies and Procedures are available on the intranet. 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. You must familiarise yourself with the Cumberland care policies and procedures.

## Code of Conduct For Employees – Cumberland

This Policy forms an addendum to the 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 relevance to employees of Cumberland Care because of the personal nature of the work undertaken.

## General standards



All employees of the Council are expected to give the highest possible standard of service to the people of Cumberland 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.

In all cases, it is not enough to avoid actual impropriety. Employees should always 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.

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 to gain financial or other material benefits for themselves, their family, or their friends.

**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.

**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.

**Leadership**

Holders of public office should exhibit these principles in their own behaviour. They should actively promote and robustly support the principles and be willing to challenge poor behaviours wherever it occurs.

**Honesty**

Holders of public office should be truthful.

## 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 Council will not unreasonably stop employees from undertaking additional employment, but such employment must not, in the view of the Council, conflict or react detrimentally to the 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 safeguard both the person we support and staff Cumberland Care takes the stance that where



an employee is offered any gift (maximum value of any gift is £20) it must be disclosed to the manager and recorded, the policy must be followed.

## **Wills and Other Legal Documents**

Staff must Not witness or sign any legal documents for people who we support 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 also provides 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 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 updated, 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 Cumberland Care Services and Cumberland 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 on the Cumberland Councils intranet.

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.

## **Employees 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 to be a danger to yourself, your colleagues, or any other person.

## **Employee Guide to Health and Safety at work**

On the Cumberland Council website there is lots of information about Health and safety and 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**

Cumberland 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 Service 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 Service 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. Near misses must also be reported to your line manager who will log this on the accident reporting system.

### **Main steps to take if you have an accident:**

- 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. The information will be recorded on the Council Health and safety recording system.

### **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.



### **Fire Procedure**

You should be familiar with the fire procedures, fire risk assessment arrangements and evacuation plan which apply to your workplace or what to do in the event of a fire for your service.

### **Smoke free workplace policy**

There is a smoke free workplace policy which can be found with the Corporate Health and Safety procedures.

## **General Safety**

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 health and safety procedures as well as Risk assessments and 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 always practiced:

- 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 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.

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. More information can be found on the Council Corporate Health and Safety website. You will be provided with manual handling training.

## Hoists

Always use the correct equipment. If you are uncertain, approach your line manager, supervisor, or a manual handling keyworker. 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 files 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 when 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.

These are some simple rules you can follow:

### 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.

- Always check machines before and during use. Should you find anything wrong with the 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 supervisor / line manager immediately and DO NOT USE.

## Electrical Safety / Equipment - Electricity can Kill.

<p><b>Keep checking</b></p> <ul style="list-style-type: none"> <li>• Switches are switched off.</li> <li>• Plugs are removed from sockets.</li> <li>• Never pull plugs out when switches are still on.</li> </ul> <p><b>Watch out for</b></p> <ul style="list-style-type: none"> <li>• Light sockets with plugs in them.</li> <li>• 2 pin plugs.</li> <li>• Multi-plug adaptors.</li> </ul> <p><b>Danger signs</b></p> <ul style="list-style-type: none"> <li>• Plugs that get hot or spark</li> <li>• Frayed wires.</li> <li>• Backend sockets.</li> <li>• Broken Plugs.</li> <li>• Broken thermostats.</li> </ul>	<p><b>Equipment</b></p> <ul style="list-style-type: none"> <li>• Read manufacturer's instructions.</li> <li>• Keep electric flex away from working parts.</li> <li>• Never use portable electrical equipment in bathrooms.</li> </ul> <p><b>Key Points</b></p> <ul style="list-style-type: none"> <li>• If electric plugs, sockets, switches, equipment do not work or spark, DO NOT USE IT, REPORT.</li> <li>• Never try to mend electrical equipment yourself. Report all hazards and incidents to your line manager.</li> <li>• Familiarise yourself with emergency action.</li> </ul>
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## Small Office Equipment

Many of the small items in use everyday in the office are 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 be used for the purpose for which they were intended.
- Paper should not be held together with pins, use staples or paper clips.

