HEALTH & SAFETY POLICY



July 2025

BLUESTAR CARE & SUPPORT LTD

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Policy Statement

The health and safety policy is intended to demonstrate the organisation's commitment to the health,saftey and welfare of its employees and anyone who may be affected by its business undertakings.

The policy details responsibilities for health and safety management and the arrangements for ensuring we meet our legal duties.

By following the requirements of the policy, the Organisation will ensure legal compliance, prevent possible financial loss due to litigation and work towards the prevention of accidents,assaults, and incidents. Also, it is,

- To set out the approach adopted by Bluestar Care and Support Ltd to fulfill their legal duties and health and safety obligations.
- To identify the roles and outline individual responsibilities within Bluestar Care & Support Ltd for the effective management and monitoring of the requirements of the Health and Safety at Work Act 1974 and its subordinate legislation.

Introduction

Bluestar Care & Support Ltd has a general duty for health and safety to all employees and workers, service users, visitors to its office premises, and others affected by its work activities.

It aims to take action through its health and safety management system to reduce health and safety risks as far as `reasonably practicable.

Objectives

A general duty to provide a safe working environment for Bluestar Care & Support LTD's service users.

Also, to ensure to:

- Safe premises and systems of work
- Safe use, handling and storage of substances and articles
- Provision of information, instruction, training, and supervision
- Safe place of work
- Safe working environment with adequate welfare facilities

Scope

This policy applies and or affects all staff working for Bluestar Care& Support Ltd, all visitors to its offices, and the following people:

- Service Users
- Family
- Advocates
- Representatives
- Funding social care and health Authorities
- External health professionals care management teams

Policy

The management of Health and Safety at Work Regulations 1999 provides for organizations such as Bluestar Care & Support Ltd to establish arrangements to comply with these regulations as follows :

- Carry out suitable and sufficient risk assessments using the five step process of hazard identification, determine who is at risk, evaluate and control risks, record findings, and review and revise management systems.
- Implement management systems for planning organization, control, monitoring, and review to promote quality-driven management and effective control measures which aim for continual improvement in health and safety practice as specified by the Health and Safety Guidance (HSG 65)
- Establish competent person through job role selection, personal development and health and safety training procedures for induction, specific workplace activities, roles, and responsibilities with refresher training provision as required.
- Develop suitable emergency procedures for potential significant events, incidents, or infections with contingency arrangements.
- Provide health and safety information to service users employees and workers contractors and other affected by Bluestar Care and Support Ltd.'s service Provision.
- Cooperate with local authorities, regulatory and other organizations to safeguard health and safety compliance, control measures and promote good practice.

Regulatory Health and Safety Compliance

Bluestar Care & Support Ltd will work to ensure compliance with the Regulatory Framework as set out by the Care Quality Commission and Health and Social Care Act 2008 (Regulated Activities) Regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. any other contractual and Administering Authority requirements. Also, the following legislations:

- The Care Act 2014
- Civil Contingencies Act 2004
- The Food Safety and Hygiene (England) Regulations 2013
- The Gas Safety (Installation and Use) Regulations 1998
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Safety at Work etc. Act 1974
- The Health and Safety (First Aid) Regulations 1981
- Management of Health and Safety at Work Regulations 1999
- The Manual Handling Operations Regulations 1992
- The Regulatory Reform (Fire Safety) Order 2005
- The Workplace (Health, Safety, and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- The Control of Substances Hazardous to Health Regulations 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

General roles and responsibilities

The Operational Staff team and Senior Management of Bluestar Care & Support Ltd have responsibilities for Health and Safety standards in our day-to- day service delivery.

The Registered Manager has overall responsibility for health and safety within Bluestar Care & Support Ltd managed services ensuring adequate governance and management control systems are implemented, monitored, and reviewed.

