

Health & Safety Policy and Procedures

Purpose

- To comply with statutes, regulations and quality standards.
- The purpose of this policy is to ensure that London Housing Trust (LHT) employees and others experience a safe environment, and that statutory obligations are met.

Scope

- This policy applies to all employees, all Service Users and all visitors to the premises of LHT, and any premises in which their employees work.

Policy

- LHT recognizes that they have a responsibility to ensure that reasonable precautions are taken to provide and maintain working conditions which are safe, healthy and comply with all statutory requirements and codes of practice relating to our work activities.
- LHT management will, so far as is reasonably practicable, pay particular attention to:
 - The provision and maintenance of plans and systems of work that are safe & healthy.
 - Making arrangements for ensuring safety and the absence of risks to health in connection with the use, handling, storage and transport of articles and substances.
 - Provide information, instruction, training and supervision such as to ensure the health and safety at work of its employees and other service users.
 - Control of the place of work maintaining it in a safe condition.
 - Provide a safe means of access to and egress from the place of work.
 - This policy will be reviewed at least annually.

LHT organization and Responsibilities and procedure

- **Mr Gideon Kayode** is responsible for safety in LHT and will monitor the safety policy on a regular basis.
- **Ms Winsome Chambers** will be sufficiently apprised health and safety matters to ensure that sufficient resources are available and to provide any health and safety equipment, clothing, information and training for employees in order (as far as is



reasonably practicable) to achieve and maintain a high standard of safety proficiency within LHT.

Safety Consultant

LHT Safety consultant is **Mr. Gideon Kayode**, unless indicated otherwise by a notice on the main staff notice board of LHT establishment.

The responsibilities of the Safety consultant are to:

§ Maintain safety records

§ Investigate accidents

§ Provide accident statistics

§ Keep a watching brief on changing safety legislation.

Safety consultant will report directly to the Operation Manager (**Winsome Chambers**).

Full investigations of accidents will be carried out by the Safety consultant with a view to the prevention of future occurrences.

Safety consultant is responsible for ensuring that LHT obligation with respect to assessment, control and monitoring of hazardous substances are met.

Safety consultant is responsible for recording of accidents in accordance with RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1985), by:

§ Ensuring that the Accident Reporting Policy and Procedure is followed, and that all accidents are recorded, using the form attached to that policy;

§ Ensuring that all accidents which result in absence from work for more than seven days (not including the day of the accident) are reported in writing within 7 days to the Health and Safety Executive;

§ Ensuring that Fatal injuries are reported;

§ Ensuring that Major injuries (e.g., broken bones) are reported;

§ Ensuring that Specified dangerous occurrences are notified to the HSE, without delay, by telephone, followed by written notification on form F2508. The HSE contact details are as follows:

2 Southwark Bridge, London, SE1 9HS Fax: 020 7556 2102

Operation Manager

- LHT operation Manager (**Winsome Chambers**) have the responsibility to provide leadership and to promote responsible attitudes towards health and safety.
- LHT operation manager 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 subordinates are aware of the health and safety policy (a copy is on the LHT notice boards).
 - § Keep up to date with health and safety matters applicable to the operations of the organization.
 - § Investigate all accidents with the assistance of the Safety consultant, with a view to prevention of a further occurrence.
 - § Ensure that good housekeeping standards are applied.
 - § Review periodically all new and existing equipment with reference to mechanical and operational safety and, in particular, the location of all equipment bearing in mind all health and safety factors.
 - § Carry out regular safety checks and audits.

Supervisor/Team Leaders

- LHT support staff team leaders (**Alex Mugabe and Sheila James**) have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. Both team leaders must ensure that all tasks carried out in their sections are performed with the utmost regard for the health and safety of all those involved.
- Accidents must be reported immediately to the Operation Manager.
- Particular regard will be paid to:
 - § Equipment and its usage to ensure that they are safe and do not endanger health and safety.
 - § Provision of safety arrangements for the handling, storage and movement of materials, equipment and substances.

