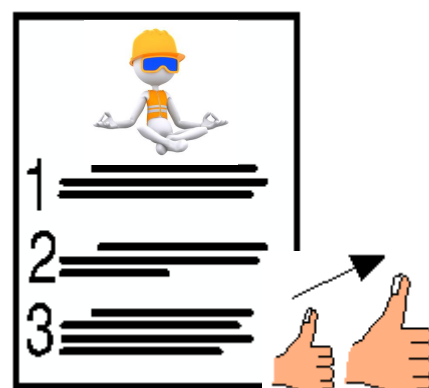
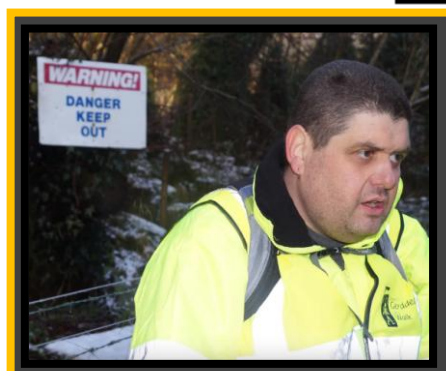


Health & Safety Annual Report



**April 2015 to
March 2016**

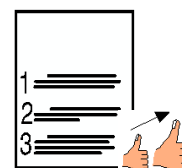


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Website: www.communitylives.co.uk

Welcome to Community Lives Consortium Health & Safety Annual Report for 2015 to 2016



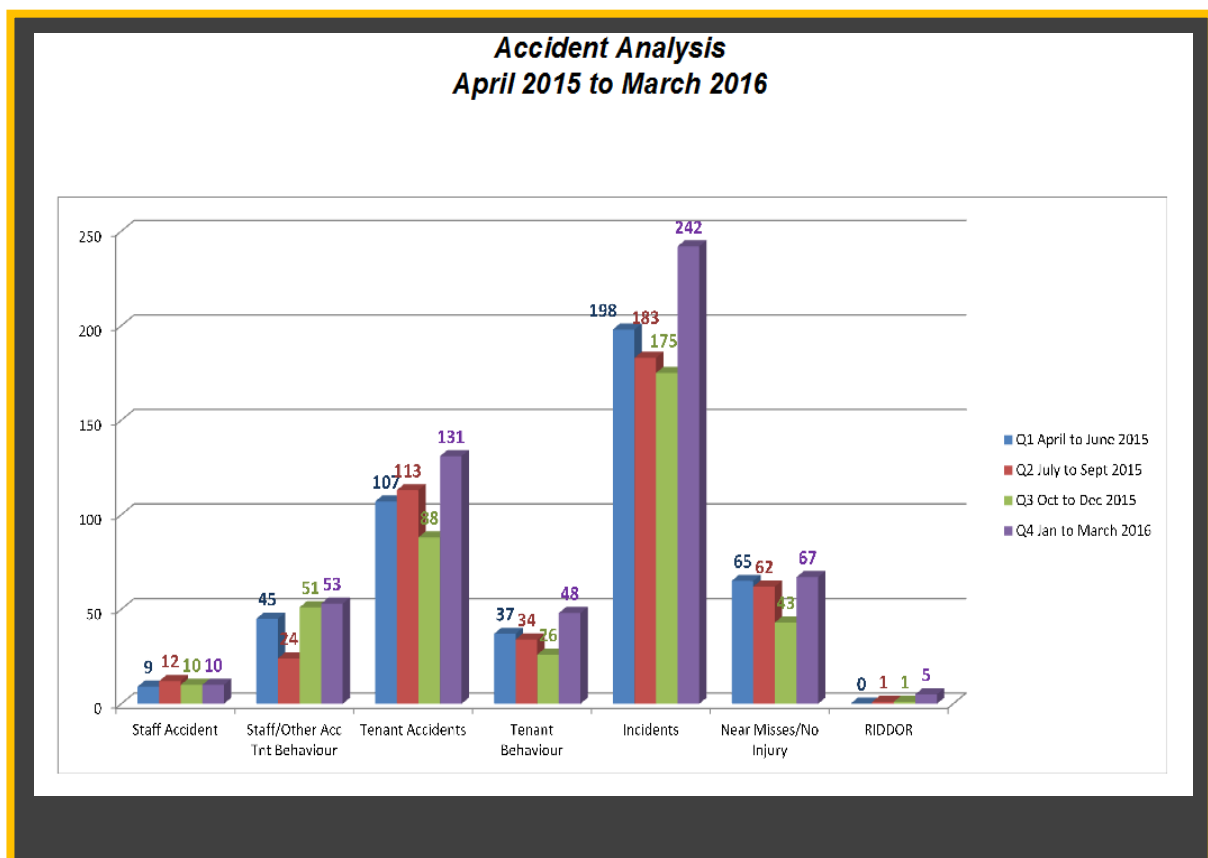
This is the 3rd Health & Safety Annual Report produced to demonstrate how the Consortium (CLC) endeavours to keep staff, people we support and members of the public safe. We hope you find this report interesting and informative.

