



EXE EAR CARE

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POLICY TITLE – Health and safety at work
POLICY NUMBER – 013

Date authored – 23/09/2024

Next review – 22/09/2025

REFERENCE

- A. [Health and Safety at Work Act 1974](#)
- B. [Management of Health and Safety at Work Regulations 1999](#)

INTRODUCTION

1. At Exe Ear Care, we are committed to providing a safe and healthy working environment for all our staff, clients, and any individuals affected by our activities. This policy outlines the health and safety standards and practices required to safeguard the welfare of employees and ensure the safety of clients in their homes or care home settings. It complies with UK health and safety legislation, including the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, and other relevant guidance.

POLICY AIMS

2. The aims of this policy are to:
 - a. Prevent accidents, injuries, and work-related illnesses.
 - b. Ensure that all employees are aware of their responsibilities in maintaining safety standards.
 - c. Provide adequate training, information, and resources to enable employees to carry out their work safely.
 - d. Promote a culture of safety and wellbeing in all aspects of our work.

RESPONSIBILITIES

3. Management Responsibilities. Management at Exe Ear Care will:
 - a. Ensure compliance with health and safety regulations and standards.
 - b. Regularly assess risks related to the work carried out in clients' homes and care homes.
 - c. Provide staff with appropriate training, equipment, and protective gear.
 - d. Monitor and review the effectiveness of health and safety procedures.
 - e. Ensure incidents and near-misses are reported, recorded, and investigated.
4. Employee Responsibilities. Employees have a duty to:
 - a. Follow all safety procedures and instructions provided by Exe Ear Care.
 - b. Report any hazards, incidents, or concerns to management immediately.
 - c. Use provided personal protective equipment (PPE) correctly and as instructed.
 - d. Ensure they are working in a safe manner, especially when entering clients' homes or care homes, and adhere to infection control measures.
 - e. Participate in health and safety training sessions and updates as required.
5. Client Responsibilities. While Exe Ear Care takes full responsibility for ensuring staff safety, we ask that clients (or care home management) notify us of any known hazards or risks within the home or care home environment. This includes any health conditions that may affect the safe provision of care.

RISK ASSESSMENT

6. Exe Ear Care will conduct regular risk assessments to identify potential hazards associated with providing ear care services in clients' homes and care homes. These will consider:
 - a. Infection control and hygiene risks.
 - b. Manual handling and posture when performing care procedures.
 - c. Potential hazards within clients' homes, including pets, uneven flooring, or unsafe environments.
 - d. Electrical equipment safety.
 - e. Mental health and wellbeing risks for staff working in isolated settings.
7. Actions to mitigate these risks will be implemented, documented, and reviewed periodically.

SAFE WORKING PRACTICES

8. To ensure the safety of both staff and clients:
 - a. Staff will use appropriate PPE, such as gloves, face masks, and aprons, when necessary, particularly when close contact is required.
 - b. Hand hygiene must be strictly maintained before and after each client visit, and staff will carry hand sanitiser for this purpose.
 - c. Manual handling techniques will be followed to prevent injury, and staff will avoid working in awkward or strained positions.
 - d. Electrical equipment used during ear care treatments will be checked regularly for safety and any damaged equipment will be removed from use immediately.

INFECTION CONTROL

9. Infection control is a priority in all healthcare settings. Staff will:
 - a. Adhere to the infection control guidelines, including the use of PPE as required.
 - b. Follow proper sanitisation procedures for equipment and work areas.
 - c. Dispose of clinical waste safely in accordance with local authority regulations.
 - d. Be aware of and follow protocols related to COVID-19, seasonal flu, or other infectious diseases.

REPORTING AND INVESTIGATING INCIDENTS

10. All incidents, accidents, and near-misses must be reported to management as soon as possible. The following procedure applies:
 - a. The incident will be recorded in the Incident Log.
 - b. An investigation will be conducted to determine the cause and prevent recurrence.
 - c. Appropriate measures will be taken to ensure the ongoing safety of all employees and clients.

MENTAL HEALTH AND WELLBEING

11. Exe Ear Care recognises the importance of maintaining the mental health and wellbeing of our staff. Support will be provided through:
 - a. Signposting to counselling or mental health support services.
 - b. Encouragement to maintain a healthy work-life balance.

REVIEW AND COMMUNICATION

12. This Health and Safety Policy will be reviewed annually or sooner if there are significant changes in operations or legislation. All employees will be informed of updates, and the policy will be available to them at all times.

AUTHORITY

13. This policy was written today the *23rd September 2024* and is enacted with immediate effect. All directors and employees of Exe Ear Care are to follow the guidance and direction within.

A handwritten signature in black ink, appearing to be 'R. J. Toon', written in a cursive style.

R. J. Toon
CEO.