§ Supplying sufficient information, instructions, training and supervision such as to enable employees to avoid hazards and contribute positively to their own health and safety at work.

§ Inspecting, on a regular basis, clients accommodations, equipment such as lighting, passageways, fire alarms, fire escapes, fire extinguishers, first aid facilities and work practices, in order to ensure their efficiency and maintenance.

Employees

- LHT employees have a responsibility to do everything they can to prevent injury to themselves, their fellow employees and others affected by their actions or omissions at work.
- They are expected to follow company procedures in particular, to report any incidents which have or may have led to injury or damage. To neglect this responsibility can lead to prosecution by the Health and Safety Executive.
- Any employee who is faced with a conflict between the demands of safety and their job should raise the matter immediately with the operation manager.

Risk Assessment

Our Safety consultant will regularly review all areas in use by the LHT organization, or in which its workers work, to:

- Identify risks
- Assess the risk
- Evaluate the risk
- Eliminate the risk where appropriate
- Introduce control measures to reduce risks, to a reasonable level, where appropriate
- Develop or locate, and arrange delivery of appropriate training to reduce risk, to a reasonable level, where appropriate.

The Safety Consultant and the operation manager will carry out a generic risk assessment whenever workers:

- § Begin work in a new area
- § Begin work in a new building, or building type, in an existing area
- § Have or raise an issue in an area or building which they are already working in.



The Safety Consultant will carry out a risk assessment on new equipment brought into the LHT establishment.

Reporting Accidents

In the event of an accident causing injury employees must ensure that the injured person is being cared for, and send immediately to LHT operation manager who is a qualified first aider or other first aid qualified employees.

- DO NOT MOVE THE INJURED PERSON.
- Report the full details to the operation manager who will record the incident in the accident book.
- The record will be regularly inspected by the safety consultant. The accident will be reported to the inspecting authority as and when necessary.
- Any “near miss” incident which occurs should also be reported to your immediate team leader who will be responsible for making a report to the operation manager.
- All accidents will be investigated by the operation manager and the Safety Consultant.
- A report will be made to LHT, through the Management Meeting, who will ensure that necessary action is taken to prevent recurrence.

First Aid

- During the induction programme employees and the service users will be shown the location of the nearest first aid box to their work area.
- LHT will ensure that sufficient employees are trained as first aid specialists to provide coverage on all working hours/shifts
- The identity of designated first aid will be noted by clear notices complying with the recommended format displayed at all work stations and staff areas throughout LHT accommodation.

Fire

- Fire exits must be kept clear from obstruction.
- LHT employees must know their evacuation route and assembly point in case of fire.

Fire Action

IF YOU DISCOVER FIRE:

§ Immediately operate the nearest fire alarm call point.



§ WITHOUT INCREASING PERSONAL RISK, try to put out the fire, if you are trained, possible by directing the hose or extinguisher to the base of the flame.

IF YOU HEAR THE FIRE ALARM:

§ The senior person on duty will be responsible for calling the Fire Services.

§ Report immediately to the staff assembly point, which is by the entrance gate/car parking bay.

§ DO NOT USE THE LIFT.

§ DO NOT DELAY FOR PERSONAL BELONGINGS.

§ Follow the instructions of the person in charge, who is fully in charge of all staff and persons on the premises until the Fire Brigade arrives.

§ If told to leave the building, do not re-enter the building until instructed by the operation manager/team leader or the Fire Brigade.

LHT Accommodation Code of Safe Practice.

All LHT accommodation is designed to meet the HMO standard of living for our clients and contractors who may be working on our premises. In order to achieve that, LHT management conduct a weekly health and safety check by all our support workers (**Alex Mugabe and Sheila James as the Team leader**). This is done by working around with our clients to check their rooms and the communal areas of the building to identify/eliminate hazard, reduce risk, and report anything that will pose health and safety treat to the clients and their environment. (See the Health and Safety file for the checklist).

LHT clients are encouraged to follow the policy on housekeeping.

