

Introduction

Our Organisation is committed to identifying and managing health and safety risks, meeting legislative requirements and achieving best practice standards. We will do this by:

Recognising the value and importance of our people and ensuring we all play a part in creating a safe and healthy working environment for ourselves, those we work with, and the public.

Establishing an environment and culture that drives the prevention of injury and ill health.

Providing our people with the right balance of knowledge, understanding and skills to enable all work to be carried out safely.

Providing a clear and effective health and safety management system and delivering against challenging targets.

Continuously improving our health and safety culture and performance.

In this way we will deliver a performance we're proud of.

We recognise that the benefits of good safety management are:

Safety for administration staff, directly employed care and nursing staff, sub-contractors, nursing agency members and the general public

Reduced number of accidents and ill-health

Protection of our best interests and reputation

Compliance with legal duties

Happier, better-motivated staff

Greater operating efficiency.

If we fail to manage health and safety correctly the result could be:

Injuries and ill-health to administration staff, employed site operatives, sub-contractors, the self-employed and the general public

Loss of business through interruptions/bad publicity

Time spent investigating accidents instead of working towards our goals

Disruption of our activities through absence following injury or as a result of ill health

Disruption of our activities through defending claims and criminal actions

Increased insurance premiums

Feelings of personal guilt

Criminal prosecution by enforcing authority

Fines, imprisonment or other penalties imposed by a court of law.

The primary legislation comprises the Acts of Parliament, including the Health and Safety at Work etc Act 1974. The secondary legislation is made up of numerous Statutory Instruments (SIs), often referred to as 'regulations'. An example is The Workplace (Health, Safety and Welfare)

Regulations 1992. These are enforced by HSE and Local Authorities (LAs). HSE and LAs work locally, regionally and nationally, to common objectives and standards. As stated in the Health & Safety at Work Act 1974 and associated regulations; everybody has a responsibility to protect the health and safety of themselves and others when carrying out any activity. This policy is in accordance with current legislation

Please take a few minutes to read this health and safety hand book and to familiarise yourself with the rules and requirements. If you have any questions, or are unsure of anything contained in this hand book, please speak to the Director/Care Manager.

Health and Safety Policy Statement General Statement of Intent

Our Health and Safety Policy Statement expresses our clear commitment to minimise adverse effect to the health and safety of employees and others from our business activities.

It is essential that the Director/Care Manager and staff comply with the policy and help to achieve its specific requirements.

SSA Star Care Ltd believes that excellence in the management of Health and Safety is an essential element within its overall business plan – a good health and safety record goes hand in hand with high productivity and quality standards.

People are the most important asset to this company, and therefore we are totally committed to ensuring their health, safety and welfare at all times.

From an economic point of view, the company believes that prevention is not only better, but cheaper than cure. There is no necessary conflict between humanitarian and commercial consideration. Profits and safety are not in competition. On the contrary, safety is good business.

From a legal perspective, the company is committed to ensuring that it complies with all relevant health and safety legislation. Where it is reasonably practicable to do so, the company will strive to go beyond the requirements of legislation. The company is committed to on-going monitoring and review processes, so that continual improvement in the management of health and safety can be achieved.

Our general intentions are:

- To provide adequate control of the health & safety risks arising from work activities;
- To consult with our people on matters affecting their health & safety;
- To provide and maintain safe plant and equipment;
- To ensure safe handling and use of substances;
- To provide information, instruction and supervision for employees;
- To ensure all our people are competent to do their tasks, and to give them adequate training;
- To prevent accidents and cases of work related ill health;
- To maintain safe and healthy working conditions; and
- To review and revise this policy every year.

Signed: **Nirupama Singh**
Position: **Managing Director**
Date: **23.8.2019**
Review Date: **22.8.2021**

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Health and Safety Policy

1.0 Introduction

1.1 SSA Star Care Ltd (“the Company”) recognises and accepts its responsibilities under the Health and Safety at Work Act etc. 1974 [excluding Part III, except section 75 and Schedule 7] these are to:

- 1.1.1. provide and maintain a safe and healthy place of work
- 1.1.2. provide information, instruction, training and supervision
- 1.1.3. provide and maintain plant and equipment and safe systems of work
- 1.1.4. ensure safe access to and from the places of work
- 1.1.5. work to prevent accidents and work related ill health

1.2 It is the policy of the Company to foster a positive health and safety culture throughout the Company because we believe that high standards of health and safety are a moral and commercial pre-requisite.

2.0 The Role of the Company

2.1 The Company will:

2.1.1 Provide adequate control of the health and safety risks arising from our work activities by means of suitable and sufficient Risk Assessments.

2.1.2 Maintain safe and healthy working conditions, and adequate welfare facilities.

2.1.3 Provide and maintain safe plant and equipment, including all Personal Protective Equipment where needed.

2.1.4 Ensure the safe handling and use of substances that may be harmful.

2.1.5 Ensure all employees are competent to do their tasks, and to giving them adequate training, instruction and supervision.

2.1.6 Work to prevent accidents and cases of work related ill health.

2.1.7 Consult with our employees on matters affecting their health and safety

2.1.8 Review and revise this policy annually.

3.0 General Health and Safety

3.1 The Director/Care Manager of the Company will ensure that they achieve the highest standards of health and safety through monitoring performance and continuous improvement of the health and safety culture throughout the Company.

3.2 The Director/Care Manager will ensure that they comply with the requirements of the Management of Health and Safety at Work Regulations 1999 and other Regulations that apply to the Company’s work activities.

3.3 The Director/Care Manager recognises that the talent and energy of the men and women who will work for the Company are its most valuable assets. It will therefore provide safe and healthy working conditions and adequate welfare facilities for all employees. The Director/Care Manager will ensure that the work done by the Company does not adversely affect the health and safety of any contractors, Service Users or of members of the public.

3.4 The Director/Care Manager is aware of its contractual duties with regard to its purchasers, service users, their family members, carers and friends. It will therefore provide safe and healthy conditions and adequate welfare facilities for the delivery of services and in line with its contractual commitments. . The Director/Care Manager will ensure that the work done by the Company does not adversely affect the health and safety of any service user, their family members, carers and friends.