The Senior Management Staff, individually and collectively have the responsibility

for supporting and ensuring that effective governance and management of health and safety control systems are implemented, monitored, reviewed, and to;

Provide Leadership and promote a positive health and safety culture with risk management based and effective resource allocation.
Ensure legal and regulatory compliance in service delivery and monitor review and keep abreast with current requirements.

The Registered Manager

The Registered Manager's duties will include but are not limited to:

- Maintain up to date emergency and contingency plans ensuring this information is available to on-call staff, systems, and emergency services.
- Maintain and keep up to date health and safety risk arising from risk assessment accident and injuries reports, routine inspection checks, and audits.
- Provide information, instruction, supervision, and in house learning development for employees and volunteers working within the premises.
- Provide and display health and safety information for service users and visitors taking care of maintaining a homely environment.
- Ensure emergency information and instructions are given to contractors working within the premises to maintain safe systems of working
- Maintain a system for routine health and safety consultation with service users, employees and volunteers
- Liaise with the Compliance Manager for advice and support in the implementation of health
  and safety systems, routine monitoring and reporting procedures systems, and activities to promote health and safety
- Record and Report to the line managers and health and safety file for each premise and service
- Promote a appositive health and safety culture, safe systems of work and good quality practice standards.
- Ensure that the recording of specified incidents is carried out in accordance with RIDDOR (Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013), by ensuring that the Accident and Incident Reporting Policy and Procedure is followed and that all accidents are recorded, using the form attached to that policy.
- Ensure that the Local Authority is informed of any accidents or incidents involving Service Users that meet their local reporting requirements.
- Ensure that the CQC is notified in line with statutory reporting requirements.

The Compliance Manager

The Compliance Manager will support the Registered Manager in providing leadership that promotes responsible attitudes towards health and safety and will,

- Ensure that each new employee is given induction training, including the precautions and procedures appropriate to their specific jobs.
- All new members of staff will be shown the location of first aid boxes, fire exits, and firefighting equipment
- Ensure that all staff are aware of the Health and Safety Policy and Procedure, and have access to the documents in our office.
- Keep up to date with health and safety matters applicable to the operations of H&A Sharma Limited t/a Bluestar Care & Support Ltd
- Investigate all accidents to prevent future or further re-occurrences Ensure that good housekeeping standard are applied
- Periodically review all new and existing equipment regarding mechanical and operational safety and, in particular, the location of all equipment, bearing in mind all health and safety factors. This includes equipment within the Service User's home
- Carry out regular safety checks and audits

Accidents must be reported immediately to the Registered Manager. Also, regard will be paid to the following in particular,

- The supply, use, and maintenance of equipment and its usage to ensure that it is safe and does not endanger health
- The provision of safety arrangements for the handling, storage, and movement of materials, equipment, and substances
- Supplying sufficient information, instructions, training, and supervision to enable staff to avoid hazards and contribute positively to their health and safety at work
- Inspecting regularly, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities, and work

practices, to ensure their efficiency and maintenance

Ensuring that staff and visitors are aware of emergency procedures and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practiced

Team and Line Managers

Team and Line Managers will implement routine health and safety management and risk control systems through a process of risk assessment specific to domiciliary care providers and provide safe and quality-driven working practices within the services. They will also,

- Maintain up to date emergency and contingency procedures for safe working within the community
- Keep health and safety monitoring recording and routine reporting systems upto date
- Carry out risk assessments and put in suitable risk control measures for the safety of each service user and to assure a safe working environment for employees and staff.
- Identify and report health safety risk arising from risk assessments, accident and injuries reports, routine inspection checks, and audits on the service.
- Provide information, instruction, supervision and in house supportive learning and development for employees and volunteers working in domiciliary care services
- Promote a positive health and safety culture, safe systems of working a good practice standards
- Coordinate and cooperate with all other relevant stakeholders as required to promote good, safe, and effective team working within and externally to

Employees:

- Must comply with the health and safety management, risk control systems, and standards to ensure safe working practices