Floors

- Both LHT office and clients accommodation floors must be kept free of obstruction.
- Spillages of fluids must be immediately mopped up, and wet floors clearly marked.
- Damage to floors must be reported immediately to the team leaders or operation manager.

Stairs

- Stairs must be kept clear of obstruction.
- Flammable materials will not be stored in the offices and all our accommodations.
- All damage to stairs must be reported immediately.

Lighting

- All non-functioning lighting must be reported immediately.

Doors

- All doors must not be obstructed from closing.
- All damage to fire doors must be reported immediately.

Lifts

- Damage to, or malfunction of, lifts must be reported immediately.
- Lifts will not be used during a fire alarm.

Gas

- Damage to gas installations, or a smell of gas, must be reported immediately.
- Cases of headache, unusual tiredness and muscular weakness experienced in LHT offices and client's accommodations containing a gas appliance must be reported immediately.
- Undue hurrying and forgetfulness cause many accidents. Do not run down steps. Use hand rails going up or down stairs.
- Watch out for someone coming round a blind corner or opening doors quickly.
- Never read while walking.
- Ensure that floor areas are well lit and kept clear of obstruction.
- Where floors are wet through spillages or cleaning, the area must be protected using a recognizable wet floor sign until the area has dried. The sign must be removed to storage as soon as possible after the area has dried.

Electrical Equipment

Electrical equipment is normally safe, provided it is properly installed and regularly inspected.

Always remember that water and liquids are conductors of electricity, and be aware that their association with faults caused by, for example, damaged cables, flexes, plugs and sockets, the overloading of circuits and fuses, etc. would make the shock more severe.

Therefore you should:

§ NEVER touch electrical equipment with wet hands, move any portable electrical equipment without disconnecting it from the mains, make electrical repairs or do other electrical work unless you are an authorized person.

§ KEEP electrical supply cables and flexes away from wet areas or from where they will be damaged by being walked over or knocked when moving equipment about.

§ ALWAYS switch off all equipment when not required, unless continuous operation is necessary.

§ Disconnect electrical equipment at night by removing the plug from the socket, again unless continuous operation is necessary and/or instructed otherwise.

§ Report defective equipment to the Operation Manager.

Moving and Handling

LHT staff must not carry out moving and handling operations unless the operation has been assessed for risk, an opinion has been formed and recorded by an appropriate person, a recommended handling technique identified, and the technique communicated to all staff.

Moving and handling form part of the induction training where general guidelines are given on the prevention of back injury and the importance of risk assessment of both individual lifting/handling operations and environmental consideration.

Staff who find themselves alone with a Service User should never attempt to lift/move a Service User who has been assessed as requiring two people to perform such an operation. Advice should be sought immediately and the Service User should be made comfortable/safe until assistance arrives.

Basic Food Hygiene

All employees who have contact with food in the establishment, or enter food preparation areas, will be suitably trained in basic food hygiene.

Basic food hygiene training is incorporated in the induction training for all employees and service users.



Employees normally working in food preparation if applicable, will complete a recognized Basic Food Hygiene qualification as soon as practicable after initial employment, or produce proof of a recent qualification.

Transmittable Diseases

Transmittable diseases form part of the induction training.

When performing hands-on personal care with Service Users, full protective measures (gloves, aprons etc.) should be taken in order to eliminate any risk of cross-infection.

Hot Water Bottles

Hot water bottles should not be used except in exceptional circumstances and only if the Service User insists. Hot water bottles must never be used on Service Users with dementia.

If a bottle must be used, follow the procedure below:

§ Hot water bottles may be used for Service User comfort, but will be covered by a protective cover and filled in a manner which is safe for staff, and eliminates the risk of scalding in the event of failure of the bottle.

§ Check that the hot water bottle has a protective cover over the bare rubber inner.

§ Mix water to the highest temperature which it is possible to bear on bare skin in a jug. Pour that water into the bottle and seal.

§ Press the bottle and check the stopper for leakage.