3.5 The Company will maintain a standard of excellence in health and safety matters and in this respect, employees and others will be encouraged to co-operate with the Director/Care Manager in all safety matters, to identify hazards and reduce the risk which may exist during work activities and to report any condition which may appear dangerous or unsatisfactory. Where appropriate the Director/Care Manager will consult with the employees on these matters.

3.6 The Director/Care Manager will, so far as reasonably practicable, ensure that it provides financial resources and the support which are adequate needed to meet the requirements of the relevant legislation and Regulations and that systems are in place which ensure the effective planning, control, monitoring and review of its procedures and arrangements.

3.7 Copies of this policy are available to all Company employees, service users and other interested parties in paper, accessible and electronic formats.

4.0 The Board

4.1 The Director/Care Manager will:

4.1.1 Comply with the Health and Safety at Work etc. Act 1974 and all other relevant legislation, Codes of Practice, Health and Safety Executive Guidance Notes, and recommendations of HSE Inspectors and Environmental Health Officers during visits or inspections and to put proper procedures in place to ensure compliance.

4.1.2 Ensure that Risk Assessments are carried out as necessary and that method statements are prepared and provided as required.

4.1.3 Ensure that training needs to ensure the health and safety of employees and all other persons are identified and met and provision made for adequate information, instruction and supervision

4.1.4 Ensure that Personal Protective Equipment (PPE) is provided as necessary.

4.1.5 Encourage the discussion of safety matters both in and outside the organisation.

To permit safety representation by the employees in accordance with such regulations as the Secretary of State has prescribed.

4.1.6 Ensure the provision of welfare facilities and First Aiders/Appointed Persons as required by the relevant statutory provisions.

4.1.7 Ensure that their operations do not cause injury or damage to any person or adjacent property.

4.1.8. Ensure, as far as is reasonably possible, its employees, subcontractors and others engaged by the Company or third parties, do not carry out work or operations on the Company's premises whilst under the influence of alcohol or controlled substances (drugs).

4.1.9 Ensure that, (where relevant), all site contractors, subcontractors and others engaged by the Company or third parties comply with relevant statutory obligations and Regulations.

5.0 Individual Director

5.1 The Director/Care Manager will have at least basic knowledge and understanding of the Health and Safety at Work etc. Act 1974 and its associated Legislation, Regulations and the relevant approved Codes of Practice.

5.2 The Director/Care Manager have ultimate responsibility for health, safety and welfare throughout the Company. The overall responsibility for health and safety lies with The Board. However the Board member who is the named Health and Safety Director is the Managing Director, Nirupama Singh, who is the Director with day to day control of health and safety issues.

5.3 The Directors will keep all employees advised as to their responsibilities in respect of health and safety matters.

5.4 In order to protect the safety and health of employees and others affected by the Company's operations, the Directors will:

5.4.1 Take reasonable steps to familiarise themselves with the hazards and risks associated with working at the Company and with the precautions which need to be taken to eliminate or control those risks.

5.4.2 .Establish procedures to deal with any emergencies;

5.4.3 Appoint a suitably trained, qualified and competent person to assist them in carrying out their health and safety duties;

5.4.4 Ensure that employees receive sufficient training and information so that they can carry out their duties safely and competently. Ensure adequate funds and facilities are available for this purpose. Before entrusting work tasks to employees, take into account their capabilities as regards health and safety and ensure that suitable Risk Assessments are carried out on any hazardous activity;

5.4.5 Initiate the timing and annual review of the Health and Safety Policy and ensure it is promoted to all employees and others working on behalf of the Company as well as to Service Users, their families' carers and friends;

5.4.5 Ensure that all employees carry out the health and safety responsibilities allocated to them;

5.4.6 Ensure the safety performance of the Company is monitored and take action to remedy any identified deficiencies;

5.4.7 Ensure that adequate provision is made for welfare facilities and that adequate first aid provisions are made;

5.4.8 Ensure that all necessary Personal Protective Equipment is provided to employees, and that instruction is given on its use.

6.0 The Role of the Health and Safety Director and Competent Person

6.1 The Health and Safety Director and the Competent Person will work together:

6.1.1 To ensure that all the Company Directors, Supervisors and Staff are aware of their individual Health and Safety responsibilities.

6.1.2 To report to the Board on all matters relating to safety, including new training requirements and updates in directives or legislation.

6.1.3 To initiate and make recommendations regarding changes, developments and amendments to the policy as and when necessary.

6.1.4 To assess the effectiveness of the Company's Policies for Health and Safety etc. Act together with all relevant legislation, Regulations and Codes of practice against the actual safety performance of the Company, and prepare reports for the Board accordingly.

6.1.5 To inform the Health and Safety Executive of all Notifiable accidents. Investigate any accidents or dangerous occurrences and make recommendations to the Board as to the means of preventing re-occurrence.

6.1.6 To carry out relevant Training needs Analyses for all employees and arrange appropriate training

6.1.7 To create and maintain a Training Matrix for all staff.

6.1.8 To carry out Risk Assessments (including where appropriate, COSHH, Noise, Manual Handling). To ensure follow up action is taken as needed.

6.1.9 To promote an interest and responsible attitude towards Health and Safety matters throughout the Company, its employees, service users, their families and carers.

7.0 Communication

7.1 Our Health and Safety practices will be communicated to relevant people as follows:

7.1.1 Responsible Manager – through management meetings, development meetings, the issuing of all new and updated policies and procedures, during training, supervisions and appraisals.

7.1.2 Service users – a link contained within the Service User Guide detailing user friendly online access to all key policies and procedures. This is highlighted by the assessor during sign-up visit, and anyone without Internet access is given advice on how to request paper copies of any policies they would like to view.

7.1.3 Employees and volunteers – communicated via training content, (and also by a mandatory requirement during Induction week), to access the online portfolio of all key policies and procedures – this is then confirmed per policy by employee/volunteer signature on a disclaimer form. Understanding of policy practices is checked, reiterated and updated during 6 monthly update training courses; and during supervisions, observations and appraisals.