- Are required to cooperate with preventative and protective measures to safeguard and promote health and safety
- Must participate in induction, general and specific work activity health and safety learning and development programs
- Need to take reasonable care to promote and ensure their own and others health and safety
- Report any health and safety concerns to their line manager

Employees and Workers

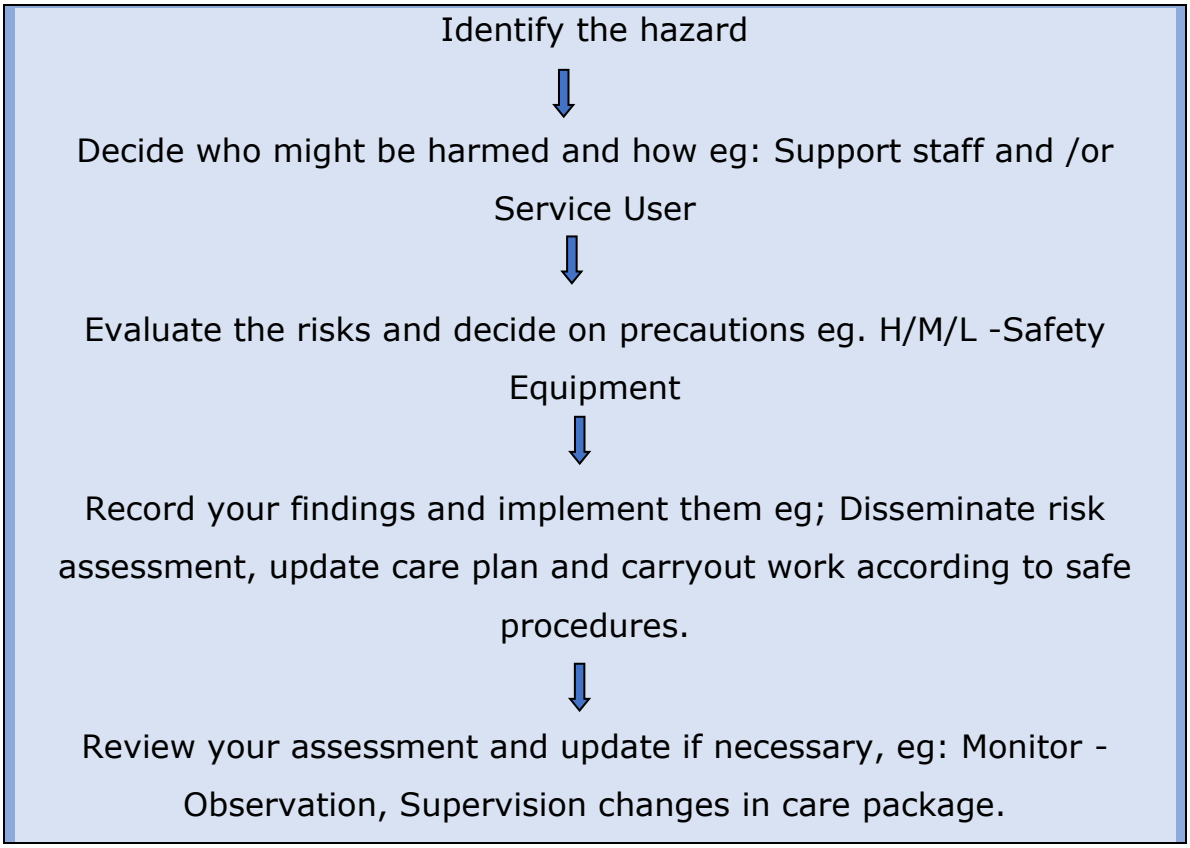
All Bluestar Care & Support Ltd Employees and Workers have duties under the Health and Safety at Work etc. Act 1974 and will:

- Do everything they can to prevent injury to themselves, fellow staff, and others affected by their actions or omissions at work
- Follow company procedures, in particular, to report any incidents which have or may have led to injury or damage. Neglecting this responsibility can lead to prosecution by the Health and Safety Executive.
- Inform their line manager of any work situation where there is a serious and/or immediate danger to staff and identify any shortcomings in the health and safety arrangements for protecting staff and others.
- Report conflict between the demands of safety and their job and will raise the matter immediately with their supervisor.
- Check that work areas and equipment are safe before use and any work equipment according to the training and instructions provided, bringing to the notice of managers any defective equipment which may cause an incident.
- Dress in line with the Appearance Policy and Procedure and appropriately for their working environment and their work activities.
- Follow the Lone Working Policy and report any personal safety concerns to Bluestar Care & Support Ltd
- Ensure that they understand the system at Bluestar Care & Support Ltd for

reporting incidents, accidents, and other health and safety risks and that they use these systems when necessary and to ensure that they read, understand, and follow all appropriate health and safety policies, procedures, and other documentation at Bluestar Care & Support Ltd, and attend scheduled training sessions

Risk and Hazard Management

The Management of Health and Safety at Work Regulations (1999) requires suitable and sufficient risk assessments to be carried out by competent staff. Bluestar Care & Support Ltd will incorporate the recommended five-step process to risk assessment (Health & Safety: Five Steps to Risk Assessment) and we aim to carry out Risk assessments accordingly. That is, proactively for a specific activity or a concern and reactively for an accident or incident.



Bluestar Care & Support Ltd Generic Risk Assessment templates are provided for hazards associated with general work activities, locations, equipment, and processes to determine the risk level for severity and likelihood outcome. Control measures identified are put into an action plan and reviewed that includes:

- Specific or individualized Risk Assessments are provided for recording some risk to individuals, complex tasks, and policy areas, for example, fire, hazardous substances, manual handling, display screen equipment, lone working, bed

rails, use of equipment, occupational health, pregnancy, and young persons.

- Information and practical training are provided to stad=ff on risk assessment
- Outcomes and actions from risk assessment are reviewed and reported to line managers
- Employees and volunteers are required to report any workplace hazard or concerns to their line manager or the health and safety teams.

Fire Safety and Emergency Procedures

Bluestar Care & Support Ltd is within the home of individual service users or in community spaces therefore we consider the specific risks associated with the vulnerable service user and the nature and purpose of service activities.

Reporting Accidents and Incidents

All employees are required to immediately report to the Registered Manager and or On-Call Manager all accidents, injuries, and ill health associated with work activities and as a required legal duty to notify the Health and Safety Executive as guided in the Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations 2013 (RIDDOR).

RIDDOR requires employers and others to report deaths, certain types of injury, some occupational diseases and dangerous occurrences that arise out of or in connection with work. Generally these covers incidents where the work activities and equipment contributed in some way to circumstances of the accident.

Also, a record of service users fall will be completed and kept secure with personal plans and risk assessment records; fall are monitored and reported after every Call or visit as part of accident reporting procedures.

Accident investigation procedures are used to identify the causes of accidents and incidents and the implementation of suitable preventative and control measures. Significant events require formal investigation and reporting accordingly.

Bluestar Care & Support Ltd's investigation of incidents and accidents will be focused on identifying the root causes to enable both local and organizational learning as part of the quality management process for continuous service improvement.

First Aid Training and Provision

There will be designated first aiders in our office premises and all care staff will be trained in Basic First Aid. A First Aid box is located in a secure and accessible place in our Office premises. This isdetailed in our First Aid Risk Assessment and reviewed regularly.

Safe Premises and Equipment

Legislation governing health and safety Bluestar Care & Support Ltdequipment mainly concern; Health and Safety at Work Act 1974, Workplace Health,Safety, and Welfare Regulations (1992); PUWER and LOLER.

Our Office buildings and premises are managed by the landlord who has sole responsibilities for its maintenance, fire drills, and key health and safety responsibilities.

