

Health and safety policy

This is the statement of general policy and arrangements for:


Community Pharmacy Surrey & Sussex

On behalf of and including Surrey and Sussex Local Pharmaceutical Committees

Community Pharmacy Surrey & Sussex Executive Committee has overall and final responsibility for health and safety

Julia Powell, Chief Executive Officer has day-to-day responsibility for ensuring this policy is put into practice

Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Prevent accidents and cases of work-related ill health (physical and mental) by managing the health and safety risks in the workplace.	Julia Powell, Chief Executive Officer	General risk assessment completed. Specific risk assessments and guidance available to support home working, display screen equipment and electrical equipment. To review with new and existing team members by the end of April 2023.
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work.	Julia Powell, Chief Executive Officer	All employees and contractors provided with H&S on induction, training, and guidance on general H&S, DSE, electrical equipment, stress at work. Annual review planned with all employees.
Engage and consult with employees on day-to-day health and safety conditions.	Team Julia Powell, Chief Executive Officer CPSS Executive Committee	Staff routinely consulted on health and safety matters as they arise, but also formally consulted on health and safety as part of performance review meetings or sooner if required.
Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities	Michaela Cassar, Business Administrator, with shared office manager/landlord	Escape route is always well signed and kept clear. Evacuation plans to be tested from time to time and updated as necessary, fire risk assessment to be shared by working with the office manager/landlord (rented space).
Maintain safe and healthy working conditions, provide and maintain equipment and machinery, and ensure safe storage/use of substances.	Julia Powell, Chief Executive Officer	Rented facilities provide toilets, washing facilities and drinking water. System in place for routine inspections and testing of electrical/office equipment and for ensuring that action is promptly taken to address any defects, every 2 years.

Signed: 	Julia Powell, Chief Executive Officer	Date:	16/03/2023
---	---------------------------------------	-------	------------

You should review your policy if you think it might no longer be valid, e.g. if circumstances change.

If you have fewer than five employees, you don't have to write down your policy.

Health and safety law poster is displayed at (location)	Office wall. Pocket cards provided to home working / field-based team members in April 2022.
First-aid box is located:	Kitchen area of the shared office.
Accident book is located:	Office filing cabinet. Accidents and ill health at work reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) http://www.hse.gov.uk/riddor

Health & Safety Risk Assessment

Community Pharmacy Surrey & Sussex
On behalf of and including Surrey and Sussex Local Pharmaceutical Committees

Date undertaken 12th October 2018. Updated 21 August 2020 for Covid19. Reviewed and updated 24th March 2022. Reviewed and updated 16th March 2023.

What are the hazards?	Who might be harmed and how?	What are you already doing?	Do you need to do anything else to control this risk?	Action by who?	Action by when?	Done
Slips and trips	Staff and visitors may be injured if they trip over objects or slip on spillages.	<ul style="list-style-type: none"> General good housekeeping is carried out. Most areas well lit. No trailing leads or cables. Staff keep work areas clear. 	1/ Encourage team to use lighting on the stairs.	All Business Administrator to monitor.	From now on	Ongoing
Display Screen Equipment	Staff risk posture problems and pain, discomfort, or injuries, e.g. to their hands/ arms, from overuse or improper use or from poorly designed workstations, including furniture, office chair or work environments. Headaches or sore eyes can also occur, e.g. if the lighting is poor.	<ul style="list-style-type: none"> New office equipment sourced, such as large screen, mouse, and keyboard to avoid prolonged periods of laptop use. Team encouraged to plan work to include regular breaks or change of activity. Lighting and temperature suitably controlled. Adjustable blinds at window to control natural light on screen. Quiet office / noise levels controlled. 	1/ Eye tests provided for those who need and / or request them. 2/ DSE training and assessments of workstation to be carried out for all new starters early on in induction. Any actions to be carried out asap. Reassessment/ existing employees to be carried out annually or at any change to work feature. 3/ Laptop users trained to carry out own DSE assessment for use away from office/ review home equipment. 4/ Check that identified actions from self-assessments are followed up ASAP. 5/ Encourage staff to report any problems as they arise.	CEO CEO CEO CEO CEO	On request Reviewed March 2023 Reviewed March 2023 When actions arise Reviewed March 2023	On Request Added to induction Annual process for staff Completed Completed Ongoing
Manual handling of paper, office equipment, working at height	Staff risk injuries or back pain from handling heavy/bulky objects.	<ul style="list-style-type: none"> No high shelving. Filing cabinets installed in the office. 	1/ Remind staff that they should not try to lift objects that look or appear too heavy to handle.	CEO	Reviewed March 2023	Ongoing