This report will set out:

-  ***The number of accidents and near misses which have occurred in the past year.*** ***Page 3***
-  ***How the number of accidents compares to the previous years; including Staffing hours lost.*** ***Page 4***
-  ***The number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrence Regulations) in the past two years.*** ***Page 6***
-  ***What is being done to prevent re-occurrences?*** ***Page 7***
-  ***How does CLC communicate and consult with its workforce?*** ***Page 9***
-  ***What changes to Legislation or Regulations has impacted on the Consortium?*** ***Page 9***
-  ***What changes has CLC carried out during the past 12 months in relation to H&S?*** ***Page 10***
-  ***Medication Errors – 2015 / 2016*** ***Page 11***
-  ***Swansea Safety Group and NASHiCS*** ***Page 12***
-  ***Health & Safety Committee & Vacancies*** ***Pages 15 & 16***

The number of accidents and near misses which have occurred in the last year.

This graph shows the number of accidents and near misses that occurred in the past year between April 2015 and March 2016.



There were 798 incidents –
this includes
237 Near Misses and
7 RIDDOR – (Recording of Injuries Diseases and Dangerous
Occurrences Regulations).

How the number of accidents compares to previous years

Here is a graph showing the comparison of incidents; accidents and near misses that occurred over the last two years.

- ⚠ During 2013 / 2014 There were 884 incidents – this includes 286 Near Misses.
- ⚠ During 2014 / 2015 There were 804 incidents – this includes 243 Near Misses
- ⚠ During 2015 / 2016 There were 798 incidents – this includes 237 Near Misses / No Apparent Injury

This shows a reduction of 6 accidents including 6 Near Misses.

Accident Record Types	Accidents for 2015 / 2016					Accidents for 2014 / 2015					Accidents	Accidents
Type of Accident	2015 / 2016 Total Q4	2015 / 2016 Total Q3	2015 / 2016 Total Q2	2015 / 2016 Total Q1	2015 / 2016 Total	2014 / 2015 Total Q4	2014 / 2015 Total Q3	2014 / 2015 Total Q2	2014 / 2015 Total Q1	2014 / 2015 Total	2013 / 2014 Total	2012 / 2013 Total
Dangerous Occurrence	0	0	0	0	0	0	0	0	0	0	2	0
Other Person/Tnt Beh	1	1	0	2	4	0	0	0	0	0	0	0
Staff Accident	9	10	12	9	40	25	11	11	42	89	76	54
Staff Accident Tenant Behaviour	53	50	24	43	170	26	55	83	76	240	303	138
Tenant Accident	131	88	113	107	439	107	75	92	71	345	324	269
Tenant Incident/Behaviour	48	26	34	37	145	23	31	34	42	130	179	145
Total Number of Incidents/Accidents	242	175	183	198	798	181	172	220	231	804	884	606
Near Misses/No Injuries	67	43	62	65	237	58	60	64	61	243	286	178
RIDDOR - (Reportable Injuries to HSE)	5	1	1	0	7	1	1	1	2	5	21	10
Staffing Hours Lost	197	7	131.5	74	410	444	234	224	123	1025	N/A	N/A
Networks-Accidents/Incidents:	2015 / 2016 Total Q4	2015 / 2016 Total Q3	2015 / 2016 Total Q2	2015 / 2016 Total Q1	2015 / 2016 Total	2014 / 2015 Total Q4	2014 / 2015 Total Q3	2014 / 2015 Total Q2	2014 / 2015 Total Q1	2014 / 2015 Total	2013 / 2014 Total	2012 / 2013 Total
Network 1	40	18	17	29	104	17	14	29	22	82	129	86
Network 2	8	7	20	12	47	27	23	32	21	103	253	84
Network 3	75	35	45	27	182	30	18	54	45	147	140	118
Network 4	32	20	24	20	96	29	23	31	11	94	81	73
Network 5	43	60	38	50	191	32	34	19	67	152	82	114
Network 6	25	23	14	28	90	11	36	30	13	90	68	72
Network 7	5	2	15	6	28	11	11	17	15	54	42	10
Network 8 - Intensive Support Services	13	10	7	25	55	22	11	8	35	76	85	45
Office	1	0	1	1	3	2	2	0	2	6	4	8