8.0 Legislation

Our Health and Safety policies are in accordance with the following legislation:

The Health and Safety at Work Act etc. 1974 [excluding Part III except section 75 and Schedule 7]
The Management of Health and Safety at Work Regulations 1999
The Workplace, (Health, Safety and Welfare) Regulations 1992
The Manual Handling Operations Regulations 1992
The Control of Asbestos at Work Regulations 2012
The Health and Safety (Display Screen Equipment) Regulations 1992
The Electricity at Work Regulations 1989
The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995
The Control of Substances Hazardous to Health Regulations 2002
The Provision and Use of Work Equipment Regulations 1998
The Construction (Design and Management) Regulations 2007
The Control of Noise at Work Regulations, 2006
The Control of Vibration at Work Regulations 2005
The Work at Heights Regulations 2005
The Provision and Use of Work Equipment Regulations (PUWER) 1998) (Lifting Operations and Lifting Equipment Regulations (LOLER) 1998
The Equality Act 2010
The Personal Protective Equipment at Work Regulations (PPE) 1992
Health and Safety (Consultation with Employees) Regulations 1996
Health and Safety (First Aid) Regulations 1981
The Regulatory Reform (Fire Safety) Order 2005

9.0 Review

7.1 This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.

Adoption of this Policy by the Board of Directors

Name: *Nirupama Singh*

Signature: 23.8.2019

Date:

This policy will be reviewed by 22.8.2021

Health And Safety Procedures

1. Induction, training and supervision
2. Risk Assessments
3. Workplace & Site safety and welfare
4. Control of Substances Hazardous to Health
5. Asbestos
6. Manual Handling
7. First Aid
8. Accident Reporting
9. Electricity
10. Noise
11. Vibration
12. Working at Height
13. General work equipment
14. Fire
15. Computer Screens
16. Personal Protective Equipment
17. Consultation with employees
18. Protection of Young Persons

1.0 Induction, Training and Supervision

1.1 It is the policy of SSA Star Care Ltd (the “Company”) that all new employees are given information on health and safety relevant to their role, as part of their overall induction into the Company.

1.2 Ongoing training will be provided to ensure that employees at all levels are:

1.2.1 Competent to carry out their duties, to operate specialist tools, plant and work equipment.

1.2.2 Aware of their health and safety responsibilities.

1.3 Decisions relating to ongoing training of employees will be reviewed quarterly by the Board. The Health and Safety Director will be responsible for identifying and implementing health and safety training needs. Records of the training will be kept on each employee’s individual file.

2.0 Risk Assessments

(Reg. 3 Management of Health and Safety at Work Regulations, 1999)

2.1 All work activities will undergo a suitable and sufficient Risk Assessment. Upon the establishment of the risk, preventative measures will be identified which will then be introduced, maintained and periodically revised within our safe systems of work. It will be the duty of the Directors to ensure Risk Assessments are carried out and reviewed quarterly.

3.0 Workplace Safety

(The Workplace (Health, Safety and Welfare) Regulations 1992)

3.1 The Company will ensure that its workplace meets the Health, Safety and Welfare needs of all its employees, Service Users the family members and carers, visitors, contractors, including wherever practicable, people with disabilities. The Directors will ensure that the working environment, whether at the Company premises or elsewhere, is adequate in respect of lighting, heating, ventilation, eating and drinking facilities, hygiene/toilet facilities and general cleanliness.

4.0 Control of Substances Hazardous to Health

((COSHH), Regulations 2002)

4.1 Assessments and all Material Safety Data Sheets (MSDS) of hazardous substances used will be kept at the Company offices. It is the Health and Safety Director's responsibility to ensure Risk Assessments are carried out and reviewed quarterly.

4.2 From the Risk Assessments the Board will implement the principles of good practice for the control of exposure as detailed in Schedule 2A Regulation 7(7).

4.3 No employee will introduce any substance without the specific consent of their Manager.

5.0 Control of Asbestos at Work Regulations 2006

5.1 In the unlikely event that any Company staff or sub-contractors encounter any substance suspected to be or contain asbestos; it will be reported immediately to a Director. All works in the area will cease until the substance has been identified and, if appropriate, made safe or removed by specialist contractors. No works will be carried out that may disturb suspect substances without a suitable Asbestos Survey having been done by a specialist contractor.

6.0 Manual Handling Operations Regulations, 1992

6.1 The Board will ensure that all manual handling operations are assessed within the workplace, to take an ergonomic approach and where possible change the nature of any task or provide mechanical aids in order to reduce or lighten the manual handling of loads.

6.2 The Company will ensure that adequate Risk Assessments are carried out to identify hazards associated with manual handling and will ensure that suitable training and supervision is given, and where needed, lifting aids are provided.

6.3 It is the responsibility of the Director/Care Manager to ensure that the requirements specified in the Regulations are met to the required standard.

7.0 First Aid

(Health and Safety (First Aid) Regulations, 1981)

7.1 The Board will ensure that their employees are trained as First Aiders or Appointed Persons.

7.2 The health and Safety Director will assess the requirements and advise the Board as to the quantity and level of training required. This will be re-assessed annually or upon any major change in personnel or work practices.

8.0 Accident Reporting

(Reporting of Injuries, Diseases, Dangerous Occurrences Regulations 1995)

8.1 All accidents and incidents will be recorded in the accident book at the particular site where the accident occurred, irrespective of whether any injury occurred.

8.2 Any reportable accidents, incidents, or dangerous occurrences will be reported to the enforcing authority by the Board as soon as reasonably practicable.

9.0 Electricity

(Electricity at Work Regulations, 1989)

9.1 Equipment within the office will be PAT tested every 24 months, site and other equipment every 6 months. Appliances will be tagged/labelled to record satisfactory testing and records kept at the Company offices.

9.2 A Residual Current Device (RCD) will be used for electrical installations where possible..

10.0 Noise

(Control of Noise at Work Regulations, 2006)

10.1 The Board will ensure that noise levels are assessed on a regular basis. Noise assessments will be carried out at the Company's premises. If the noise levels exceed action levels then action will be taken to reduce noise at source. Where the machinery/process cannot be reasonably silenced or enclosed the Company will ensure that suitable ear protection is freely available for the use of staff.