All equipment used for service delivery will be routinely inspected and serviced and we willensure that they are maintained and in a safe condition by competent persons and as per suppliers manuals and all requirements for statutory inspections.

All Bluestar Care & Support Ltd Care Staff using specialised or newequipment such as hoists will receive suitable training, supervision, information, and instruction.

Care Staff will carry out routine checks and inspections of equipment, record and reportpromptly any defects.

All portable electrical appliances will be tested annually based on the risk assessment tocomply with regulations.

Safe Handling and Use of Substances

The Control of Substances Hazardous to Health Regulations (2002) requirements will be applied to daily working practices in Bluestar Care & Support Ltd's service delivery and day-to-day activities.

Control of Substances Hazardous to Health is detailed in our generic Risk Assessments andwill be reviewed regularly.

Packages of Care

A written care plan will be developed setting out with clarity the health and social care needsand how they will be met. The care plan and its associated risk will be reviewed at regular intervals to ensure that the services are still relevant and continue to meet the needs of theindividual. This is to ensure that Bluestar Care

& Support Ltd deliver a safe service that is consistent with the requirements under health and safety legislation.

Bluestar Care & Support Ltd will ensure that policies and procedures are in place to protect staff and service users while support activities are undertaken by:

Carrying out suitable risk assessments that take account of the real and significant risks faced by home support staff.
Provide health and safety training and information as well as refresher training so that Care Staff are confident in carrying out their duties.
Ensure that a reporting system is in place that encourages support staff to report and record incidents and accidents.
Ensure that all staff is aware of their health and safety responsibilities to themselves and the service users.

Bluestar Care & Support Ltd Care Staff induction will include health and safety training that covers:

- Manual Handling
- First Aid Infection Control Fire Procedures
- Basic Hygiene
- Food Preparation, storage, and hygiene
- Dealing with emergencies
- The use of protective clothing/equipment

Key Areas of Risks

Moving and Handling

Safe practices in moving and handling are identified via our generic and individualized risk assessments to minimize and or avert the risk of harm, accidents, and other hazards.
Bluestar Care & Support Ltd is aware that risks can change over time so we review and update risks assessments regularly. This is detailed in our Moving and Handling Policy, procedures, and Risks Assessments.

Medication

Care Staff will follow the Medication Policy and Procedure where the need for assistance is recorded on the Care Plan. Generic and individual Risk Assessments will be carried out regularly on medication. Bluestar Care & Support Ltd will put in place tools and mechanisms for Care Staff to record and report any concerns relating to a

service users medications to their line manager and necessary escalation to the Registered Manager.

Infection Control

Bluestar Care & Support Ltd will put strict procedures in place and precautions for all Staff to adhere to at all times to reduce the risk of exposure to infection and transmission. This is detailed in our Infection Prevention Policy and Procedure.

Lone Working

Generally, most of our Care Staff Lone Work, and this can present several issues that need to be managed e.g.

- Accidents or emergencies arising out of their work.
- Inadequate provision of rest, hygiene, and welfare facilities.
- Violence from service users or members of the public.
- Moving and handling incidents.

Bluestar Care & Support Ltd will ensure regular review of its Lone Working Generic and Individualized Risk Assessments to identify the possible hazards and mitigation plan to manage and or avert identified risk. This is detailed in our bathing a service user guideline and Risk assessments.

Food and Hygiene Safety

Bluestar Care & Support Ltd will comply with The Food Hygiene Regulations (2006,2016) and ensure that all Care Staff involved in handling and preparation of food for our service users receive adequate training on how to handle food safely. This is detailed in our Food Hygiene Policy and Procedure

Bluestar Care & Support Ltd will also comply fully with Waste
Regulations and Duty of care in our service provision with initiatives that takes into consideration environmental improvements energy efficiency and reduction of waste.

Occupational Health

Bluestar Care & Support Ltd recognizes its responsibility to promote and support the safety, health, and wellbeing of its employees and workers:

Employment health questionnaires will be provided following an appointment of a person to identify any specific health requirements or support for carrying out their

role safely.

