

## PREMISES, ENVIRONMENT, RESOURCES and ACCESS

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### Policy Statement








*We aim to provide a homely, welcoming environment for our residents, but we are mindful that they are also workplaces. Workplace legislation is varied and complex and this policy has a wide-ranging content encompassing general workplace environments including internal and external areas of the home.*

*The aim of the organisation is to ensure that residents receive a consistent, well managed and planned service and that its staff are supported by a suitable and appropriate management structure and operational infrastructure.*

*This organisation will take all reasonable measures to maintain the security and safety of all residents, staff, visitors and contractors who are on the organisation's premises. This policy applies to all staff and contractors and other visitors must comply with the instructions issued to visitors below.*

*All individuals using the organisation's premises must take responsibility for promoting access to them by ensuring that security and safety are maintained via adherence to the principles within this policy and any supporting instructions. Failure to abide by the policy may lead to disciplinary or criminal proceedings being taken against the individual.*

### In this organisation:

-  The organisation will work according to a robust and properly constructed business plan which will set out the strategic direction of the organisation and set goals and objectives for the organisation's development
-  The premises will be registered with Companies House as the registered address of the organisation, where appropriate.
-  The premises will contain equipment and resources necessary for the efficient and effective management of the service; all equipment and fittings must comply with relevant health and safety laws and regulations and fire protection laws
-  There is a management structure in place which has clear lines of accountability and which enables the company to deliver services effectively on a day to day basis and support its staff working in the home. This management structure will be explained to all staff on induction, published and a copy distributed to all staff
-  There will be, at all times, adequate staff cover for waking nights and sleeping.
-  In the event of any utility failure, for example gas, electric or water, contingencies plans will be put in place to allow us to continue to run the service. Back up discs which are stored externally will be available and alternative premises will be used by staff while the main office is out of commission.
-  In the event of a serious fire the above contingency plan would be put in place.

### Safety of Premises and Environment

It is important that regular assessments of the premises, both internal and external, are undertaken and that any repairs, risks identified are dealt with in a timely manner. All assessments are recorded and are monitored and audited as part of our Health and Safety Quality assurance system

- a) **Asbestos:** Asbestos is likely to be present if the building was constructed or refurbished between 1950 and 2000, particularly where it has a steel frame and or boilers with thermal insulation. An

asbestos survey is undertaken in order to identify exposure risks for employees and residents where there is no or limited information on the premises.

- Its location
- The type of material (lagging, tiles, partition) etc.
- Its condition
- The type of asbestos (blue, brown or white)
- If asbestos is in poor condition
- **IN THIS HOME THERE IS NO ASBESTOS**

- b) **Radon:** Radon is a naturally occurring radioactive gas that can seep out of the ground and build up in houses and indoor workplace located in a “radon-affected area”. Information on whether you care home is located in a radon affected area, and the degree of likely risk, can be found on the UK radon website ([www.ukradon.org](http://www.ukradon.org))

The highest levels are usually found in underground spaces such as basements. High concentrations can also be found in ground floor buildings because they are usually slightly lower pressure than the surrounding atmosphere, allowing radon from subsoil to enter through cracks and gaps in the floor, if appropriate precautions are not taken.

Radon assessment should be carried out on any building or basement where its location and characteristics suggest that elevated levels may be found and significant exposures to employees and/or other people are possible. Assessment is needed for all workplaces below ground and all workplaces in radon-affected areas. Inexpensive surveys can be carried out by leaving small, plastic, passive detectors in appropriate locations.

- c) **Gas Safety:** Gas appliances, and associated pipework, flues and ventilation, are checked for safety at least once a year by Gas Safe registered engineers. Servicing is carried out at the same time to ensure they are maintained in a safe condition. Registered engineers carry out any work on gas appliances and pipework. Liquefied petroleum gas (LPG) installations and service pipework are also inspected and maintained to ensure that they are in a safe condition. Assessments and servicing are carried out by sub-contractors.
- d) **Fire Safety:** Although serious fires in care homes are fairly rare, when they do occur they can be catastrophic. Therefore, as an organisation we have responsible for the premises and take precautions to prevent fire. Our fire safety risk assessment is kept up to date, and we use it to ensure that necessary fire safety measures are in place. It identifies what could cause a fire to start, including:

- Sources of ignition (e.g. heat or sparks)
- Material that burn
- People who may be at risk.
- Simple control measure includes:
  - Keeping sources of ignition and flammable substances apart;
  - Ensuring good housekeeping (eg avoid build-up of rubbish);
  - Considering how to defect fires and how to warn people quickly if they start-special arrangements may be required where residents have mobility issues;
  - Having the correct fire-fighting equipment, ensuring these are correctly maintained;
  - Keeping fire exist and escape routes clearly marked and unobstructed;
  - Ensuring your workers receive appropriate training.