10.2 It is the policy of the Company to ensure that all new tools and equipment purchased and used by staff have noise reduction built in to the design.

11.0 Vibration

(Control of Vibration at Work Regulations 2005)

11.1 Where necessary the Board will ensure the tasks and tools used are properly assessed to ensure the continued wellbeing of its employees. The Board will ensure that where the use of vibration causing hand tools cannot be reduced, that suitable safeguarding procedures are brought in, including where appropriate, anti-vibration gloves.

12.0 Working at Height

(Work at Heights Regulations 2005)

12.1 Where employees need to carry out work at height, the Directors will assess the use of steps and ladders for each task requiring the use of them.

12.2 Wherever practicable mobile towers, 'podium hop ups', or similar will be used.

12.3 Ladders and steps will only be used for short term access or where the use of mobile towers or 'podium hop ups' etc. is deemed unsuitable or unnecessary by managers due to the duration of the works, or the working area.

12.4 A site specific Work at Height Risk Assessment will be carried out before any works commence, and suitable control measures put in place to ensure the safety of the Company personnel and those who will be working in the vicinity.

13.0 General work equipment

(The Provision and Use of Work Equipment Regulations (PUWER) 1998) (Lifting Operations and Lifting Equipment Regulations (LOLER) 1998)

13.1 It is the responsibility of the Board to ensure that the Company:

13.1.1 Provides suitable equipment for the tasks to be done (Reg. 4)

13.1.2 Ensures that equipment is maintained in an efficient state, in efficient working order and in good repair. (Reg. 5)

13.1.3 Ensures that all equipment and plant is inspected as required (Reg. 6)

13.1.4 Ensures that persons who are required to use work equipment receive adequate training, information, instruction and supervision as necessary (Regs. 8 & 9)

13.2 The Health and Safety Director's will undertake assessments of risks and implement preventative measures ensure that guards are provided as necessary.

13.3 It is the responsibility of the users/operators to ensure the tools are checked prior to use and are maintained in good working order.

13.4 Procedures will be implemented to ensure that all plant and tools owned by the Company are tested in accordance with recommended intervals.

13.5 On occasion the Company may need to hire in equipment due to either the specialised nature of the work or the quantity of work. The equipment will be obtained from hire companies approved by the Board only who have confirmed that the appropriate safety documentation is provided with each item hired; and, where necessary, also provide training to ensure all users are appropriately trained in the use of the equipment.

14.0 Fire

(The Regulatory Reform (Fire Safety) Order 2005)

14.1 It is the responsibility of the Board to ensure suitable and sufficient fire extinguishers are made available throughout the Company's premises.

14.2 A Fire Risk Assessment will be carried out and the Fire Evacuation Procedure will be published in each room.

14.3 Employees working at customer premises or sites will observe all Fire Precaution Notices, take note of existing fire prevention measures already in place and make themselves familiar with the site Fire Evacuation Procedures.

14.4 All fire extinguishers are to be checked annually by a specialist contractor. Where Company employees work at client's premises, they will ensure they are aware of the site fire evacuation procedures.

15.0 Computer screens

(The Health and Safety (Display Screen Equipment) Regulations, 1992)

15.1 The Board will ensure suitable assessments are carried out for all persons who use display screen equipment. The assessments will consider the amount of time a person uses a VDU and the work done, the usability of their workstation and general working environment.

16.0 Personal Protective Equipment (PPE)

(The Personal Protective Equipment at Work Regulations (PPE) 1992)

16.1 The Board will implement this Regulation in the light of the requirement that PPE will be used only when:

16.1.1 Risks cannot be avoided;

16.1.2 Risks cannot be sufficiently reduced by other preventive measures; or

16.1.3 through work re-organisation.

16.2 The Board will ensure that there is sufficient supply of suitable PPE for use when required.

16.3 The Board will ensure all employees are suitably trained in the use and correct storage of PPE.

16.4 All PPE issued will be stored in compliance with the manufacturer's specification.

16.5 Each employee is required not to misuse or interfere with any health and safety equipment supplied for their safety including PPE. (s7 HASAW 1974)

17.0 Consultation with Employees

(Health and Safety (Consultation with Employees) Regulations 1996)

17.1 The Board will consult with employees on matters relating to Health, Safety and Welfare and furnish them with the information which is considered necessary. Such information is to be seen on the Company notice boards as displayed in the workplace; on the Company's intranet and in the employee safety handbook.

17.2 The Board encourages employees to join in with the spirit of the regulations by actively taking part in discussions with their managers. It is the responsibility of all managers to ensure that this consultation takes place.

18.0 Protection of Young Persons

18.1 The Board will ensure that young persons (under 18 years of age) employed by them are protected at work from any risks to their health and safety which are as a result of their lack of experience, or the fact that young persons have not yet fully matured and may not comprehend any hazards in the workplace.

18.2 A specific Young Person's Risk Assessment will be undertaken before any person under the age of 18 commences work for the Company.

18.3 Where the Young Person concerned is someone who is under 16 years of age, the assessment will be communicated to a person having parental responsibilities/rights for that Young Person.

18.4 Where the young person is on an organised scheme such as a work placement, then a competent person at the school or other placement organisation will be involved in the assessment process.

18.5 Persons under 18 years of age are prohibited from operating the following equipment, unless attending approved training or under the specific direction and supervision of a qualified and competent person:

These procedures will be reviewed annually or when new legislation is introduced.

Adoption of Procedures by the Board of Directors

Name: Nirupama Singh

Signature: *Nirupama Singh*

Date: 23.8.2019

These procedures will be reviewed: 22.8.2021

Responsibilities

The responsibilities of Directors and specific Staff with regard to the implementation of the Health and Safety Policy and Procedures are as follows:

1.0 The Board of Directors will

1.1 Ensure that the Health & Safety Policy is implemented and all statutory requirements concerning Health & Safety at Work are observed.

1.2 Measure, appraise and correct the effectiveness of the company safety policy and safety performance. Advice to achieve the maximum effectiveness will be provided as required by an external safety consultant.