§ When placing the bottle against the Service User, wait long enough for the Service User to report that the temperature and position is comfortable before leaving.

Infection Control

Infection control training is incorporated in LHT induction training.

Prevention of cross-infection

To prevent cross-infection, ensure that:

§ Any infection a Service User/Clients has does not spread to others.

§ The Service User/clients does not suffer from potential sources of infection in his/her surroundings.

§ Others do not bring infection to LHT offices and clients accommodation.

Notifiable diseases

The Health Services and Public Health Act 1968, the Public Health (infectious Diseases) Regulations 1988 and subsequent amendments require certain infectious diseases to be notified to the 'proper officer' of the Local Authority.

The responsibility for the notification of the listed disease(s) rests with the Doctor attending the Service User/Clients.

The Local Authority has the power to stop work in order to prevent the spread of infection, including food borne infections (Food Hygiene (General) Regulations 1970).

§ Diseases notifiable under the Public Health (Control of Disease) Act 1984: Cholera, Plague, Smallpox, Relapsing Fever, Typhus, and Food Poisoning.

§ Diseases notifiable under the Public Health (Infectious Diseases) Regulations 1988: Acute encephalitis, acute poliomyelitis, anthrax, diphtheria, dysentery, leprosy, leptospirosis, malaria, measles, meningitis, meningococcal, septicemia, mumps, ophthalmia, neonatorum, paratyphoid fever, rabies, rubella, scarlet fever, tetanus, tuberculosis, typhoid fever, viral hemorrhagic fever, viral hepatitis, whooping cough and yellow fever. Ebola.

§ Most outbreaks will present non-specific symptoms, serious sepsis or epidemic wound infections.

§ Any LHT member of staff suspecting an outbreak of the notifiable disease should make their suspicions known to the operation manager who will inform the appropriate Doctor.

Rules to prevent the spread of infection

LHT staff should adhere to the following:

§ Avoid infection by careful control of coughing and sneezing, i.e. use tissues / handkerchief:

§ Appropriate hand washing.

§ Use of disinfecting hand rubs.

§ Avoid wearing jewelry, except for wedding rings.

§ Keep hair short or tied back.



§ Wear clean uniform clothing, and do not travel to and from work in that clothing.

§ Report any signs of infection to the appropriate person.

§ Keep toilets and commodes scrupulously clean using correct disinfectant agents.

§ Correct handling of food to prevent food borne illness.

§ Take care when dealing with pets. Always hand wash or use the hand rub after contact.

Staff skin awareness

All cuts and abrasions should be covered with a waterproof plaster (blue colored if working in food areas). Early detection and prompt reporting of infection is particularly important.

Any staff member with a skin infection must take advice from their GPs/ Doctor before continuing to work. All skin infections must be reported to the Operation manager.

Staff sickness

LHT employee's with diarrhea and vomiting should not attend work but ring to report sick. Should the condition persist it may be necessary to provide a specimen of faces and not return to work until medical clearance by a GP is given.

Skin Infections

LHT employees must report to the operation manager any Service Users/clients who have a rash or unaccountable marks on his/her body.

Where scabies or shingles are suspected:

- The operation manager must request a visit from the GP.
- Staff should wear a plastic apron and wear gloves for any direct contact.
- All linen must be placed in the appropriate bag and the appropriate laundry procedure followed for contaminated laundry.

Blood borne viruses

LHT employees/ service user/Clients may be a carrier of a blood borne virus. There are blood-borne viruses other than hepatitis B, other hepatitis and HIV/AIDS. Appropriate precautions must therefore be taken with employees/ Service Users/clients and particularly with body fluids.

LHT employees must assume that blood and other body fluids are infected. All accidents, facial, particularly eye, or wound contact with infected body fluids must be recorded as an incident.

Accident avoidance measures should include common sense precautions to avoid accidents and injuries, particularly when using sharps, whether the Service User/clients is known to be infected or not. All accidents must be reported.

