

AXIS RECRUITMENT LTD

Policy Title	Safe Care and Treatment	March 2017	
CQC KLOE Reference	Safe	September 2017	

Policy

Regulation 12 of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 states:

12.—(1) Care and treatment must be provided in a safe way for service users.

(2) Without limiting paragraph (1), the things which a registered person must do to comply with that paragraph include—

(a) assessing the risks to the health and safety of service users of receiving the care or treatment;

(b) doing all that is reasonably practicable to mitigate any such risks;

(c) ensuring that persons providing care or treatment to service users have the qualifications, competence, skills and experience

to do so safely;

(d) ensuring that the premises used by the service provider are safe to use for their intended purpose and are used in a safe way;

(e) ensuring that the equipment used by the service provider for providing care or treatment to a service user is safe for such use and is used in a safe way;

(f) where equipment or medicines are supplied by the service provider, ensuring that there are sufficient quantities of these to ensure the safety of service users and to meet their needs;

(g) the proper and safe management of medicines;

(h) assessing the risk of, and preventing, detecting and controlling the spread of, infections, including those that are health care associated;

(i) where responsibility for the care and treatment of service users is shared with, or transferred to, other persons, working with such other persons, service users and other appropriate persons to ensure that timely care planning takes place to ensure the health, safety and welfare of the service users.

The Agency aims to deliver safe care and treatment at all times and will take all reasonable steps to ensure the health and safety of Clients and to manage any risks that may arise during their care and treatment. It will do this by ensuring:

(a) that there are sufficient numbers of staff employed to meet Clients' needs;

(b) that equipment provided by the Agency is adequate for its purpose, and used and maintained in a safe manner;

(c) that where equipment provided by others is considered faulty, unsafe or inadequate, then this is communicated without undue delay;

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- (d) that care and treatment is designed and delivered with due regard to individual needs and circumstances, and, where necessary, in partnership with other providers involved in the Client's care.
- (e) that it promotes and maintains safe practice in the administration of medicines, and in the control of infection, and that such practices meet the requirements of relevant legislation.

Procedure

Health and Safety Policy Statement

The Agency will publish and maintain a statement of its Health and Safety Policy, embracing all of its activities, and will communicate this statement to all employees upon commencement of duties.

All employees are encouraged to consider health and safety as one of their primary concerns, and to report any unsafe practices, equipment, or conditions to their supervisor without delay.

Risk Assessment

Good practice in relation to Health and Safety at Work starts with adequate risk assessment and all of the activities of the Agency will be subject to regular assessment and review. Risks to the health and safety of Clients are considered as part of the assessment process before care is delivered, and safe practices (which balance the Client's needs and safety with their rights and preferences) are incorporated into the Personal Care Plan of the Client.

Client risk assessments are subject (as with other aspects of their care) to regular review, and modifications will be discussed and agreed with the Client as required.

In particular, the Agency will ensure that good practice underpins all aspects of its risk assessment processes, and will:

- (a) Provide adequate training and education to all staff in the importance and management of the risk assessment process;
- (b) Use risk assessments relating to the health, safety and welfare of Clients to make adjustments as required to premises, equipment, staff training, processes and practices etc., which affect any aspect of care and treatment;
- (c) Incorporate into the Personal Care Plans of Clients any allergies, contraindications and other limitations relating to the needs and abilities of the Client;
- (d) Ensure that medication reviews which result in changes to medication and/or treatment are incorporated into the Client's Personal Care Plan and acted upon;
- (e) Respond to relevant Patient Safety Alerts, recalls and rapid response reports;
- (f) Report incidents that affect the health, safety and welfare of Clients both internally and to relevant external authorities/bodies, and ensure that such incidents are reviewed to ensure that corrective actions, preventative actions and improvements are made as a result. Information about incidents is given to the staff involved and shared with others to promote learning.

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Staff Competencies

The Agency will ensure through sound recruitment, education, training, supervisory and monitoring practices that staff employed to carry out care and treatment are sufficiently trained, skilled and experienced to carry out the tasks assigned to them.

Staff will only work only within the scope of their qualifications, competence, skills and experience and are encouraged to seek help when they feel they are being asked to do something they are not prepared for. Where staff are learning new skills, but are not yet competent, they will be appropriately supervised.

Transition and Shared Arrangements

The Agency actively engages with others (both internally and externally) to ensure that care and treatment remain safe for Clients:

- (a) Where care is shared between two or more providers, appropriate arrangements are in place to share information, and to plan and deliver care in partnership;
- (b) Arrangements are in place to support Clients who are in a transition phase between services and/or other providers.

The following Policy/Procedure Statements support the Agency's commitment to safe care and treatment:

- a) Administration of Medicines;
- b) Business Continuity Planning;
- c) Capability;
- d) Care Needs Assessment;
- e) Client Mobility;
- f) Control of Infection;
- g) Fit and Proper Persons Employed;
- h) Gifts, Wills and Bequests;
- i) Good Governance;
- j) Health and Safety;
- k) Intimate Care;
- l) Managing Challenging Behaviour;
- m) Medicine Administration Errors;
- n) People Moving and Handling;
- o) Physical Restraint;
- p) Recruitment;
- q) Recruitment of Ex-Offenders;
- r) Safeguarding;
- s) Staff Support;
- t) Substance Abuse.

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References to Legislation and Fundamental Standards

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulation 12
Fundamental Standards	Care and treatment must be provided in a safe way