



## Review Sheet




Last  
Reviewed  
18 Jul 2025



Last  
Amended  
28 Jan 2025



This policy will be reviewed as needs require or at the following interval:  
Annual

Business Impact:	 <p>Minimal action required. Circulate information amongst relevant parties.</p>
	<b>LOW</b>
Reason for this Review:	Scheduled review
Changes Made:	No
Summary:	<p>This policy details how health and safety requirements are embedded within HealthBus Trust. It has been reviewed with no changes required. Underpinning Knowledge and Further Reading links have also been reviewed.</p>
Relevant Legislation:	<ul style="list-style-type: none"> <li>• Civil Contingencies Act 2004</li> <li>• Control of Substances Hazardous to Health Regulations 2002</li> <li>• The Controlled Drugs (Supervision of Management and Use) Regulations 2013</li> <li>• The Electricity at Work Regulations 1989</li> <li>• The Gas Safety (Installation and Use) Regulations 1998</li> <li>• The Hazardous Waste (England and Wales) Regulations 2005</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• The Health and Safety (First Aid) Regulations 1981</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• The Manual Handling Operations Regulations 1992 (as amended 2002)</li> <li>• Medical Act 1983</li> <li>• The Medical Devices Regulations 2002</li> <li>• Medicines Act 1968</li> <li>• The Regulatory Reform (Fire Safety) Order 2005</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)</li> <li>• The Workplace (Health, Safety and Welfare) Regulations 1992</li> <li>• The Health and Safety (Miscellaneous Amendments) Regulations 2002</li> </ul>
	<ul style="list-style-type: none"> <li>• Author: HSE, (2019), Who Regulates Health and Social Care? [Online] Available from: <a href="https://www.hse.gov.uk/healthservices/arrangements.htm">https://www.hse.gov.uk/healthservices/arrangements.htm</a> [Accessed: 18/07/2025]</li> <li>• Author: CQC, (2022), GP mythbuster 24: Recording patient safety events with the Learn from patient safety events (LFPSE) service</li> </ul>

Underpinning Knowledge:	<p>[Online] Available from: <a href="https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters/gp-mythbuster-24-recording-patient-safety-events-learn-patient-safety-events">https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters/gp-mythbuster-24-recording-patient-safety-events-learn-patient-safety-events</a> [Accessed: 18/07/2025]</p> <ul style="list-style-type: none"> <li>• Author: CQC, (2023), GP Mythbuster 21: Statutory Notifications to CQC [Online] Available from: <a href="https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters/gp-mythbuster-21-statutory-notifications-cqc#hide7">https://www.cqc.org.uk/guidance-providers/gps/gp-mythbusters/gp-mythbuster-21-statutory-notifications-cqc#hide7</a> [Accessed: 18/07/2025]</li> <li>• Author: NHS Improvement, (2017), Learn from Patient Safety Events [Online] Available from: <a href="https://record.learn-from-patient-safety-events.nhs.uk/">https://record.learn-from-patient-safety-events.nhs.uk/</a> [Accessed: 18/07/2025]</li> <li>• Author: BMA, (2018), Supporting Health and Wellbeing at Work [Online] Available from: <a href="https://www.bma.org.uk/media/2076/bma-supporting-health-and-wellbeing-at-work-oct-2018.pdf">https://www.bma.org.uk/media/2076/bma-supporting-health-and-wellbeing-at-work-oct-2018.pdf</a> [Accessed: 18/07/2025]</li> <li>• Author: HSE, (2020), Health and Safety Management Systems [Online] Available from: <a href="https://www.hse.gov.uk/managing/management-system/index.htm">https://www.hse.gov.uk/managing/management-system/index.htm</a> [Accessed: 18/07/2025]</li> </ul>
Suggested Action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>
Equality Impact Assessment:	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>

## 1. Purpose

**1.1** To describe the arrangements adopted by HealthBus Trust to ensure it fulfils its legal duties and health and safety obligations.

**1.2** To identify and describe individual roles and responsibilities within HealthBus Trust for the effective management and monitoring of the requirements of the Health and Safety at Work Act 1974 and its subordinate legislation.