Workplace and activity risk assessments will be carried out by the Line Manager for all employees and workers, and they will be specific to roles and work activities to address specific hazards to the working environment.

All staff working at computers will be informed of the need for bi-annual eyesight tests specific to Display Screen Equipment.

All Staff will be encouraged to take relevant vaccinations as appropriate and relevant to infection control. Bluestar Care & Support Ltd will give paid time off for staff to go receive their vaccines and records of these will be kept and updated regularly.

Vulnerable Persons

Bluestar Care & Support Ltd recognizes that its Equality Act duty includes the Health and Safety at Work Act 1974, Management of Health, and Safety at Work Regulations 1999

All vulnerable persons including service users' people with disabilities, pregnant staff and lone workers will be risk assessed and measures taken to control and mitigate identified risks. Action to be taken will be incorporated into our management systems.

Further information is provided in a Bluestar Care & Support Ltd Staff Handbook, Staff Induction process, and Safeguarding Vulnerable Adults policy.

Visitors at our Office Premises

Bluestar Care & Support Ltd has procedures in place for visitors to our Office Premises to help maintain security, avoid distractions, protect the confidentiality of service operations, and maintain safety standards.

Accidents and Incidents records and reporting

In the event of an accident/incident, staff will ensure that a detailed entry of the event is recorded on an accident form and will notify their line manager who will subsequently determine, in conjunction with the Health and Safety Committee at H&A Sharma Limited t/a Bluestar Care & Support Ltd, where appropriate, if notification is required under the Reporting of Injuries, Diseases and dangerous occurrences regulations (RIDDOR) 2013

Where an accident/incident has occurred, it is necessary to review the risk assessment of the task being undertaken at the time, to ascertain if additional precautions, an alteration to the method of work, or additional control measures are necessary.

This must be written down and the conclusions clearly defined and acted upon.

Lessons Learnt

As a learning organisation, Bluestar Care & Support Ltd will use the information to prevent re-occurrences, where reasonably practicable.

Duty of Candour

If an accident, incident, or near miss involves a Service User, the Local Authority's Safeguarding Team will be informed as will the CQC. Bluestar Care & Support Ltd will be aware of their requirements concerning the Duty of Candour.

Monitoring, Review & Performance

This Health and Safety Policy and its effectiveness, in terms of health and safety performance, will be reviewed by Senior Management every quarter and or as required.

Audits

Auditing in simple terms is the structural process of collecting information on the efficiency, effectiveness, and reliability of the total health and safety management system and drawing up plans for any corrective action

A quarterly audit summary will be produced to show areas of concern and highlight good practice and year-on-year statistics will demonstrate if progress is being made against set targets.

Accidents, Assaults, and Near-Miss-Accidents

Senior Management will ensure that accidents, assaults, and near-miss incidents are reported and monitored in line with Bluestar care and Support Ltd procedures. Where accidents are serious, repeated, or attributable to failures of management, these will be brought to the attention of the Senior Management.

Accident, assault, and near-miss incident records will be analysed to identify underlying causes, trends, and common features to implement any required changes to safeguard employees and service users.

Key Performance Indicators

The following subject headings will be used to judge health and safety performance: Accident, assault near-miss incident statistics

Audit ratings

Loss due to accident, assault, or work-related ill-health claims

Reports

The reports will contain information on the above Key Performance Indicators for the previous financial year and any other pertinent issues that have arisen during the year. These reports will be used in our continuous service improvement and available to regulators as appropriate.

Linked Documents

- First Aid Risk Assessment

  COSHH Risk Assessment
- Infection Prevention Policy and Risk Assessments.

  Moving and Handling Policy and Risk Assessments.
- Safeguarding Vulnerable Adults Policy and Risk Assessments.

Reviewed on July 2025

Person Responsible for review is : Mr. Hitendra Sharma

Next Review on July 2026