As we can see from the previous years there is a consistent reduction in accidents. This is a very positive result and it is due to staff reporting and recording all accidents as well as near misses that they witness or are involved in. This reflects the commitment of the

Consortium to staff, people we support and members of the public's safety.

The table shows the number of staffing hours lost over the past 2 years, these are all due to accidents or injuries at work and not simply RIDDOR reportable injuries.

- 2014 / 2015 – **1025 hours** were lost due to sickness from an injury at work and
- 2015 / 2016 – **410 hours** were lost due to sickness from an injury at work.

This analysis helps the Chief Executive to ascertain the costs associated with sickness due to injuries at work to assist with preparing budgets for the year.



Also it highlights patterns of sickness that can be identified to look at reducing sickness and providing support to staff during any personal health problems.

CLC works with Insight – Health Screening which is an occupational health service that supports people to return to work if they have been on sick leave – not only due to an injury at work but also from medium to long term sickness.



CLC keeps in contact with people to ensure they are supported to return work at a phased pace.

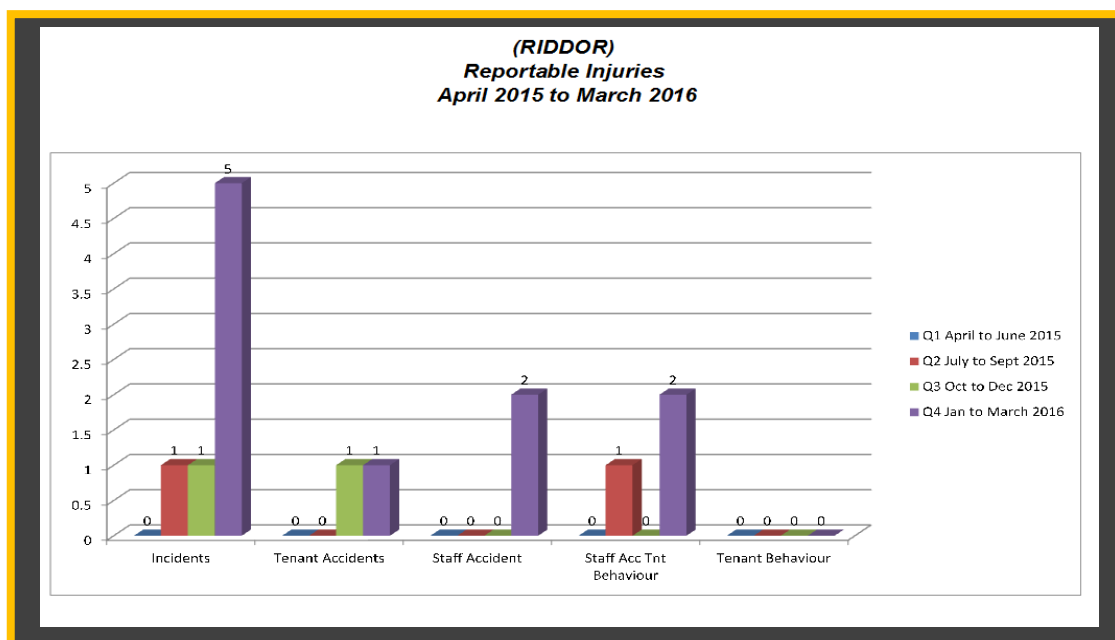
The number of RIDDOR (*Reporting of Injuries, Diseases and Dangerous Occurrence Regulations*) over the past 3 years

The Consortium reports certain injuries to the Health & Safety Executive (HSE). Reportable injuries are those where staff take 7 or more days sick leave due to an injury at work; or for any fractures and other more serious work related injuries or illnesses. This also applies to people we support – if they suffer an injury which comes under RIDDOR then those accidents/injuries are also reported to the HSE.