Electrical	Staff could get electrical shocks or burns from using faulty electrical equipment. Electrical faults can also lead to fires.	<ul style="list-style-type: none"> • PAT testing schedule in place every two years (in line with HSE recommendation for portable equipment items). • Staff can report (to Business Administrator) any defective electrical equipment. Defective equipment taken out of use safely and promptly replaced. • Service and support contract in place for IT equipment. 	1/ Next PAT testing June 2024. 2/Confirm with landlord the system for making safe any damage to building installation electrics, e.g. broken light switches or sockets.	Business Administrator	End of June 2024	To complete
Fire	If trapped, staff could suffer fatal injuries from smoke inhalation/burns.	<ul style="list-style-type: none"> • Escape route is always well signed and kept clear. • Landlord actions. 	1/ Work with landlord, fire risk assessment done, see www.fire.gov.uk/workplace+safety/ and necessary action taken	Business Administrator	End of July 2023	To complete
Lone/Remote/Field/Home Working	Staff could suffer injury or ill physical or mental health while out of the office, e.g. when visiting stakeholders' offices, or while working alone in the office or at home.	<ul style="list-style-type: none"> • Good communication systems and formal means of contact with remote workers to minimise feelings of isolation – weekly conference calls, regular 1:1, meetings, online meeting facilities. • Suitable IT to support remote working, including good access to information, such as policy documents, internal contact directories and essential files via SharePoint. • Team encouraged to plan journeys thoroughly and set work schedules that are realistic and flexible, so that individuals don't feel under pressure to drive too fast, for too long or in bad weather. Flexible working arrangements available to cater for evening events and having a clear and continuous 11-hour rest break (working time regulations 1998). • Team members use shared outlook diaries to record full details of where they're going and their travel arrangements. 	1/ Remind / make sure that employees are clear about your expectations in relation to safe driving standards – such as on using mobile phones or drinking and driving. 2/ Undertake remote working assessment & guidance with all new employees. 3/ Undertake remote working assessment with existing employees annually. 5/Records kept for all employees of 'in case of emergency contacts'.	CEO CEO CEO CEO/Business admin	Reviewed March 2023 When required Review annually Reviewed March 2023	Completed Ongoing Completed Completed

<p>Getting or spreading Coronavirus by not washing hands, or washing adequately</p>	<ul style="list-style-type: none"> • Staff team. • LPC committee members. • Pharmacy contractors & team members. • Stakeholders & partners. • Other visitors. 	<ul style="list-style-type: none"> • All to follow guidance on cleaning, hygiene, and hand sanitizer. • Provide water, soap and drying facilities at wash stations at the office. • Field/home based staff able to expense PPE, alcohol hand sanitiser and tissues, for occasions when hand washing facilities are not available. • Provide information on how to wash hands properly and display posters at the office. 	<p>1/Check office handwashing arrangements. 2/ Advise expenses policy to claim PPE/hand sanitiser.</p>	<p>CEO/Business Admin</p>	<p>Reviewed March 2023</p>	<p>Completed</p>
---	--	--	--	---------------------------	----------------------------	------------------