1.3 Ensure that the financial and other resource implications relating to this policy are given all due consideration.

1.4 Ensure that all contracts or services include control mechanisms to ensure contractors do not impair the safety element of the company safety policy.

1.5 Ensure that all risks to persons are identified; assessed and adequate control measures are implemented.

1.6 Ensure that company procedures and risk controls are effectively monitored to maintain efficiency.

1.7 Develop a Health & Safety Plan including the setting of short and long-term objectives, deciding on the priorities and establishing adequate performance standards.

2.0 Health and Safety Director and Competent Person will

2.1 Ensure that all safety matters brought to the attention of the Health and Safety Director are acted upon.

2.2 Ensure that all persons, to whom specific responsibilities are given, are aware of, and discharge these responsibilities.

2.3 Arrange for all accidents, diseases, near misses, and dangerous occurrences to be correctly reported, and investigated to determine causal factors.

2.4 Create and maintain a positive Health & Safety culture, which secures the commitment and participation of all employees.

3.0 Director of Quality Assurance and Operations Manager will

3.1 Ensure that the Health & Safety Policy is implemented and all statutory requirements concerning Health & Safety at Work are observed.

3.2 Measure, appraise and correct the effectiveness of the company safety policy and safety performance.

3.3 Ensure that all safety matters brought to their attention are acted upon.

3.4 Ensure that all persons, to whom specific responsibilities are given, are aware of and discharge these responsibilities.

3.5 Arrange for all accidents, diseases, near misses, and dangerous occurrences to be reported to the Health and Safety Director, and assist with investigation to determine causal factors.

3.6 Ensure that all risks to persons are identified; assessed and adequate control measures are implemented.

3.7 Ensure that company procedures and risk controls are effectively monitored to maintain efficiency.

3.8 Assist in the identification and assessment of risks.

3.9 Advise the Board on the implementation of adequate measures to control risks.

4.0 Managers will:

4.1 Ensure that the Health & Safety Policy is implemented and all statutory requirements concerning Health & Safety at Work are observed.

4.2 Take all necessary steps to ensure the effectiveness of the Company's Health and safety policy and performance.

4.3 Ensure that all safety matters which are brought to their attention are acted upon in an appropriate manner.

4.4 Arrange for all accidents, diseases, near misses, and dangerous occurrences to be reported, to the Director of Quality Assurance and Operations Manager and assist with any investigations to determine causal factors as necessary.

4.5 Ensure that company procedures and risk controls are effectively monitored.

4.6 Assist in the identification and assessment of risks.

4.7 Advise the Development Manager and Operations Manager on the implementation of adequate measures to control risks.

5.0 H.R. Manager will:

5.1 Assist in the identification and assessment of risks.

5.2 Advise the Directors with regards to the implementation of adequate measures to control risks.

5.3 Ensure that company health and Safety policy and procedures are communicated effectively to all staff at induction and throughout their employment by the Company and ensure that updates to the Policy and Procedures are similarly communicated from time to time.

6.0 All Employees will

6.1 Take reasonable care for their own health & safety and other persons including Service Users who may be affected by their acts or omissions at work.

6.2 Co-operate in complying with all Health, Safety and Welfare legislation.

6.3 Not interfere with or misuse anything provided in the interest of health, safety and welfare.

6.4 Ensure all protective clothing or appropriate safety equipment is worn as required.

6.5 Report all accidents, near misses and damage to property or equipment to immediate supervisor or manager.

6.6 Ensure that all accidents are recorded.

6.7 Report all hazards to immediate supervisor or manager.

6.8 Familiarise themselves with Fire Procedures.

6.9 Know the location of the nearest First Aid box and identify the relevant First Aider and/or Appointed Person.

6.10 Ensure that before they use any machine, that all moving parts are adequately guarded unless rendered safe by position or construction. Guards will not be removed during machine operation.

Health and Safety Organisation and Arrangements

Organisation and Responsibilities for implementing the Company's Health and Safety at Work Policy and Procedures

Overall and final responsibility for health and safety is that of **The Board**:

Nirupama Singh (MD) will act for **The Board** on a day-to-day basis.

Nirupama Singh; Director/Care Manager, will have general oversight, reporting to the MD and Board, on a weekly basis.

Employees' Duties

All our people will:

- Co-operate with supervisors and managers on Health and Safety matters;
- Not interfere with anything provided to safeguard their Health and Safety;
- Take reasonable care of the Health and Safety of themselves and others; and
- Report all Health & Safety concerns to a responsible person, (as detailed in this policy).

Non-compliance with Health and Safety rules and procedures can result in disciplinary action, which may include immediate dismissal, if appropriate.

Monitoring and Reviewing Health and Safety Procedure and Processes

Monitoring and reporting are vital parts of a health and safety culture. Our management systems allow The Board to receive both specific (e.g. incident-led) and routine reports on the performance of health and safety policy.

We monitor and review our practices through our ISO 9001 and CHAS auditing processes.

Much day-to-day health and safety information need be reported only at the time of a formal review. But only a strong system of monitoring can ensure that the formal review can proceed as planned; and that relevant events in the interim are brought to The Board's attention.

Core actions

The Board ensures that:

- appropriate weight is given to reporting both preventive information (such as progress of training and maintenance programmes) and incident data (such as accident and sickness absence rates);
- periodic audits of the effectiveness of management structures and risk controls for health and safety are carried out;
- the impact of changes such as the introduction of new procedures, work processes or products, or any major health and safety failure, is reported as soon as possible to The Board;
- there are procedures to implement new and changed legal requirements and to consider other external developments and events

Good practice

Effective monitoring of sickness absence and workplace health alerts The Board to underlying problems that could seriously damage performance or result in accidents and long-term illness.

The collection of workplace health and safety data allows The Board to benchmark the organisation's performance against others in its sector.

Appraisals of senior managers include an assessment of their contribution to health and safety performance.

The Board receives regular reports on the health and safety performance and actions of contractors.

We gain greater support for health and safety by involving workers in monitoring.

Care Service General Procedures

General Responsibilities

Our care services are designed to meet service user's needs and should always ensure the Health and Safety of both the service user and staff members involved. This requires our people to behave in a professional manner at all times and ensure that the Service User is kept informed of matters, which may affect them.