During 2013 – 2014 there were 21 Reportable injuries.

During 2014 – 2015 there were 5 Reportable Injuries.

And in comparison during 2015 – 2016 there were 7 Reportable injuries at work as this graphs shows a slight increase to the previous year; but still a dramatic reduction from 2013 2014.



What is being done to prevent re-occurrences?





On reflection again the reduction of this year's figures exhibits that the Consortium is continuously improving its Health & Safety culture.



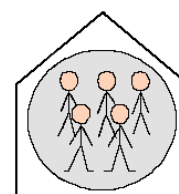
So, what can Consortium do to prevent re-occurrences of these injuries and accidents.

More staff are being proactive in addressing hazards and risks; this is proven by the increase in contacts to the central office *and* from front line staff and managers to the Health and Safety Manager at the Consortium office for example:



-  Requests on how to ensure risk assessments are suitable and sufficient for staff to return to work safely after an injury or health problem.
-  Requests for visits of the Health & Safety Manager to homes of people we support to ensure the 'work areas' for staff are also safe and in keeping with the privacy and dignity of the person's home.
-  Requests for advice on premises being accessible for evacuation purposes.
-  Co-operation with Contractors to ensure risk assessments and method of works are agreed before work commences.

This is really good news and we are grateful to staff being vigilant in asking the questions plus recording all accidents and near misses.





Looking at the accidents we still need to identify where there may be patterns of lack of knowledge, lack of training and mostly lack of personal responsibility to Health & Safety to prevent re-occurrence.



Where necessary each accident or near miss that occurs are individually investigated and discussed with the relevant responsible people such as;



CLC Managers



Moving and Handling Trainers;



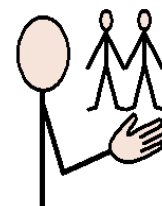
the Psychology Support Team,



the Intensive Support Team; Staff Development Team and



where necessary we contact Landlords and Local Authorities if the safety is around their premises.



This is being conveyed to staff through various staff forums and the Health and Safety Manager is on hand to answer any questions they may have with regards to Health and Safety including questions around the recording of incidents and accidents.



NB: We are always open to improving the simplicity and efficiency of formats that staff have to complete due to the nature of our work which first and foremost is providing support to people to live the life they choose.



If you have any suggestions for the improvement of recording accidents please pass your ideas to Debbie Chegwen.





How does Consortium communicate and consult with its workforce?

⚠ All accidents and Near Misses / No Apparent Injury are discussed in each Health & Safety Committee Meeting which is held on a quarterly basis.



⚠ The Health & Safety Committee involves people from across the Consortium and its Management Committee to look at how staff remain healthy and safe in all aspects of the work that they do;



⚠ And the Health & Safety Committee discuss how the Consortium supports the people we support to be safe in their own homes and during social activities they may be participating in.

⚠ Once a quarter the Health & Safety Manager, Deputy Chief Executive and Director of Operations hold strategy meetings to discuss all aspects of H&S within the organisation.



What changes to Legislation or Regulations have had an impact on the Consortium?

- **April 2015** – HSE confirmed that Risk Assessments only need to be reviewed on a regular basis and not necessarily annually. CLC's practice is to review when any changes occur in the workplace, or the needs of staff or people we support changes; and any accidents or near misses that take place.

- **April 2015** – Construction Design and Management Regs changed - Principal designer. The replacement of the CDM co-ordinator role (under CDM 2007) changed to a principal designer.
- **June 2015** - COSHH changed the labels of hazardous products.
- **June 2015** – the paper counterpart to the photo driving licence was scrapped.
- **October 2015** - if you are self-employed and your work activity poses no potential risk to the health and safety of other workers or members of the public, then health and safety law will not apply to you.