<p>Getting or spreading coronavirus in common use high traffic areas such as canteens, corridors, rest rooms, toilet facilities, entry/exit points to facilities and other communal areas or where social distancing is difficult.</p>	<ul style="list-style-type: none"> • Staff team. • LPC committee members. • Other visitors. 	<p>Follow the guidance on welfare facilities, canteens etc. Identify:</p> <ul style="list-style-type: none"> • Areas where people will congregate, e.g. restrooms, canteens, reception, meeting rooms, tea points, kitchens etc. • Areas where there are pinch points meaning people can't meet the social distancing rules, e.g. narrow corridors, doorways, storage areas. • Areas and equipment where people will touch the same surfaces, such as in kitchens, e.g. kettles, shared condiments etc. • Areas and surfaces that are frequently touched but are difficult to clean. • Communal areas where air movement may be less than in other work areas, e.g. kitchens with no opening windows or mechanical ventilation. 	<p>1/Put in place monitoring and supervision to make sure people are following controls put in place, e.g. following hygiene procedures, washing hands, following one-way systems.</p>	<p>CEO/Business Admin</p>	<p>Ongoing</p>	<p>Ongoing</p>
		<p>Agreed the combination of controls put in place to reduce the risks. This includes but is not limited to:</p> <ul style="list-style-type: none"> • Limiting the number of people in rooms so that social distancing rules can be met, e.g. stagger breaks, have maximum occupancy numbers for meeting rooms. • Reorganise facilities in communal areas such as spacing out tables in meeting rooms, canteens etc. so social distancing rules can be met. • Increase the use of online meeting facilities, even for people working in the same building, to reduce the number of people moving around. • Put in place one-way systems in corridors or regularly used pedestrian traffic routes to manage the flow of people moving around workplaces and to allow social distancing rules to be met. 				

		<ul style="list-style-type: none"> • Leave non-fire doors open to reduce the amount of contact with doors and also potentially improve workplace ventilation. • Keep surfaces, such as kitchen sides and tables, in communal areas clear for people to sit and eat at to make cleaning easier. • Provide washing facilities and hand sanitiser at accessible places near to where people will have contact with high traffic communal areas, e.g. sanitiser/washing facilities at the entrance/exit to canteens • Cleaning regimes to make sure high traffic communal areas are kept clean – consider frequency, level of cleaning and who should be doing it. 				
Getting or spreading coronavirus through workers living together and/or travelling to work together.	<ul style="list-style-type: none"> • Staff team. • LPC members. • Other visitors. 	<ul style="list-style-type: none"> • Identify groups of workers who live together and group them into a work cohort. • Identify groups of workers who travel to work together and group them into a work cohort. 	1/Discuss with workers who live and/or travel to work together to agree how to prevent the risks of spreading coronavirus.	CEO	When required	Ongoing

<p>Getting or spreading coronavirus by not cleaning surfaces, equipment and workstations.</p>	<ul style="list-style-type: none"> • Staff team. • LPC members. • Other visitors. 	<ul style="list-style-type: none"> • Use the guidance on cleaning and hygiene during the coronavirus outbreak. • Identify surfaces that are frequently touched and by many people (often common areas), e.g. handrails, door handles, vehicle door handles (inside and outside), shared equipment etc. and specify the frequency and level of cleaning and by whom. • Train people how to put on and remove personal protective equipment (PPE) that is used for normal work hazards. • Reduce the need for people to move around as far as possible. This will reduce the potential spread of any contamination through touched surfaces. • Avoid sharing work equipment by allocating it on personal issue or put cleaning regimes in place to clean between each user. • Identify where you can reduce the contact of people with surfaces, e.g. by leaving doors open that are not fire doors, providing contactless payment, using electronic documents rather than paperwork. • Identify other areas that will need cleaning to prevent the spread of coronavirus, e.g. canteens, rest areas, welfare facilities, vehicles and specify the frequency and level of cleaning and who will do it. • Identify what cleaning products are needed (e.g. surface wipes, detergents, and water etc.) and where they should be used, e.g. wipes in vehicles, water and detergent on work surfaces etc. • Keep surfaces clear to make it easier to clean and reduce the likelihood of contaminating objects - Provide more 	<p>1/Put in place monitoring and supervision to make sure people are following controls, i.e. are implementing the cleaning regimes.</p> <p>2/Provide information telling people who needs to clean and when.</p> <p>3/Provide instruction and training to people who need to clean. Include information on:</p> <ul style="list-style-type: none"> • The products they need to use. • Precautions they need to follow. • The areas they need to clean. • Identify how you are going to replenish cleaning products. 	<p>CEO/Business Admin</p>	<p>Ongoing</p>	<p>Ongoing</p>
---	--	---	--	---------------------------	----------------	----------------