Body fluid handling and spillage procedure should be as follows:

- Use no-touch techniques when dealing with blood or other body fluids. Wear gloves and plastic aprons as appropriate.
- Care/Support staff wearing disposable gloves and plastic aprons should wipe up body fluid spillages immediately.
- Use appropriate disinfectant agents on carpets.
- Use no-touch techniques or gloves when disposing of anything contaminated with blood, e.g. dressings.
- Avoid contamination with saliva. If saliva contamination to eyes, a cut or an open wound occurs, wash liberally with water and inform the manager immediately.

Outbreak control measures

- An outbreak of gastroenteritis is indicated by the occurrence of UNEXPLAINED diarrhea and/or vomiting in two or more Service Users. (Remember that there are also non-infective causes of diarrhea and vomiting). The recommended action in such cases is as follows:
 - § LHT staff should inform the operation manager who should then contact the appropriate GPs.
 - § A specimen of faces should be made available for testing, if required.
 - § Wear plastic apron and protective gloves when in contact with excreta.
 - § Dispose of faces carefully and disinfect bedpans/commodes using disinfectant.
 - § If possible, place the Service User in a single room, with their own toilet facilities such as a commode.
 - § Any Service User with, or suspected of having, gastroenteritis should have their own sink/bowl for washing.
 - § All crockery and cutlery should be soaked in a bowl of disinfectant for 30 minutes before being removed from the room of the Service User to the kitchen.

§ Place all contaminated linen into a colored bag and keep separate from any other linen.

§ Wear a protective apron and gloves when sluicing contaminated linen. To sluice any contaminated linen, leave the linen to soak in disinfectant for 30 minutes before removing to laundry.

§ Wash hands thoroughly after attending the Service User and before going to any other task.

The LHT operation manager should notify the local health authorities when the occurrences are unexplained.

Emergency Situations

In case of LHT employee/service users being faced with emergency situations such as relating to gas, electricity, water, fire or medical issues, stay calm, assess the situation, and raise alarm by contacting **999**, depending on the emergency.

Emergency situations will form part of your induction programme.

Major injuries

- Fracture of the skull, pelvis and any bone in the arm or leg, but not bones in the hand or foot.
- Amputation of a hand or foot or of fingers, thumbs or toes where the bone or a joint is completely severed.
- Loss of sight in an eye or a penetrating injury or a chemical or hot metal burn to an eye.
- Injury requiring medical treatment or loss of consciousness due to electric shock.
- Loss of consciousness due to lack of oxygen.
- Decompression sickness.

§ Acute illness believed to be the result of exposure to a pathogen or infected materials.

§ Any other injury that results in the person being admitted to hospital for more than 24 hours.

§ Any incident in which a dangerous substance being conveyed by road and involved in a fire or where there is an uncontrolled release or escape of dangerous substances.

§ Any incident whereby breathing apparatus malfunctions in such a way as to deprive the wearer of oxygen.

§ Any incident in which plant or equipment comes into contact with overhead power lines exceeding 200 volts.

§ Prescribed diseases and certain poisoning.

§ Some skin diseases including: occupational asthma, farmer's lung, pneumoconiosis, asbestosis and mesothelioma.

§ The following infections: leptospirosis, hepatitis, tuberculosis, and anthrax, any illness caused by a pathogen.

COSHH

For the purpose of COSHH, a substance is COSHH forms part of LHT induction training and are incorporated into the individual Service User/clients and clients accommodation risk assessment, this forms part of the Service Users/Clients Care Plan.

LHT considers as hazardous if one or more of the following criteria are met.

§ Substances listed as very toxic, harmful, corrosive or irritant.

§ Substances for which maximum exposure limit (MEL) is specified in the COSHH schedule.

§ A micro-organism hazardous to health.

§ Substances airborne as concentrations of dust.

§ Any other substances, which create comparable hazards.