## Display Screen Equipment

If you are a significant user of a VDU equipment you should complete the workstation risk assessment. Eye vouchers can be provided, ask your line manager for more information. More information can be found in the Corporate procedures.

## Chemicals and Cleaning Materials

## Catering Equipment

<p>Cleaning materials can be hazardous. The key hazards are toxicity, corrosiveness and fire / explosion potential. The following rules must be:</p> <ul style="list-style-type: none"> <li>• Always follow the manufacturer’s instructions.</li> <li>• Check dilution rate and procedure.</li> <li>• Never mix cleaning liquids or powders unless certain that it is safe to do so.</li> <li>• Avoid splashing.</li> <li>• Ensure good ventilation.</li> <li>• 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.</li> <li>• Always keep personal cleanliness in mind when handling cleaning materials.</li> <li>• Hands should be washed after using chemicals or cleaning materials and dried properly.</li> <li>• Should you feel any ill effects at all report immediately to your supervisor.</li> <li>• 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.</li> </ul>	<p>All kitchen assistants and cooks should be familiar with the operation of any items 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 / line manager / manager.</p>
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## Food Hygiene Procedures – Brief Guidelines

<b>DO</b>	<b>DO NOT</b>
<ul style="list-style-type: none"> <li>• Ensure storage areas are clean and dry.</li> <li>• Maintain and defrost fridges and freezers regularly – report faults immediately.</li> <li>• Keep food covered.</li> <li>• Wipe down surfaces as you go.</li> <li>• Sterilize / Dish wash – all service equipment, i.e. kitchen utensils, cutlery, plates, cups.</li> <li>• Check deliveries for old or damaged food and return it.</li> <li>• Report evidence of rodents or insect infestation.</li> <li>• Keep refuse areas clean.</li> </ul>	<ul style="list-style-type: none"> <li>• Keep raw and cooked food in the same area.</li> <li>• Re-heat food more than once.</li> <li>• Prepare food in advance of the day of service.</li> <li>• Rely on tea towels – drain wherever possible.</li> <li>• Defrost food in open air – always in the fridge, covered.</li> <li>• Use out of date stock, rusty or dented cans.</li> <li>• Allow animals into the kitchen.</li> <li>• Allow waste to build up in food areas.</li> </ul>



## Food Poisoning

Germ 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 (50C)
3. Moisture
4. Time (Cells double every 20 minutes)

## Prevention of Food Poisoning

Refer to the kitchen manual for further information around prevention of food poisoning.

1. Protect food from contamination by:

- 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.

2. Prevent bacteria multiplying:

- Follow the guidelines in the kitchen manual.
- Heat food following the correct guidelines in kitchen manual.
- Follow defrosting guidelines in the kitchen manual.

3. To destroy bacteria, follow the guidelines in the kitchen manual.

4. Temperature checks and probing follow the kitchen manual guidelines.

## Driving for Work / Drivers Handbook

Refer to the Council's drivers handbook.

## Violence and Aggression

All staff should be aware that there is a potential for aggressive or even violent behaviour to occur. Some of the people we support may present such behaviours as an expression of their distress or be unable to communicate in more appropriate ways because of their disability.

This behaviour can present risks to the person, staff and any other persons present. All staff should:

1. Be aware of the Council's violence and aggression policy and the Cumberland Cares managing behaviour policy.
2. Ensure that all incidents (including near misses) are reported to the manager / supervisor.
3. Ensure all incidents are recorded on the appropriate recording systems as well as in the accident book, person-centred care plan and communication books.
4. The person-centred care plan information could include:

- Strategies for the management of the persons behaviour, which the employee should follow.
  - Risk assessments related to the persons behaviours.
  - Any physical interventions procedure, which will be available to support safe and effective control of a situation.
5. Staff should not physically intervene in a violent incident by any method other than those described in the persons person centred care plan.
  6. Staff will be provided with appropriate training if they are working with individuals who behave aggressively or with violence.
  7. 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

There is a dress code policy which must be followed. All clothing worn must be always kept clean and tidy. Where protective clothing or other equipment is provided for certain tasks it must be worn. You will be informed of 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 acid, alkali, or other corrosive materials whether in dry or liquid form. Where machinery with revolving parts, the wearing of belts or ties is to be avoided since they may become entangled.