**1.3**

### Key Question

### Quality Statements

SAFE

QSS5: Safe environments

**1.4** Relevant Legislation

- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Controlled Drugs (Supervision of Management and Use) Regulations 2013
- The Electricity at Work Regulations 1989
- 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 (as amended 2002)
- Medical Act 1983
- The Medical Devices Regulations 2002
- Medicines Act 1968
- The Regulatory Reform (Fire Safety) Order 2005
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002

## 2. Scope

**2.1** Roles Affected:

- All Staff

**2.2** People Affected:

- Patient, Patients

**2.3** Stakeholders Affected:

- Family
- Advocates
- Representatives



- Commissioners
- External health professionals
- Local Authority
- NHS

### 3. Objectives

**3.1** HealthBus Trust has a written statement of general policy, as required by the Health and Safety at Work etc. Act 1974, which is reviewed annually by Katherine Hibbitt.

**3.2** This policy and procedure is implemented alongside all of the health and safety policies, procedures and supporting documentation at HealthBus Trust.

### 4. Policy

**4.1** HealthBus Trust recognises that it has 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 its activities.

#### **4.2 Statement of Intent**

HealthBus Trust acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation.

HealthBus Trust considers that a safe and healthy working environment is a prerequisite to achieving safe, high-quality care. HealthBus Trust provides a safe environment for its staff, Patient, Patients and those who work on its behalf.

HealthBus Trust will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy and Procedure, HealthBus Trust is committed to the following objectives:

- Providing, as far as reasonably practicable, a safe and healthy working environment, safe premises and facilities for staff, Patient, Patients, contractors and others who work on its behalf
- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- Providing and maintaining equipment and systems of work that are safe
- Putting into place arrangements for ensuring safety in connection with the use, handling, storage and transport of articles and substances
- Providing information, instructions, training and supervision as is necessary to ensure the health and safety at work of its employees and other persons
- Health and safety policy, standards and management systems (including procedures and work instructions) are defined, documented, implemented and maintained
- Creating for staff, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised or mitigated through good



- management practices, effective human resources policies and staff development
- Ensuring, as far as reasonably practicable, that risks associated with travel by staff for HealthBus Trust are appropriately managed
  - Making sure that all staff are aware of their health and safety responsibilities, know what is expected of them and what they must do to discharge the responsibilities assigned to them
  - Providing access for staff to appropriate training and development to enable them to discharge the responsibilities assigned to them competently
  - Having an effective system for communicating and consulting on health and safety matters and securing the cooperation of staff, Patient, Patients and commissioners in implementing the Health and Safety Policy and Procedure
  - To have in place arrangements to plan, implement, monitor and review measures to address risks arising from the activities of HealthBus Trust
  - To strive to continuously improve the health and safety performance of HealthBus Trust
  - Ensuring the appointment of a competent person to support HealthBus Trust in meeting its statutory health and safety duties
  - To provide sufficient resources with which HealthBus Trust can effectively discharge its duties in maintaining a healthy and safe working environment for all who work and live in the premises of HealthBus Trust

**4.3** HealthBus Trust review health and safety systems and procedures at least annually to ensure that they reflect the legal responsibilities associated with applicable:

- HSE laws, regulations, approvals, licences and other legal requirements
- International, national and regional standards
- Industry codes and best practice
- Contractual requirements
- Expectations of regulators and other key stakeholders

Systems and procedures are made available to those working for and on behalf of HealthBus Trust so that they are aware of their individual health and safety obligations.

A health and safety management structure is implemented to support the delivery of health and safety policies, systems, objectives and targets, to review health and safety performance and respond to health and safety incidents.

**4.4** HealthBus Trust is charged with implementing this policy by the use of a suitable safety management system.

HealthBus Trust seeks and expects the full co-operation and support of the whole of HealthBus Trust to ensure that the Health and Safety Policy and the arrangements that are put in place to support the objectives of the policy are implemented effectively.

Katherine Hibbitt has day-to-day responsibility for ensuring compliance with this policy.

The Health and Safety Policy 'Statement of Intent' at HealthBus Trust has been reviewed and signed by HealthBus Trust. This signifies the commitment of HealthBus Trust to ensuring that the successful management of health and safety is of paramount importance within HealthBus Trust.

A copy of the Health and Safety Policy 'Statement of Intent' is displayed in a prominent location at HealthBus Trust and will be reviewed at least annually.