Where any Health and Safety matter is identified which may prejudice safe working, our people are required to notify their line manager at the earliest opportunity.

The Health and Safety Manager will ensure that managers and care coordinators are trained to carry out risk assessments to a high standard in a timely manner; and that these are reviewed at appropriate frequencies, at least annually. See our "Risk Assessment and Risk-taking Policy".

The Registered Manager and Managing Director are required to ensure that any of our people, who undertake any duties in a Service User's home, have received suitable and effective training with which to carry out their duties. This should include awareness by staff in relation to their own safety and well-being.

Each of our people has a responsibility to:

- Act in a professional and responsible manner at all times
- Follow Health and Safety Policies and Procedures, which form part of the Quality Management System in use.
- Report problems, concerns and Health and Safety issues promptly to their Line Manager.
- Ask for guidance when unsure about Health and Safety issues.

Home Care Managers are responsible for ensuring:

- All staff and volunteers have completed the induction training course prior to being given shifts and are confident that they are suitable trained.
- All staff and volunteers are aware of Health and Safety Regulations concerning their work.
- Each Service User has been assessed to ascertain their care needs and service requirement. This should include re-assessment where changes in physical or mental health have affected the care programme, its delivery or effectiveness.
- The Service User's home is as safe as possible.
- Ensuring that staff and volunteers follow Health and Safety Policies and procedures.
- Report issues which they cannot resolve to their Line Manager.

Travel To And From A Service Users Home

These procedures have been set out to safeguard our people when travelling to and from the Service Users home, and for those that are working late shifts and / or working alone at a Service Users home:

- Do not carry large sums of money or large supplies of medication.
- Ensure vehicles are appropriately insured for business use.

- Carry a charged and in-credit mobile telephone and an emergency out-of-hours contact number at all times.
- Where Service Users have been identified as being of high risk to abuse or aggression, this visit to be monitored appropriately.
- Where considered appropriate, Care Staff may be 'doubled' in pairs to undertake such high risks duties.
- Use the company's new system version of 'Call Monitoring', this will enable the administrative team to track Care Staff's movement and alert us if they have not arrived or departed from a Service Users property.
- The Registered Manager will consider providing transport and / or an escort to a place of work if working in particularly remote areas.

Safety In Service User's Home

Before providing any Home Care Service into a Service User's home, the Care Assessor must ensure that a comprehensive assessment of risks has been carried out by using the current Assessment Pack.

Risks in relation to the Service User in their own home, or to our staff or volunteers, should be included as part of the Service Users Plan. This should be read before providing any care and support to the Service User. These risk assessments of services and any premises are carried out at least annually, usually when the care service provision is being reviewed by ourselves, by the appropriate care assessor.

Where our people are aware of, or identify a risk, which has previously not been identified, they should take steps to minimise the immediate risk and then inform the Home Care Manager without delay. This may include risks from:

- Pets.
- Leaking or damaged roofs / pipes
- Poor maintenance
- Damaged or broken appliances
- Access – Staircases and floors cluttered or poorly lit
- Fire – smoking without proper use of ashtrays
- Cleanliness – does the home give the impression of being clean?

On each visit, staff or volunteers should carry out a visual check upon entering the premises to satisfy themselves that there are no obvious signs of danger and harm, or that they are satisfied that the services can be carried out without undue risks. Where a member of staff or a volunteer feels that conditions exist which render the workplace unsafe, they should inform the Home Care Manager immediately.

Food Safety

All of our people will be required to complete our induction course which includes training in basic food hygiene. Our people are encouraged to clean kitchen surfaces and utensils to be used prior to commencement of their duties in the home. The following matters should be considered in relation to food safety in the Service User's home:

- Cleanliness – sufficient and suitable cleaning materials available.
- Repairs – Walls and floors should be in a good state of repair.
- Equipment – cookers are in good order.
- Refuse Bins – Lid fitted and waste bag used. No signs of pest intrusion.
- Foodstuffs – Check “best before” dates and that nothing is contaminated or rotting.
- Food related illness – any symptoms such as diarrhoea or vomiting should be notified to the Line Manager immediately with no return to food preparation until cleared by GP or Home Care Manager.

Infection Control

Staff should be aware that Service User's represent a high risk in relation to the spread of infection due to the range and severity of the health conditions they present.

All staff should be aware of the correct techniques of hand-washing, wear appropriate personal protection equipment and carry out the relevant procedures and general principles of how to prevent the spread of infection.

This is shown in more detail in the Infection Control Policy and Procedure.

Any risks that have been identified by staff should be included in the Service Users Plan.

Moving And Handling

No Staff Member should engage in any form of moving and handling or lifting of loads and objects without carrying out a suitable risk assessment.

No Staff Member should engage in moving or attempting to move a Service User without:

- Referring to the Service User's Plan for the Safe Handling and Transference Risk Assessment.
- Having received correct training in the techniques required for the care of the Service User.
- Having ascertained that the workplace is free from obstruction or danger.

All staff should be suitably trained to operate any hoists or other mechanical aids in the Service User's home. Follow the manufacturer's instructions, which must be kept in the Service User's home.

The maintenance and servicing record displayed on manual handling equipment must be up-to-date and should be checked prior to use.

COSHH – Control Of Substances Hazardous To Health

Where our people are required to use cleaning materials belonging to the Service User, they should ensure that they are satisfied that they can be used safely for the purposes stated. Our people should ensure that all materials are stored in accordance with the manufacturer's instructions after use.

Where any doubt arises as to the safety or use of any substance, the person should contact their Home Care Manager.

Visually Checking Electrical Appliances

All of our people should take care when using any electrical appliance. Be alert to dangers from cracked plugs and light switches.

If it is necessary to use electrical equipment which belongs to the Service User, it should be visually checked prior to use. Particular attention should be paid to the trailing cable or flex and a suitable protective current device (RCD) should be used when appropriate.

Where an electrical fault is discovered, the equipment should not be used and the Home Care Manager informed.

Equipment

Any equipment to be used such as manual handling aids, frames, cookers etc. should be visually examined for condition and suitability.