There were no regulation changes for January 2016 and there are no pending changes for April 2016

All staff were informed of the above changes.

What changes has the Consortium carried out in the past 12 months.

- **Blood borne virus kits** (for cleaning up bodily fluid spills etc) have been introduced to the workplaces; ie Walter Road office, Training Suite and the Workshop.
- **Ergonomic Guidance for Mobile Devices:** This document was merged with Appendix 1 of the Display Screen Equipment Policy – Posture Guidance, to assist people when completed their VDU Checklist.
- **Moving & Handling Observation Checklist:** This was developed and is being used as an annual competency assessment for all staff which will be included in the Moving & Handling Policy.



- **On-Line Health and Safety Training** - This is nearly complete and will be available for induction staff and existing staff members.
- **Medication Errors** – It was agreed by the Management Committee that medication errors were to be discussed at the Health and Safety meeting so they can be monitored from a Health & Safety perspective.
- It was clarified that as a comparison to the med errors in NHS Wales; CLC is much lower considering the amount of people we support and the medication that is prescribed on a daily basis.

Here is a snapshot of the Med Errors for 2015 / 2016

Medication Errors by Type recorded from Section 26 Notices													
Medication Error Type	2015 / 2016 March Q4	2015 / 2016 Feb Q4	2015 / 2016 Jan Q4	2015 / 2016 Total Q4	2015 / 2016 Total Q3	2015 / 2016 Total Q2	2015 / 2016 Total Q1	2015 / 2016 Total	2014 / 2015 Total	2013 / 2014 Total	2012 / 2013 Total	2011 / 2012 Total	2010 / 2011 Total
Stock discrepancy	3	1	2	6	7	6	10	29	13	8	6	19	12
Missed dose	2	4	5	11	12	7	4	34	21	15	12	16	27
Wrong medication given	0	4	0	4	0	0	1	5	2	0	2	3	1
Wrong dose given	1	3	2	6	1	3	1	11	4	7	3	4	7
Medication given at wrong time	0	4	1	5	0	2	0	7	3	3	8	2	8
Error in signing record	0	2	0	2	0	1	0	3	1	0	0	0	0
Record not signed	2	1	0	3	2	0	1	6	9	4	4	9	7
Med found after administration	0	1	1	2	1	0	2	5	4	5	1	1	4
Medication given without authorisation	0	0	0	0	0	0	0	0	0	1	0	0	0
Missing meds, NOMAD not checked	0	1	0	1	0	0	1	2	3	1	1	0	1
Failure to report refusal	0	0	0	0	0	0	0	0	0	0	0	0	0
Medication error other	0	0	0	0	0	0	0	0	0	0	0	0	1
Pharmacist error	0	0	0	0	0	0	0	0	3	2	0	2	2
Total	8	21	11	40	23	19	20	102	63	65	70	56	70
N1	0	2	1	3	4	5	3	15	3	5	19	6	9
N2	4	2	1	7	0	0	3	10	4	18	6	5	1
N3	0	4	5	9	9	5	9	32	14	6	20	20	17
N4	1	6	0	7	4	2	2	15	12	5	6	14	11
N5	0	2	1	3	1	3	3	10	12	8	11	4	18
N6	0	0	1	1	1	0	1	3	3	5	1	1	1
N7	2	4	2	8	3	4	0	15	12	12	4	1	10
N8	1	1	0	2	1	0	0	3	3	6	3	6	3

- Medication Audits are being carried out on a weekly basis instead of the Quarterly basis to try to identify why Med Errors have been increasing of late.

Medication Refresher Training is being carried out across CLC to reduce Med Errors even further.

- ☛ We are members of the Swansea & West Wales Occupational Safety Group
- ☛ CLC is a member of NASHiCS - National Association for Safety and Health in Care Services.



CLC is a member of Swansea & West Wales & Occupational Safety Group who actively promotes health, safety and the well-being of everyone at work in South & West Wales. Their aim is to help member organisations become efficient in the management of Health and Safety.

<http://www.swanseasafetygroup.co.uk/>

As members of the Swansea Occupational Safety Group CLC has been recognised as a successful organization for Outstanding Safety Performance for which it has won awards for the last 6 years. Plus for taking part in the European safety and health week each year.



This year we have again been successful for Outstanding Safety Performance during 2015.