## 4.5 Health and Safety Responsibilities in HealthBus Trust

### Executive

- HealthBus Trust is responsible for safety in HealthBus Trust and monitors the Health and Safety Policy and Procedure on a regular basis
- HealthBus Trust is sufficiently informed on health and safety matters to ensure that sufficient resources are available 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 high health and safety standards

### 4.6 Safety Officer

The Safety Officer is Katherine Hibbitt, unless indicated otherwise by a notice on the main staff noticeboard of HealthBus Trust. The responsibilities of Katherine Hibbitt are to:

- Maintain safety records
- Ensure that employee and Patient, Patient risk assessments are in place, proportionate and up to date
- Investigate accidents, incidents and near misses, with a view to the prevention of future occurrences
- Follow the Significant Event Analysis (SEA) process for all accident, incident and near misses
- Record and monitor accident, incident and near miss statistics
- Keep a watching brief on changing safety legislation
- Report directly to Katherine Hibbitt of HealthBus Trust on matters of health and safety
- Ensure that the obligations of HealthBus Trust with respect to assessment, control and monitoring of hazardous substances are met
- Ensure that the reporting 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 BCP - Bournemouth, Poole & Poole Council is informed of any accidents or incidents involving Patient, Patients that meet their local reporting requirements
- Ensure that the CQC is notified in line with statutory reporting requirements

### 4.7 Manager

Where there is no designated manager at HealthBus Trust, Katherine Hibbitt fulfils this role. As manager, Katherine Hibbitt has the responsibility to provide leadership and to promote responsible attitudes towards health and safety.

The 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 staff are aware of the Health and Safety Policy and Procedure, have access to the QCS Online system and are aware of the QCS Mobile App
- Keep up to date with health and safety matters applicable to the operations of HealthBus Trust
- Investigate all accidents with the assistance of Katherine Hibbitt, with a view to the prevention of further occurrences



- Ensure that good housekeeping standards are applied
- Periodically review 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

#### 4.8 Supervisors

Supervisors have the responsibility to provide leadership and to promote responsible attitudes towards health and safety. They 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 Katherine Hibbitt or Katherine Hibbitt. Particular regard will be paid to:

- 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 so as to enable staff to avoid hazards and contribute positively to their own health and safety at work
- Inspecting, on a regular basis, 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
- Ensuring that staff and visitors are aware of emergency procedures, and that Personal Emergency Evacuation Plans (PEEPs), if required, are written and practised

#### 4.9 Staff

Employees 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. To neglect 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 to 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 prior to use, and use any work equipment in accordance with 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
- Ensure that they understand the system at HealthBus Trust 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 HealthBus Trust, and attend scheduled training sessions



#### 4.10 Health and Safety Poster

HealthBus Trust will display a Health and Safety Poster and ensure that it is kept up to date. Katherine Hibbitt, as the Health and Safety Officer, will have their name clearly displayed.

#### 4.11 First Aid

HealthBus Trust has undertaken an assessment of first aid needs and provided sufficient equipment and suitably trained personnel accordingly within the service.

## 5. Procedure

### 5.1 Risk and Hazard Management

- Risk assessments are carried out in order to evaluate and adequately control hazards, to ensure the health, safety and welfare of staff, and others who may be affected by the work activities of HealthBus Trust
- Risk assessments are recorded on the appropriate document in accordance with the Risk Assessment Policy and Procedure at HealthBus Trust
- Arrangements are in place for putting into practice the preventative and protective measures that follow on from the risk assessment
- Risk assessments are regularly monitored and reviewed to ensure that they remain suitable and sufficient. They are updated in accordance with legislative and contractual requirements, standards and codes of practice
- The outcomes of risk assessments are made readily available and communicated to staff. Staff receive instructions and training associated with the level of risk identified and the control measures taken to prevent or control risks
- Patient, Patients and employees are involved in the development of risk assessments and HealthBus Trust will seek their feedback and act on any concerns