- e) **Working at Heights:** Before working at height all staff must assess the risk through working through these following steps.

- avoid work at height where it is reasonably practicable to do so
- where work at height cannot be avoided, prevent falls using either an existing place of work that is already safe and or the right type of equipment
- minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated
- do as much work as possible from the ground
- ensure they and others can get safely to and from where they work at height

- 🔔 ensure equipment is suitable, stable and strong enough for the job, maintained and checked regularly
  - 🔔 make sure they don't overload or overreach when working at height
  - 🔔 take precautions when working on or near fragile surfaces
  - 🔔 provide protection from falling objects
  - 🔔 consider the emergency evacuation and rescue procedures
  - 🔔 if a ladder is the right piece of equipment for these activities it must be the right type, and that it is checked, in a safe condition, and used safely.
  - 🔔 Where safety fixtures and fittings are installed, you must ensure they are functioning effectively and have not deteriorated as a result of use, wear or tampering.
- f) **Contractors:** Contractors can include window cleaners, gardeners and contract cleaners. Both we and the contractor have responsibility for health and safety and together with the contractor we ensure that adequate risk assessments are in place to reduce the risk to employees, the contractor's employees and others in the care home. It is our responsibility when using a contractor to do work at height to ensure they are doing the work safely and are not putting others at risk, e.g. taking safe access into account and providing protection from falling objects.
- g) **Outside areas and vehicles movements:** It is important for our residents, visitors, staff and members of the general public to ensure that the garden and outdoor areas, such as ponds, steps/paths, greenhouses, swimming pools or balconies, do not pose a significant risk. We carry out risk assessments and where ever possible manage the risk so that the outdoor environment and their participation in activities is not unduly restricted. The movement of vehicles around the care home can be a risk to resident, visitors and employees. When assessing the risk, we consider three key areas:
- 🔔 Are the outside areas safe? Has the safety of vehicle routes and speeds, parking, lighting, location and unloading of deliveries, visibility and signage, driving surfaces and segregating people and vehicles been assessed?
  - 🔔 Is the vehicle safe? Work vehicles, e.g. for transporting residents, are they safe for their intended use?
  - 🔔 Are people safe? Do visitor and contractors follow the arrangements we have in place, and are employees safe to transport residents?
- h) **Doors and gates:** Doors and gates in areas of the building where residents have access are designed so they can be opened easily and are not be fitted with strong self-closers. In some instances, where is does not cause an obstruction, we have re-hung some doors to open outwards, eg in toilets and bathrooms, as this improves access for emergency access to areas where staff may need to assist a resident. Locks that can be overridden by staff in the event of emergencies are in place in these areas. The security of doors and gates are assessed especially where it has been identified that specific residents leaving the premises will present a significant risk to their safety. In some instance devices that alert staff of resident's location and whether they are at risk harm have been installed. Where any doors or gates are accessed via a key code system, due regard must be given to the Mental Capacity Act 2005 and any DoLS situation which may arise in the use of such systems. Such doors are the nurses' office where medicines are kept and locking is required.
- i) **Ventilation and heating:** Premises need to be adequately ventilated with clean, fresh air in order to provide the right environment for both residents and staff.

### Access to Premises by Staff and Visitors

All staff must

- 🔔 Wear the relevant name identity badges at all times whilst on the organisation's premises
- 🔔 On entering the premises sign in using the appropriate system and use the swipe machine.
- 🔔 On leaving the premises take the appropriate action to secure the premises overnight, remembering there is 24 hours cover.

### Suspicious Behaviour

If staff notice any suspicious behaviour or criminal activity they must inform the RGN in charge or the manager or deputy. Where appropriate, the RGN in charge will question the individual(s) in a customer-friendly and positive manner. They will either direct a security response to the area as a

matter of urgency, or ensure the Police are contacted, if appropriate.