Our people should only use equipment if they understand the correct mode of use and are authorised to do so by the Home Care Manager.

Emergency Provision

All of our people will be required to complete our induction course which includes training in basic food hygiene, infection control and health & safety prior to commencing work in the Service User's home.

Where an accident occurs, staff should deal with only very minor injuries. In all other cases either the Service Users own GP or an ambulance should be summoned and the matter referred to the Home Care Manager.

Following an accident, our people should ensure that it is logged in the Daily Report Form, held at the Service Users home. If it is serious then a GP or ambulance will need to be called. Also the Home Care Manager would need to be notified, (or Administration On-Call), who would then in turn notify the next of kin. The person involved needs to ensure that the Accident Book is completed in the Office as soon as possible after the event. If a serious accident occurs to one of our people then the Office or Administration On-Call will need to ensure that all the necessary subsequent care visits are covered by the on-call care staff.

The Home Care Manager should then check whether the accident is reportable under RIDDOR Regulations 1985 and if so, should arrange an investigation to ascertain the circumstances surrounding the accident to be established and for the completion of RIDDOR Notification Form.

The Home Care Manager should follow up monitoring of all accidents, by filling in an Issue Log and circulating it to relevant parties, to ensure that any lessons that can be learned have been actioned and to ensure that the welfare of the victim is being maintained and that a review of the Service User's Plan, has taken place if necessary.

Accidents, First Aid And Work Related Ill-Health

Upon arriving at a client's home and finding the client in a collapsed state or very ill the following procedure must be implemented by the Care Worker:

- It must not be assumed that the client is dead. Check for vital signs and that the person's airway is clear, turning them into the recovery position if necessary.
- If the client is conscious try to get them to tell what happened, where pains or injuries are, etc.
- If there is bleeding, control this by pressing on the bleeding point through a pad formed from a towel, clean handkerchief etc.
- Do not try to move the client unless absolutely necessary (e.g. to move out of the vicinity of a fire, etc). Instead make the person comfortable by covering them with a blanket. **DO NOT MOVE ANYBODY WITH NECK OR SPINAL INJURIES.**
- If urgent medical attention is required, dial 999 for the emergency services. In all other events, the client's GP should be contacted without delay.
- If the client is taken to hospital by ambulance, ensure that all medication that the client is currently taking is given to the paramedics.
- The Care Worker should record all events in the Client's Notes, and the client's family, the Office, Home Care Manager & On-Call informed as soon as possible.
- **Complete Incident Report Form.**

All Care Staff should make themselves available to receive training in First Aid. Such training will be recorded in individual Staff Training Files.

First aid boxes are kept at: **Each Location**

The appointed person(s)/ first aider(s) are: **Training & Development Officers / Care Coordinators**

All accidents & work related ill-health are recorded in the accident book, kept at: **Each Location**

Responsibility for reporting accidents, diseases and dangerous occurrences to the enforcing authority is that of: **Home Care Managers**

Emergency Procedures – Fire And Evacuation

Responsibility for ensuring fire risk assessments are undertaken and completed for each location is that of: **Home Care Managers**

Escape routes are checked: **Daily**

Emergency evacuation procedures will be reviewed / simulated: **Regularly at each Location**

Emergency evacuation will be tested: **Six-monthly at each Location**

Fire extinguishers are maintained and checked: **Monthly**

Manual Handling

Poor manual handling is one of ‘the most common causes of injury at the workplace, these injuries often have long-term effects. Company policy is to reduce the risk of manual handling injuries as far as is reasonably practicable and to provide guidance to employees on the measures that should be taken to ensure safe lifting and carrying

In particular it is the responsibility of the **Home Care Managers** to ensure that:

- A risk assessment of manual handling and lifting tasks is carried out.
- Operations which involve manual handling are eliminated, so far as is reasonably practicable, and where not reasonably practicable, that appropriate lifting aids are provided.
- The design and layout of the workplace is considered and changes are made where practicable.

Stress At Work

Apart from handling and working with people with potentially challenging behaviour, management recognise that there are other ways in which stressful conditions can be created for staff as part of their daily duties. These can include continually working excessively long hours, lack of self-confidence, domestic worries and job security fears, all of which can lead to a gradual deterioration in health, and poor performance at work which, unless checked, could compromise our Health & Safety standards. The working policies of the home have been developed to ensure that stressful conditions are minimised.

Compressed Gas Cylinders (Transportable Gas Containers)

The Company will take all reasonable steps to secure the Health and Safety of employees who work with compressed gas cylinders (transportable gas containers) and associated plant and equipment.

We acknowledge that Health and Safety hazards may arise from the receipt, transport, distribution, storage, use and/or disposal of any compressed gas cylinder or gas contained within it and it is the intention of the Company to ensure that any associated risks are reduced to a minimum.

In particular it is the responsibility of the **Home Care Managers** to ensure that suitable and sufficient training and information is given to employees who are required to handle compressed gas cylinders (transportable gas containers)

Control Of Asbestos Containing Materials

The Company understands that materials containing asbestos when incorrectly handled can present a risk to the Health and Safety of employees and others visiting the site.

In particular it is the responsibility of *Nirupama Singh* to ensure that:

- A survey is carried out in order to identify asbestos containing or other potentially hazardous materials on site
- Where appropriate, dispose of any such materials in a safe manner using licensed and accredited contractors

Where risk assessment indicates the risk of removal to be greater than the risk of leaving in situ, to keep a register of and to conspicuously mark such materials so as to ensure safe working processes are employed in the case of subsequent damage, maintenance or removal.

Control Of Contractors

The Company will plan, co-ordinate, control and monitor the activities of Contract Companies to effectively minimise the risks presented to our employees, other persons on our site and the public. Only approved contractors will be permitted to carry out work on behalf of the Company; and these will be required to submit to the *Nirupama Singh* a copy of their up-to-date Liability Insurance. Sanctions will be applied to contractors as a result of poor Health and Safety performance

In particular it is the responsibility of the **Director/Care Manager** to ensure that:

- All contractors comply with Company Health and Safety rules and are given a site induction.
- All contractors sign in at reception whenever onsite.
- All contractors provide suitable risk assessments and method statements before commencing work
- Contractors work activities are suitably monitored to ensure work is carried out safely in accordance with agreed safe systems of work.