Safety Rules for the use of household cleaning agents

- Handle all household cleaning agents with care. Remember they contain powerful chemicals.
- All chemical to be use in LHT offices/accommodations must be approved by our safety consultant
- All chemicals data sheet including usage instructions, contact details must be available before use.
- Always wear protective clothing (overalls, rubber gloves).
- Always read the instructions on the label of the product to be used.
- If unsure of the product or it is thought that the chemical is in the wrong container, DO NOT USE.

- NEVER MIX chemicals, especially bleach and toilet cleaner.
- Make sure that the ventilation is adequate. DO NOT use chemicals in a confined space.
- NEVER SMOKE whilst using chemicals. Smoking is not permitted in the homes of Service Users.
- Store all chemicals in a cool dry place after use.
- Store all chemicals out of reach of children but not on high shelves. Keep away from heat.
- NEVER place chemicals in other containers. If a container is broken, discard it with its contents.
- **AEROSOLS must be:**

§ Kept away from heat.

§ Never punctured.

§ Never used near a naked flame or heat.

§ Avoid breathing the vapor.

§ Used in a well ventilated room.

LHT employees/service users must be careful when throwing away chemicals. Be sure they are in a safe condition and that no one else will be harmed by them. Never throw away metal scouring pads with discarded batteries – they can smolder and cause a fire.

IF AFTER USING HOUSEHOLD CHEMICALS WITHIN THE WORKPLACE A FEELING OF DROWSINESS OR OF BEING GENERALLY UNWELL DEVELOPS, CONTACT YOUR DOCTOR IMMEDIATELY AND THEN INFORM THE MANAGER/CARE CO-ORDINATOR

Safe systems of work

To help give a better picture regarding the health and safety of LHT employees in the workplace, a list of the common areas where risks and hazards occur is shown on the following forms. It shows the areas/appliances that may present a hazard or risk, the types of accident/injury they may cause and the appropriate action that should be taken by care/support staff.

LHT Safe Systems of Work Table (page 1)

Area/Appliances which may be involved	Accident/Injury which may occur	Action/Procedure to be followed
General layout including: Floors Floor coverings Stairs Steps Furniture Storage areas (cupboards).	The majority of injuries are caused by trips, slips and falls or by bumping into overhead cupboards, doors not being closed properly or using stools or chairs as steps, which may not be strong or stable enough to support one's weight.	Always be aware of uneven floors and loose fitting carpets/mats. Where floors are wet, or made wet by cleaning, place a "Wet Floor" sign covering the wet area to warn that the floor may be slippery. When the floor has dried, remove the sign. Make sure that routes are clear of anything which may cause trips or falling. Always close doors and clear away any tools after use. Report any danger area to operation manager/team leader. Record on the risk assessment.
Lighting	Risk of hitting an object due to darkness, risk of injury during fire evacuation due to insufficient lighting etc.	Adequate lighting before undertaking any task (especially at night time). Report and record poor lighting to the operation manager/team leader.
Ventilation	Can cause drowsiness causing lack of concentration resulting in accident/injury. May cause inhalation problems especially when dealing with dust of chemical cleaning agents.	Adequate ventilation is possible before working with material, which may cause breathing difficulties. Heating is sufficient or not too hot before work is started. Always be aware that the Service Use/Clients may not be as warm as you. Report and record any abnormality to the operation manager/team leader
Windows	If left open can cause poor heat in office/clients accommodations. May also be broken glass or bad fittings causing cuts if pressure is used to open them or if the glass breaks.	Always ensure that windows can be closed once opened. Check for signs of broken glass or poor fitting.
Doors	"Bumping into" if left open. May present with accident problems if not fully opened before trying to take someone or something through. Will present a fire hazard if not closed, causing burns or smoke inhalation.	Be aware of badly fitting doors and report to operation manager/team leader. Make every effort to keep doors closed that don't need to be open. Keep doorways free from clutter to ensure a safe "walkway".
Electrical safety Plugs, Sockets, Wiring	If not properly installed and maintained will cause electric shock and/or fire. May be overloaded sockets, poor wiring or wrong type of fittings used.	Any socket, wiring, plug or appliance should not be used if it appears faulty or does not work correctly. The operation manager/team leader should be informed immediately and a note placed on or near the plug, wiring or appliance to warn others. If fire should occur, switch off at the mains if possible, deal with the fire if safe to do so or call the fire service.