If a member of staff comes across a person in the building that they do not recognise they must challenge the person to identify themselves. If they cannot identify themselves they must be asked to leave and the incident reported at once. If the person does not leave the police must be contacted to safeguard the staff and service users

## Visitors

'Visitors' refers to any non-professional colleagues, e.g. relatives, friends, entertainment bookings, community volunteers, ex-employees. All visitors must:

- 👤 Report to reception and complete and sign the visitors book on arrival.
- 👤 Have a general responsibility to look after the organisation's property whilst on site and to give due consideration to security issues
- 👤 Follow security procedures designed to protect the organisation's property, wear their visitor pass (where issued) at all times and surrender the pass on leaving the property
- 👤 Follow any given instructions by any member of staff who is carrying out procedures in an emergency situation. They should acquaint themselves with the premises' floor plan and emergency exits
- 👤 Respect the privacy of others by keeping their personal and/or medical information (verbal, written, or any other form) private and confidential.
- 👤 All interactions with service users, staff, other visitors, must be conducted with respect. The organisation takes a zero-tolerance attitude to abusive behaviour towards or harassment of staff or colleagues.

## General

- 👤 Visitors will be welcome where the residents initiate the visit
- 👤 If the organization is experiencing isolated cases of infections such as gastrointestinal or respiratory infections, all visitors will practice infection prevention and control measures as advised by management or nursing staff , but it is best to avoid coming in
- 👤 All visitors will wash their hands (using alcohol rub provided) upon entering and leaving the premises
- 👤 In the event of an outbreak, visits to the home may be restricted in the interest of health and safety and infection control
- 👤 Visitors who are ill (i.e. with cold or flu) should call and speak to the manager before visiting
- 👤 Visitors will identify themselves to staff and clarify with them appropriate aspects of care pertaining to the resident they are visiting (i.e. food, drink, or hands-on involvement)
- 👤 Visiting hours are deemed to be the normal office hours. Evening and weekend visits are encouraged and usually take place before 8pm. Main meal times are to be avoided as people with dementia may become distracted and stop eating, unless family members wish to assist with eating.
- 👤 Children accompanying visitors must be supervised by an adult at all times!!
- 👤 Pets accompanying visitors must be leashed and under control
- 👤 All organizational premises is a non-smoking environment for visitors, and there are designated smoking areas outside.
- 👤 Any injury, hazard, or problem, no matter how minor, must be reported to staff immediately to be recorded in the accident or incident report book
- 👤 Visitors are encouraged to share their concerns, comments, complaints and also their compliments with staff and the manager. A copy of the policy on complaints or comments must be available for them to see
- 👤 Visitors who fail to follow these policies may be asked to leave the premises
- 👤 The organisation cannot be held responsible for injuries visitors suffer as a result of violating these rules.

## Training Statement.

All staff, during induction are made aware of the organisations policies and procedures, all of which are used for training updates. All policies and procedures are reviewed and amended where

necessary and staff are made aware of any changes via e-mail and on our website at [www.bendigonursinghome.co.uk/resources](http://www.bendigonursinghome.co.uk/resources). Direct observations and spot checks are undertaken to check skills and competencies. Various methods of training are used including one to one, on-line, staff meetings, individual supervisions and external courses are sourced as required.

***Related policies***

*Accident and Incident Reporting (RIDDOR)*

*Business Contingency and Emergency planning*

*COSHH*

*Environmental and Waste Management*

*Good Governance*

*Health and Safety*

*Premises Access – staff and Volunteers*

*Premises and Resources*

*Risk Assessment*

*Safeguarding Adults*

**Related Guidance**

- HSE <http://www.hse.gov.uk/>  
<http://www.hse.gov.uk/pUbns/priced/hsg220.pdf>
- Working at Heights <http://www.hse.gov.uk/work-at-height/the-law.htm>
- Asbestos <http://www.hse.gov.uk/asbestos/training.htm>
- CQC Information on visiting rights in care homes <https://www.cqc.org.uk/help-advice/what-expect-good-care-services/visiting-someone-care-home>
- SCIE Safety and safeguarding in the care home <https://www.scie.org.uk/person-centred-care/older-people-care-homes/safety>