Display Screen Equipment

Display screen equipment is used at all **SSA Star Care Ltd Locations**, however, not all employees who use this equipment will be classified as a “user” under the Health and Safety (Display Screen Equipment) Regulations 1992. Therefore the full extent of these Regulations may not apply in all cases. Where an employee falls into this category a Workstation Assessment Checklist will be completed by the **Health and Safety Officer**. The Head of Department will be responsible for ensuring that any control measures identified by the assessment are completed as necessary

All “users” are entitled under the Regulations to an eyesight test, to be carried out by a registered practitioner, at the organisation’s expense. Tests should be carried out at regular intervals (as advised by the optician). Where the results of the test show that corrective appliances are necessary (*specifically for DSE use only*), in order to correct vision defects at the viewing distance of the screen from the user) these will be provided at the organisation’s expense, (as required by the Regulations).

Legionella

The Approved Code of Practice for “The control of legionella bacteria in water systems (L8)” applies to the control of legionella bacteria. A Risk assessment has been carried out by SSA Star Care Ltd, for premises under its control, where water is used or stored and where there is a means of creating and transmitting water droplets that may be inhaled, possibly causing a foreseeable risk of exposure to the bacteria. A water system includes all plant/equipment and components associated with that system, e.g. feed tanks, valves, showers, heat exchangers, quench tanks, chillers, etc.

The company will take all reasonable steps to identify potential legionella hazards in the workplace and will endeavour to prevent or minimise the risk of exposure to such hazards.

In particular it is the responsibility of the **Director/Care Manager** to ensure that:

- A suitable and sufficient assessment is undertaken to identify and assess the risk of exposure to legionella bacteria from work activities and water systems on the company’s premises. The assessment will be completed by a person who is competent to do so.
- Safe working procedures and maintenance for the water systems are implemented and monitored in accordance with The Approved Code of Practice (L8)

Where employees are concerned about the risk of an outbreak of legionellosis, they should report their concerns to the **Director/Care Manager** so that the company can take the appropriate measures to eliminate or reduce the risk

New And Expectant Mothers

The Company has strong obligations towards its people who become pregnant and on into the period after they have given birth. The Management of Health and Safety at Work Regulations require all organisations to assess workplace risks for all employees. Where women of childbearing age are employed the assessment must also cover risks specific to new and expectant mothers

When a member of staff informs the Company that she is pregnant, it is the responsibility of the **Director/Care Manager** to ensure that an assessment of the safety implications of that person's work is carried out in full consultation with her, as soon as possible. The results will be recorded, copied to the individual and filed in the personal file. As the pregnancy progresses, and also at return to work, the assessment should be reviewed with the person

If the company becomes aware of an outbreak of Rubella (German Measles) with our staff, the expectant mother will be informed promptly.

Personal Protective Equipment

The Company will provide Personal Protective Equipment when the risk presented by a work activity cannot be adequately controlled by other means, in doing so we acknowledge that Health and Safety hazards will have already been identified. It is our policy to ensure - through the proper use of PPE - that the hazards are reduced to the lowest level practicable

In particular it is the responsibility of the **Director/Care Manager** to ensure

that: Any PPE supplied provides the maximum protection for the particular

hazard.

Employees are given appropriate information and instruction to enable them to understand the importance of wearing PPE where required.

Training is given to employees to enable them to wear and maintain items of PPE correctly.

Company policy determines that where its employees are provided with PPE, to protect their Health and Safety, they must use it at all times.

Temporary And Casual Staff

It is Company policy to protect the Health and Safety of all its employees, including those who work for relatively short periods of time

In particular it is the responsibility of the **Director/Care Manager** to ensure that

Temporary and casual employees, including volunteers, are informed of any special skills, qualifications or requirements that are needed to enable them to function safely and without risk to health.

Temporary and casual employees and volunteers are subject to basic induction training in respect of safe working and site safety.

Visitors

The company acknowledges its responsibility to ensure the Health and Safety of all persons who come into contact - either directly or indirectly - with its work activities - this includes visitors to Company premises. All visitors are requested to agree and comply with Health and Safety instruction given before signing in at reception

In particular it is the responsibility of the **Director/Care Manager** to ensure that visitors are informed of any particular hazards, which they might expect to encounter during their time on-site, and to inform them of any precautions that they should take.

Working At Height

Falls from heights are a regular cause of fatal and serious injuries. There are three main hazards associated with work at heights: Falls / Falling objects / Falls from collapsing structures

The Company will ensure that precautions are taken to avoid all three hazards

Wherever reasonably practicable Work at Height will be avoided

In particular it is the responsibility of the **Director/Care Manager** to ensure a risk assessment is carried out for all activities that involve work at height and that safe working procedures are identified and communicated to employees before authorisation to carry out the work is given.

Young Persons

Because of their possible lack of awareness, inexperience or immaturity young people under 18 years old are considered to be particularly at risk in matters affecting their Health & Safety at work

Before engaging any young employees the Company will complete a specific risk assessment. Certain work will be prohibited if risk assessment identifies a significant risk which cannot be eliminated. The assessment will also take into account the inexperience and immaturity of the young person and also their possible lack of awareness of existing or potential risks

When assigning work to young persons, the **Director/Care Manager** will ensure the potential immaturity/ lack of experience are taken into account & adequate supervision will be provided.

Contact Arrangements

Hourly Care Telephone:

Short visits

Office Hours

Monday to Friday (9am to 5pm)

01752 237550

On-Call (outside of these hours)

01752 237550

Agency Shifts Telephone:

Agency assignments
and 24 hour Live-in Care

Office Hours

Monday to Friday (9am to 5pm)

01752 237550

On-Call (outside of these hours)

01752 237550

SSA Star Care Ltd will contact Social Services, and other relevant parties and members of the family, when there is a non-response or emergency situation reported back to the office or On-Call by our staff, service users or members of the public.

Our Care Coordinators or management will respond to falls and manual handling issues affecting our service users, with suitable transfer equipment, during normal hours of care delivery.