		<ul style="list-style-type: none"> bins and empty them more often. • Provide areas for people to store personal belongings and keep personal items out of work areas. • Clean things like reusable boxes regularly. • Put in place arrangements to clean if someone develops symptoms of coronavirus in work. 				
Mental health and wellbeing affected through isolation or anxiety about coronavirus.	<ul style="list-style-type: none"> • Staff team. • LPC members. 	<p>Follow the guidance on stress and mental health.</p> <ul style="list-style-type: none"> • Have regular keep in touch meetings/calls with people working at home to talk about any work issues. • Talk openly with workers about the possibility that they may be affected and tell them what to do to raise concerns or who to go to so they can talk things through. • Involve workers in completing risk assessments so they can help identify potential problems and identify solutions. • Keep workers updated on what is happening so they feel involved and reassured. • Discuss the issue of fatigue with employees and make sure they take regular breaks, are encouraged to take leave, set working hours to ensure they aren't working long hours. 	<p>1/Share information and advice with workers about mental health and wellbeing.</p> <p>2/Consider an occupational health referral if personal stress and anxiety issues are identified.</p>	CEO/Business Admin	Ongoing	Ongoing

<p>Poor workplace ventilation leading to risks of coronavirus spreading</p>	<ul style="list-style-type: none"> • Staff team. • LPC members. • Other visitors. 	<ul style="list-style-type: none"> • Identify if you need additional ventilation to increase air flow in all or parts of the workplace. • Fresh air is the preferred way of ventilating the workplace so opening windows and doors (that are not fire doors) can help. • If you need additional ventilation provide it, e.g. mechanical ventilation, desk fans, air movers etc. • Switch heating ventilation and air conditioning (HVAC) systems to drawing in fresh air where they can be, rather than recirculating air. 	<p>1/Maintain air circulation systems in line with manufacturers' recommendations.</p>	<p>CEO/Business Admin</p>	<p>Ongoing</p>	<p>Ongoing</p>
<p>Increased risk of infection and complications for vulnerable workers.</p>	<ul style="list-style-type: none"> • Staff team. • LPC members. 	<p>Identify who in your work force fall into one of the following categories:</p> <ul style="list-style-type: none"> • Clinically extremely vulnerable • People self-isolating • People with symptoms of coronavirus • Groups who may be at higher risk of poorer outcomes (see the Public Health England report Disparities in the risk and outcomes of COVID-19) <p>Discuss with employees what their personal risks are and identify what you need to do in each case.</p> <ul style="list-style-type: none"> • Identify how and where someone in one of these categories will work in line with the current government guidance. • If they are coming into work identify how you will protect them through social distancing and hygiene procedures. 	<p>1/Put systems in place so people know when to notify you that they fall into one of these categories, e.g. they start chemotherapy or are pregnant.</p>	<p>CEO/Business Admin</p>	<p>Ongoing</p>	<p>Ongoing</p>

Version 4.0, Prepared by Julia Powell, Chief Executive Officer. Reviewed by Community Pharmacy Executive Committee, October 2018. Updated August 2020, March 2022 and March 2023.

Combined risk assessment and policy template published by the Health and Safety Executive 08/14