LHT Safe Systems of Work Table (page 2)

Area/Appliances Which may be involved	Accident/Injury which may occur	Action/Procedure to be followed
Portable appliances Fires, cookers, irons, vacuum cleaners, lamps, radios, stereos, TVs, videos, toasters, kettles, washers, dryers. Any other portable electrical appliance.	Injury caused by electric shock or fire. Inhalation of toxic fumes, i.e. chip pan fire.	Always ensure that any appliance to be used is correctly wired and in good repair. Be aware of any kitchen appliance not being cleaned properly, i.e. toasters or deep fat fryers. Switch off at the mains immediately if any fault is noticed, notify the operation manager/team leader
Gas safety Cookers Fires Tumble dryer Central heating Boilers Radiators.	Injury caused through inhalation of gas due to leakage of gas from pipes or appliances. Risk of burns and scalds from poorly guarded flames or very hot central heating radiators.	Check for any smell of gas and report to supervisor immediately if any are noticed. Always check that appliances are turned off correctly. Ensure that no clothes or other flammable materials are placed near naked flames. If strong smell of gas is present when entering office/clients accommodations make sure all doors are open wherever possible and do not switch on any lights or use a naked flame. Contact the fire service immediately. Inform the operation manager of action taken. Always be aware of scalding burns caused by hot surface temperatures of radiators.
Water temperature	Scalds and burns caused by water being too hot.	Always be aware of the water temperature. Gently test the water temperature before using it. Especially check water temperature, using a thermometer, if water is going to be used for the Service User (i.e. bath). The temperature should never exceed 43°C.

Working at Heights:

LHT employee's and service users must:

- avoid working at height where possible.
- Use approved work equipment or other measures to prevent falls where they cannot avoid working at height.
- Where LHT management cannot eliminate the risk of a fall, it shall provide a method statement detailing the use work equipment or other measures to minimize the distance and consequences of a fall, should one occur.
- Risk-assess all situations whereby working at heights is unavoidable.
- Provide suitable training for those working at height and suitable equipment.

LHT Employees and other workers on site will:

Not work at heights without ensuring that the operation manager/safety consultant has authorized the action after carrying out a risk assessment and the employee has been trained to work at height and has appropriate equipment for doing so.

Not attempt to obtain items which are beyond your reach. If you cannot reach – get an approved and well maintained ladder. Be sure that the ladder is in a safe condition.

- Do not use chairs, open drawers, or any makeshift device for climbing.
- Do not climb up the shelves themselves. Do not overreach on the ladder. It is safer to get down and move the ladder.

Smoking

Smoking is not allowed in any of LHT buildings. It is only allowed in designated areas as prescribed by our health and safety consultant and Operation Manager.

Health and Safety: Grievance Procedure

This procedure relates only to occupational health and safety problems, disputes or grievances.

- In the event of the above, LHT employees and service users should either orally or in writing refer the matter to the operation manager.
- If employees/service users are dissatisfied with the outcome or in the event of there being a real danger of death, serious injury or health risk and there is insufficient time to eliminate excessive danger, it should immediately be reported to the Mr. Gideon Kayode safety consultant and Winsome Chamber operation manager who both will investigate and determine what action should be taken.
- After the investigation, the employee/service user will be informed that either:
 - The LHT safety management has so far as reasonably practicable eliminated the danger and employees must resume normal working; or
 - Does not consider that the matter constitutes a grave risk to health or safety, and employees/service users must resume normal working; or
 - Will undertake further investigation and may, if necessary, obtain expert opinion.

LHT Employees will then be suspended on full pay or be transferred to alternative work whilst the investigation takes place. Refusal to resume normal working as directed by the management when instructed will be a breach of LHT discipline. The matter will then be dealt with under the LHT normal disciplinary procedure.