### 5.2 Accident and Incident Reporting

- All members of the staff at HealthBus Trust, Patient, Patients and users will be empowered to raise health and safety concerns
- 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 the Safety Officer who will subsequently determine whether notification is necessary under CQC notification requirements or The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013
- All Patient, Patient safety incidents must be reported through the NHS England and Improvement Learn From Patient Safety Events (LFPSE) service using the GP eForm on the [LFPSE login page](#) . Any Patient, Patient safety incident is any unintended or unexpected incident which could have or did lead to harm for one or more Patient, Patients receiving NHS funded healthcare
- All registered providers must notify the CQC about certain changes, events and incidents that affect the service or the people who use it. There is more information about statutory notifications required by the CQC in the guidance on meeting the regulations for providers and managers
- Where an accident/incident has occurred it is necessary to raise and investigate it as a significant event which will necessitate a review of the risk assessment of the task being undertaken at the time to ascertain what, if any, additional precautions



and/or alterations to the method of work or additional control measures are necessary. The outcome(s) and agreed actions must be formally recorded with the conclusions clearly defined and implemented; and

- As a learning organisation, HealthBus Trust will maintain an up-to-date register of, for example, health and safety incidents for regular audit purposes and will use data from reports and investigations arising from accidents, incidents and near misses as statistics for driving health and safety improvements. All lessons learned will be shared and used to take corrective action to prevent recurrence. Improvement plans will be developed to support the delivery of health and safety improvements when required or as a result of reports of unacceptable or deteriorating performance levels

### **5.3 Monitoring Compliance and Effectiveness**

Line managers will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to Katherine Hibbitt for review.

The policy document itself will be reviewed by Katherine Hibbitt on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at HealthBus Trust. This review may include:

- Audit
- Risk assessment
- Systematic inspections
- Incident and accident statistics
- Sickness and ill health statistics
- Risk registers

Before being actioned, items identified as requiring significant amendment will be referred for authorisation to HealthBus Trust who is responsible for health and safety on behalf of HealthBus Trust.

### **5.4 Health and Safety Policies and Procedures**

HealthBus Trust will ensure that staff have access to the health and safety policies at HealthBus Trust via the QCS system and are aware of the QCS mobile app as a way of accessing policies and procedures. These policies will be reviewed by Katherine Hibbitt to ensure that they dovetail with both the procedures at HealthBus Trust and any local or contractual procedures.

### **5.5 Provide Health and Safety Information and Training**

All members of staff will receive clear instructions and information as well as health and safety training because everyone working in or based at HealthBus Trust must know how to work safely and without risk to their health or wellbeing, including contractors and self-employed people.

Provision will be made by preparing for individual training and information needs and resources, e.g. new staff members, students on placement, locum clinical and nursing staff, young employees and health and safety representatives. A Health and Safety Induction Checklist is available in the QCS Resource Centre.

### **5.6 Consult with Staff and Involve Patient, Patients**

HealthBus Trust recognises that staff understand the risks associated with their individual jobs as well as working in HealthBus Trust and will consult all staff members on health and safety by listening and talking to them formally in a group or one-to-one meetings or on an informal basis about:



- Health and safety and the work they do
- How risks are controlled
- The best ways of providing information and training
- Concerns they may have and ideas on addressing them; and
- Decisions to be made or taken relating to the management of health and safety

Patient, Patients are a good source of information from observation and have a vast range of skills, knowledge, experience and industry expertise which influence their thinking while they wait for their consultation, move around the premises and sit in a consultation or treatment room. They are a valuable resource and, by engaging them on health and safety, their informed Patient, Patient perspective may identify new risks that require assessment and control measures.

### **5.7 Provide the Right Workplace Facilities**

HealthBus Trust will provide welfare facilities and a working environment that is healthy and safe for everyone who works in or is based at HealthBus Trust including people with disabilities:

- Welfare facilities – the right number of toilets and washbasins, drinking water and having somewhere to rest and eat meals
- A healthy working environment – a clean workplace with a reasonable working temperature, good ventilation, suitable lighting and the right amount of space and seating; and
- A safe workplace – well-maintained equipment, with no obstructions in floors and traffic routes and windows that can be easily opened and cleaned

### **5.8 First Aid on the Premises at Work**

For times when there are no doctors, nurses or other trained healthcare professionals on the premises, HealthBus Trust must make sure any staff member or anyone on the premises gets immediate help if taken ill or injured. There will be:

- A suitably stocked first aid kit
- An appointed person or rota of people to take charge of first aid arrangements
- Information for all employees telling them about first aid arrangements and how to summon help fast; and
- Basic life support training for all members of staff with regular updates to make sure there is the necessary knowledge and confidence to deal with a collapse etc. on the premises until an ambulance arrives

### **5.9 Have the Correct Insurance Cover**

HealthBus Trust will have uninterrupted current and valid:

- Employers' liability insurance based on correct information about HealthBus Trust and the size of the team so that a staff member who is injured or becomes ill as a result of the duties and responsibilities of their job through no fault of their own can claim compensation; and
- Public liability insurance to provide cover for any third party who is injured or harmed in any way while on the premises or as a result of the activities associated with providing primary medical services for Patient, Patients

### **5.10 Report Patient, Patient Safety Incidents and Near Misses**

All Patient, Patient safety incidents and near misses, i.e. any unintended or unexpected incident which could have or did lead to harm for one or more Patient, Patients receiving NHS funded healthcare, will be reported through the NHS England and Improvement



Learn From Patient Safety Events (LFPSE) service via the GP eForm to ensure the learning from the experience of the Patient, Patient in one part of the country is used to reduce the risk of something similar occurring elsewhere.

### **5.11 Display the Health and Safety Policy Statement of Intent**

A copy of the Health and Safety Policy Statement of Intent will be displayed within the reception area at HealthBus Trust and will be reviewed and updated at least annually.

### **5.12 Monitoring Compliance and Effectiveness**

Katherine Hibbitt will undertake ongoing monitoring to ensure staff compliance with the policy, with observations for improvement passed to Katherine Hibbitt for review.

The policy document itself will be reviewed by Katherine Hibbitt and HealthBus Trust on an annual basis. The effectiveness of this policy will also be monitored by the Health and Safety Committee at HealthBus Trust. This review may include:

- Audit
- Risk assessment
- Systematic inspections
- Incident and accident statistics
- Sickness and ill health statistics
- Risk registers

Items identified as requiring significant amendment will be referred for authorisation before being actioned to HealthBus Trust who is responsible for health and safety on behalf of HealthBus Trust.

## **6. Definitions**

### **6.1 Risk Assessment**

- A risk assessment identifies all significant hazards associated with a company's operations through considering the likelihood and consequences of any harm that may occur as a result of contact with the hazard. A risk assessment also considers how this risk will be managed to reduce the risk of harm arising

### **6.2 Safe System of Work**

- This is a safe method of carrying out a task, like a step-by-step guide to safe working practices. Not all tasks can eliminate harm completely. However, by having a safe system of work in place, the likelihood of harm is significantly reduced through various control measures

### **6.3 As Far as Reasonably Practicable**

- This refers to the degree of risk in a particular activity or environment which can be balanced against the time, trouble, cost and physical difficulty of taking measures to avoid the risk

### **6.4 Competent Person**

- A competent person is someone who has sufficient skills, knowledge and experience to complete the task

### **6.5 Hazard**



- A hazard is anything that may cause harm, e.g. infected biological material, devices, chemicals, electricity, working from ladders, noise etc.

### 6.6 Patient Safety Incident

- A patient safety incident can be defined as any unintended or unexpected incident which could have or did lead to harm for one or more Patient, Patients receiving NHS funded healthcare

## 7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- All incidents, accidents and near misses must be processed as significant events and reported to the CQC and/or HSE. All Patient, Patient-related incidents and near misses must be reported through Learn From Patient Safety Events (LFPSE) provided by NHS England and Improvement. Data from all Patient, Patient and public health and safety incident reports are analysed and used to avoid recurrence and inform and drive improvements for zero harm
- HealthBus Trust must have employers' liability insurance in place (with a hard copy displayed or an electronic copy for you to access and check and read quickly and easily) that covers you in case you get hurt at work or ill through work
- Health and safety must apply to everyone so it is important to remember it is the duty and responsibility of the business owners to work with any other employers or contractors sharing the workplace, providing out of hospital services on the premises or attending meetings to protect everyone from harm and keep them safe and healthy
- HealthBus Trust staff members must be aware of their individual and team roles, duties and responsibilities to keep themselves and others safe and healthy while they are at work or on the premises by following health and safety systems and processes to identify risks and control the level of harm they may cause without intervention
- It is the legal duty and responsibility of the owners of HealthBus Trust to work with staff to explore and decide what could harm you in your job and the precautions needed to stop it as part of assessing and managing risks
- Staff must receive information, in ways that everyone can understand, which details how risks will be controlled and who is operationally responsible for doing this and how it is also the responsibility of everyone to keep themselves and everyone around them safe while they work or are on the premises. Members of staff whose duties and responsibilities take them into Patient, Patients' homes must be safe at all times too so their job description components must be subject to a full set of risk assessments
- Staff must be continuously consulted, and Patient, Patients engaged in the business of protecting everyone from harm in the workplace. Depending on the size of the service or health provider organisation, there may be formal health and safety representatives for this purpose
- At no cost to you as members of staff, you will receive the health and safety training you need to do your job and you will be provided with any equipment and protective clothing you need and make sure it is properly looked after
- There will be the correct number of toilets and washing facilities to meet your needs. You will be provided with drinking water, a staff room, first-aid facilities and