Any individual entering a kitchen must wear the correct uniform.

When you leave your employment, you must return all items of uniform to your supervisor / line manager.

<p><b>Footwear</b></p> <p>Some footwears can be dangerous when work 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 must be worn.</p>	<p><b>Disposal of Sharps</b></p> <p>After use, hypodermic needles should be placed straight into the sharps container. As with other single sharp objects, they should not be replaced in their packaging, but put directly into the sharps container. Containers should be stored out of reach of those people we support and visitors.</p>
<p><b>Hands and Skin</b></p> <p>Always use protective gloves or gauntlets where provided. Where oils or greases are used, always use barrier cream and cleansing cream provided and never allow skin to be contaminated with dirty oil. Washing your hands frequently is the most effective way to clean your hands. Follow the advice from the Infection Prevention Health Protection Team.</p>	<p><b>Excreta, Blood and Bodily Fluids</b></p> <p>A disposable apron and gloves should always be worn when dealing with excreta, blood and bodily fluids.</p> <p>Follow your local service policy when discarding Excreta. When attending to those with diarrhoea, or when dealing with their clothing or linen, appropriate hygiene.</p>

<p><b>Infection Prevention &amp; Control</b></p> <p>There are Infection prevention Procedures that you are required to follow. These are held on the Cumberland Care Website and are governed by Public Health.</p>	<p>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 taken with cleaning products – the manufacturers instructions must be followed. Spillage kits are provided and should be used in line with the instructions. Urine should be cleaned up using paper towels before washing the area. If possible a veridical cleaning agent should be poured gently over the blood spill, covered with disposable paper towels and mopped up after ten minutes with more disposable paper towels or a mop bucket used exclusively for this purpose. The towels should be carefully disposed of in sealed plastic bag 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.</p> <p>If the clothing of the person you are supporting or the first aider becomes contaminated with blood or bodily fluids it should be sponged with cold water, then laundered separately in a hot wash. The sponge should be disposed of as clinical waste.</p> <p>Follow the Clinical waste disposal procedure.</p>
<p><b>New and Expectant Mothers at Work</b></p> <p>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 Council procedures.</p>	
<p><b>Blood-Borne Viruses</b></p> <p>All employees and especially those who deal with the very personal needs of the people we support 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.</p> <p>HEP B virus is a course of 3 injections. Staff who are most at risk are those who are working with individuals 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 through the Council via the Occupational Health Team.</p>	<p><b>Personal Hygiene</b></p> <p>All staff have a duty to take care of their personal hygiene cleanliness. It is a key to prevention of food poisoning and spread of infection.</p> <p>Always wash your hands thoroughly:</p> <ul style="list-style-type: none"> <li>• Before and after meal of coffee breaks.</li> <li>• After sneezing or wiping your nose and disposing of the tissue.</li> <li>• After using a toilet.</li> <li>• After combing your hair.</li> <li>• After handling refuse and contaminated items such as bed pans, dressings, urine drainage bags.</li> <li>• Before and after handling food, drink, utensils, and crockery.</li> <li>• After handling different types of food.</li> <li>• When visibly dirty.</li> </ul>

## Young Person at Work

Employers have a duty to ensure any young persons are not exposed to significant risks in the workplace because of their lack of experience, awareness of the risk or the fact that they have not yet fully matured. Further information can be found on the Skills for care Website.

- Before putting on and taking off protective clothing.

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

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

There is a dress code 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).

## YOUR NOTES