This measures the amount of RIDDOR reportable accidents in relation to the number of staff we have as an organisation.

Well Done Consortium!



Here is a photo of Paul Kloss – National Chair of Health and Safety Executive for South Wales presenting the certificate to Debbie Chegwen-Health & Safety Manager and Marianne Bevans-Support Manager.



Below are the 5 categories of the Annual Safety Awards at Swansea Safety Group.

The five awards are:

1. **Safety Certificate** which is based on accident statistics
2. **Safety Shield** based on your company's safety plans/programme two awards: one for *SME's (Small to Medium Enterprise) and one for large organisations
3. **President's Shield** for excellence in Safety Training
4. **Well-being Award** for initiatives such as health promotion etc
5. **Chairman's Shield** for the Health and Safety Employee of the Year for the employee who has contributed the most during 2015 to improve the health and safety culture within their organisation

If you think Consortium can apply for any of these categories in the next year January to December 2016 then please email me with the details and I will complete the application form for next year in the hope we are successful in achieving one of the Shields as well as Certificate for Outstanding Safety Performance.



The Consortium joined NASHiCS in 2013 to be a part of a Network of Health and Safety Agencies in the Care Sector. And are still Active Members of this worthy Association.

Consortium has been proactive with NASHiCS in helping to organise an event in South Wales this year which is to take place in the Holiday Inn, Cardiff on the 10th May 2016.

The Forum is a one day event for Safety & Health aimed at those involved with Health & Safety across Social Care.

Please see poster for the themes / programme of the day or

For more information please go to the website

www.nashics.org



"Know your Landscape - Safety and Health matters"

NASHiCS presents a one day Forum for Safety & Health aimed at those involved with Health & Safety across Social Care.

Themes include:-

**Quality Audits,
Regulation by CSSIW,
Fire Safety,
Leadership,
Legal updates,
Incident response,
Regulation by HSE,
Water safety,
Regulation by LA's.**

Sharing best practice;
Understanding regulation;
Exploring guidance;
Developing solutions;
NEW Advice
appointments 1-2-1

For more information
Booking - delegate
fees - members
discount- directions-
speakers programme
<https://www.nashics.org>

**Cardiff -
Tuesday 10th
May, Holiday
Inn, Cardiff
North.**



National Association for Safety and Health in Care Services

Community Lives Consortium Health & Safety Committee

The Health and Safety Committee comprises of a wide range of stakeholders across the Consortium including representatives from its Management Committee.

If you would like to be a safety representative on the H&S Committee please contact Debbie Chegwen or Christine Brian at Walter Road office.

Your role as a safety representative would be to have an active role in:

- Attending H&S meetings – 4 per year.
- representing staff members / managers
- discussing policies under the H&S umbrella
- Reviewing accidents and near misses
- Highlighting and discussion safety hazards put forward by individuals
- Attend seminars / training sessions which will support career progression.
- Discuss changes to Legislation and Regulations via....







We hope that you find this annual report informative and interesting. If you have any questions regarding Health & Safety please do not hesitate to ask your safety representative to pass your question to the Health & Safety Committee or contact Debbie Chegwen.

Here are the representatives of the Health & Safety Committee:

				
Christine Brian <i>Deputy Chief Executive</i>	Debbie Chegwen <i>Health & Safety Manager</i>	Helen Waters <i>Staff Development Manager</i>	Janice Connick-Evans <i>Chair of Management Committee</i>	Taryn Kristel <i>Support Co & Unison Rep</i>
				
Jayne Wood <i>Deputy Network Manager</i>	Lyn Williams <i>Registered Network Manager</i>	Anthony Chelley <i>Support Co</i>	David Morris <i>Support Worker</i>	Marianne Bevans <i>Support Manager</i>

The following people resigned from the Health and Safety Committee this year.

			
Ann Gay <i>Management Committee Member</i>	Debra Hunkin <i>Support Manager</i>	Phil Jones <i>Support Worker</i>	Dave Cox <i>Workshop Supervisor</i>

If you want further information about the Consortium or any of the things discussed here, please look at our website at www.communitylives.co.uk or contact Debbie Chegwen on the number below or via email on debbie.chegwen@communitylives.co.uk

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