basic life support training

## 8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- If HealthBus Trust is in a large building or complex where there are more surgeries or other types of occupiers, everyone has to work together by law to control risk for all the people who work there as well as everyone who visits or has to carry out maintenance works on site
- HealthBus Trust must have public liability insurance to cover third parties, e.g. patients and members of the public, if they are injured while on the premises or as a result of the non-clinical activities involved in providing services for Patient, Patients
- When you come to HealthBus Trust for any reason you are walking into a workplace where it is the statutory duty and responsibility of the owners of HealthBus Trust to control risks and keep staff members and other people on the premises safe, healthy and protected from harm
- HealthBus Trust has to consider how staff and others, such as Patient, Patients, carers and visitors, might be harmed. HealthBus Trust does this by asking the staff team what they think the hazards are. As Patient, Patients or carers using the services at HealthBus Trust, you may notice risks that are not obvious and are not being controlled so your immediate feedback and input will be of value and welcome. You can then ask HealthBus Trust what they have done about the risk you identified, although it is most likely they will automatically tell you what they have done and when it is due to be reviewed. HealthBus Trust has a number of ways in which it engages Patient, Patients and you may want to get involved in making sure there is health and safety for everyone by identifying issues, avoiding opportunities for harm and finding practical solutions

## Further Reading

### **National Standards of Healthcare Cleanliness 2025:**

<https://www.england.nhs.uk/estates/national-standards-of-healthcare-cleanliness/>

### **National Standards of Healthcare Cleanliness 2025: Supporting Documents:**

<https://www.england.nhs.uk/publication/national-standards-of-healthcare-cleanliness-supporting-documents/>

## Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:



- Having a robust health and safety management system in place with which the whole team engages brings focus to service provision and provides a sound structure for effective service delivery
- Open lines of communication between management and staff facilitate information flow and support continuous review for the improvement of health and safety management underpinned by a system that is fit for purpose and subject to ongoing development to ensure that it adapts to changing guidance and circumstances
- HealthBus Trust processes health and safety incidents as significant events and maintains an up-to-date health and safety incident record. Data and findings from regular health and safety risk and report audits are explored and acted with health and safety as a standing agenda item at team meetings to keep its priority high
- HealthBus Trust adopts a proactive approach to anticipating and managing health and safety risks through responsibility for the control of risk belonging to the whole team with it embedded in everyday activities, culture and behaviour
- HealthBus Trust learns from external health and safety incidents, events, innovation and best practice, shares learning and can demonstrate ongoing and consistent progress towards a zero-harm culture
- Identifying and assessing risks and putting in controls for health and safety form part of normal daily duties for everyone in HealthBus Trust because they know how important it is to protect colleagues and others from harm, and the risk of harm, by being vigilant and reacting sensibly to control risks when they appear or are detected
- Staff are consulted and involved, and Patient, Patients are engaged in identifying risk and implementing, monitoring and reviewing control measures to make sure health and safety measures are effective
- Hazards are identified for staff teams, for specific groups of people and defined individuals with the control measures detailed in order to be clear about the risk and who might be harmed in order to ensure that the risk control information is quick to identify and review and easy to access on the central risk register
- Ongoing improvement in risk control is achieved through openness, working extensively and collaboratively with other primary care providers and health providers, by sharing information to make finding best practice simple, thorough research, by embracing change and continuous learning from all relevant sources in the pursuit of excellent health and safety
- The wide understanding of the policy is enabled by proactive use of the QCS App

## Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Health and Safety Policy Statement of Intent - GHS01	When there are more than 5 employees	QCS

Title of form	When would the form be used?	Created by
Health and Safety Policy Review and Approval Form - GHS01	When written confirmation is required that the Health and Safety Policy and Procedure has been read and understood	QCS

## Health and Safety Policy Statement of Intent - GHS01

HealthBus Trust as an employer, is committed to ensuring the health, safety and welfare of its employees, so far as is reasonably practicable. We also fully accept our responsibility for other persons who may be affected by our activities and we will take steps to ensure that our statutory duties are met at all times. HealthBus Trust expects all staff, visitors, contractors and other employers who work at HealthBus Trust to share this commitment by complying with the policies and procedures at HealthBus Trust and to understand that they too have legal and moral obligations to themselves and to one another.

HealthBus Trust acknowledges and accepts the responsibilities placed on it as an 'Employer' by the Health and Safety at Work etc. Act 1974 and other relevant legislation. HealthBus Trust considers that a safe and healthy working environment is a prerequisite to achieving the safe, high-quality Care and a safe working environment for our staff and those who work on our behalf.

HealthBus Trust will provide and maintain a healthy and safe working environment to minimise the number of instances of occupational accidents, incidents, illnesses and near misses. Through the implementation of the Health and Safety Policy and Procedure, HealthBus Trust is committed to the following objectives:

- To provide, as far as reasonably practicable, a safe and healthy working environment, and safe premises and facilities for staff, Patient, Patients, contractors and others who work on our behalf
- Maintaining the workplace in a safe condition and providing adequate facilities and arrangements for welfare at work
- The provision and maintenance of equipment, and systems of work that are safe
- Arrangements are in place for ensuring safety in connection with the use, handling, storage and transport of articles and substances
- Providing information, instructions, training and supervision as is necessary to ensure the health and safety at work of its employees and other persons
- Health and Safety Policies, Standards and Management Systems (including procedures and work instructions) will be defined, documented, implemented and maintained
- Creating for staff, as far as is practicable, a working environment where potential work-related stressors are avoided, minimised or mitigated through good management practices, effective human resources policies and staff development
- Ensuring, as far as reasonably practicable, that risks for staff associated with travel and attending Patient, Patients' homes for HealthBus Trust are appropriately identified and managed
- Making sure that all staff are aware of their health and safety responsibilities, know what is expected of them and what they must do to discharge the responsibilities



assigned to them

- Providing access for staff to appropriate training and development to enable them to discharge competently the responsibilities assigned to them
- Having an effective system for communicating and consulting on health and safety matters and securing the co-operation of staff, Patient, Patients, other healthcare providers working from the premises of HealthBus Trust and commissioners in implementing the Health and Safety Policy and Procedure
- To have in place arrangements to plan, implement, monitor and review measures to address risks arising from the activities of HealthBus Trust
- To strive to improve continuously the health and safety performance of HealthBus Trust
- Appointing a competent person to support HealthBus Trust to meet our statutory duties
- To provide sufficient resources with which HealthBus Trust can effectively discharge their duties in maintaining a healthy and safe working environment for all who work and live in the premises of HealthBus Trust

HealthBus Trust will undertake to continuously review and develop our health and safety management systems and processes with the overarching aim of conducting our activities in a manner which supports and protects the health and safety of any staff, Patient, Patients, other providers, contractors, visitors and members of the public.

The other members of HealthBus Trust are committed to this policy and to the implementation and maintenance of the highest standards of health, safety and welfare within HealthBus Trust. We expect every member of HealthBus Trust to share this commitment and to work together to achieve it.

This Policy statement will be reviewed at least annually.

Signature of Katherine Hibbitt

Printed Name:

Date:

## Health and Safety Policy Review and Approval Form - GHS01

Health and Safety Policy reviewed and approved	
Signature (Katherine Hibbitt):	
Date:	
Health and Safety Policy received and noted	
Signature (Role and name – clinical lead):	
Date:	
Signature (Role and name – non-clinical lead):	
Date:	