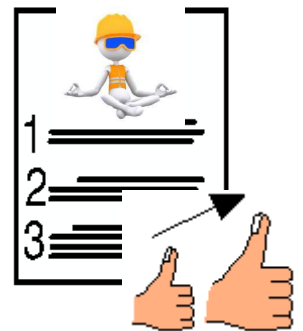


Health & Safety Annual Report



**April 2021 to
March 2022**



24 Walter Road, Swansea,

SA1 5NN,

Telephone 01792 646640

Fax 01792 476436

Email: Debbie.Chegwen@communitylives.co.uk

Website: www.communitylives.co.uk

'Community Lives Consortium is regulated by the Care Inspectorate Wales and commissioned by Swansea Council and Neath Port Talbot County Borough Council, we may share information about our services and the people we support for quality and regulatory purposes'

Welcome to Community Lives Consortium Health & Safety Annual Report

This is the 9th Health & Safety Annual Report produced to demonstrate how the Consortium (CLC) endeavours to keep employees, people we support and members of the public safe whilst carrying out work activities. We hope you find this report interesting and informative.



Coronavirus Outbreak - Impact of COVID-19 on CLC



For the past 2 years we at the Consortium (CLC) have put in place systems and procedures to help keep its staff and the people we support safe from the Coronavirus. CLC has followed Government Guidelines, Public Health Wales guidelines and shared this information with all staff and the people we support each time they have been updated to ensure the correct procedures are followed.

Things started to change throughout 2021.

- By June 2021, all Tenants had received their first vaccine.
- In August 2021 we received the great news that, in Wales, people who had been double vaccinated and had been identified as a close contact of somebody who had tested positive for Covid, were no longer required to isolate.
 - Tenants were able to visit family if they had formed extended households with them. Alongside this, tenants could use video conferencing, meet outside, or arrange to meet in a cafe or restaurant, or cafe
- In October most tenants had had both of their COVID vaccinations, tenants were starting to get their COVID booster injections by this time.





- During January 2022 there was a new version of Covid called Omicron which caused a rise in staff and Tenants catching Covid. CLC was vigilant in reminding staff to carry out Lateral Flow Device Tests before each shift, which has eventually reduced down to staff carrying out the LFT's twice a week once the numbers of transmission decreased.

CLC has continually reviewed the risk assessments in place for reducing the possibility of transmission whilst providing support to individuals in their own homes.



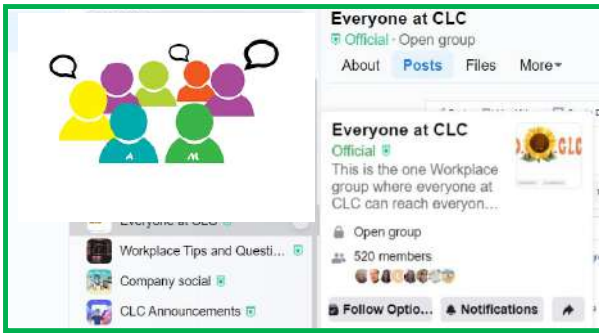
We had sufficient stocks of PPE to enable us to fulfill the guidelines and risk assessments of staff being able to protect themselves and others by wearing the necessary gloves, masks, aprons and face shields/visors whilst providing personal care and being within 2 metre proximity of the people they were supporting. We have consistently had in stock a 3 month supply of PPE to manage our Covid19 response.



Rick Wilson the CEO of CLC produced a Covid19 Interactive Guidance and this has continued to be reviewed and updated as national and local guidance has changed, the latest version can be viewed on CLC's Intranet - Coronavirus Page.

All CLC staff have been asked to carry out the Infection Control Course to keep them informed on how transmission of infectious diseases, not just Covid, can spread. And how we put things in place to prevent this happening, or reduce the risks.





Workplace by Facebook has been an asset for communicating Covid Guidance and updates with employees and the people we support. This has also been a great social platform for showing all the activities that people we support have been doing now that

Covid Restrictions have been lifted. It's great to see everyone healthy and safe and enjoying the community again.



Due to lockdown restrictions, some of CLC's central office staff have been working from home, however quite a few people are now coming back to work in the office and some are continuing hybrid working.

Even though the virus disrupted people's lives around the world in many ways, CLC's Support Staff and Managers were able to continue working to support individuals, and are still doing so in a remarkable way. CLC support staff are supporting individuals to continue to live the life they choose in a safe environment. **Well done everyone, you have done amazing work!**

Support CLC provides to employees



CLC keeps in contact with employees to ensure they are supported if they experience health problems that prevent them from attending work. Employees have the opportunity to complete a phased return to work which can support them back into the workplace after being on sick leave for a long period of time. During their return to work interview their line manager may put a personal risk assessment in place to give additional support to the individual.

The aftermath of the Coronavirus epidemic may have put additional stress and anxiety on employees and the people they are supporting. Some employees are suffering from long covid and need support and help to overcome this unprecedented illness.

If employees are experiencing well being and/or physical problems the following confidential additional support is available:

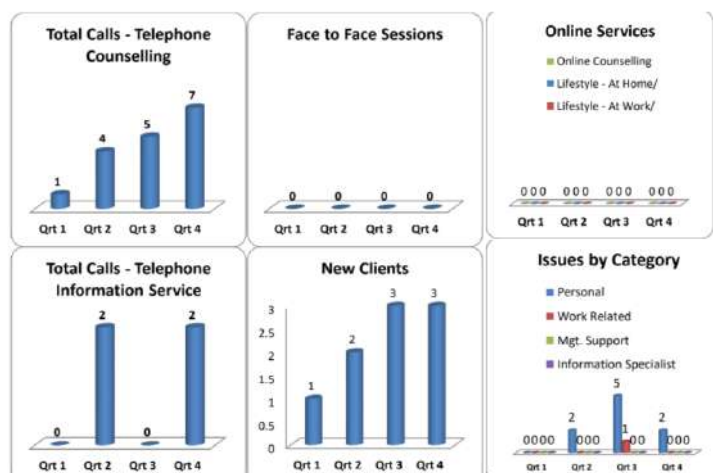
- ✓ **Support and Well Being Advisers**
- ✓ **UNISON**
- ✓ **Employee Assistance Solution**
- ✓ **Occupational Health**
- ✓ **Line managers** are also there to support and guide employees. Employees have opportunities to discuss any problems or issues with their line managers during their supervisions.



Care First – Employee Assistance Solutions provides free counselling service for all areas of concern; stress, anxiety, depression, financial difficulties. Employees that are

referred to EAP or access the service are carried out with the strictest confidentiality. No names are provided to the Consortium, only the number of people who have accessed the service.

CLC are subscribed to Care First and here is the information from December 2020 through to November 2021.



There have been a total of 21 contacts to Care first during this period which represents a decrease of 1 less contact provided this period when compared to the previous year.

Of the total contacts 19% were calls with Care first telephone information specialists, 81% were calls with telephone counsellors, none were face to face counselling sessions and none were online counselling sessions.

There were 9 employees that contacted the service for the first time during this period which is 2 less employees contacting the service when compared to the previous year.

Of the new contacts to Care first this period, 67% were female and 33% were male.

Furthermore 67% of the new contacts this period self-referred to Care first with a further 33% being informally referred by a manager.

Of the different ways in which employees can find out about the service the most common methods were from the Intranet (11%) and through recommendation (78%).

You can find the Full report on CLC's Intranet, Staff Welfare, Employee Assistance Page.



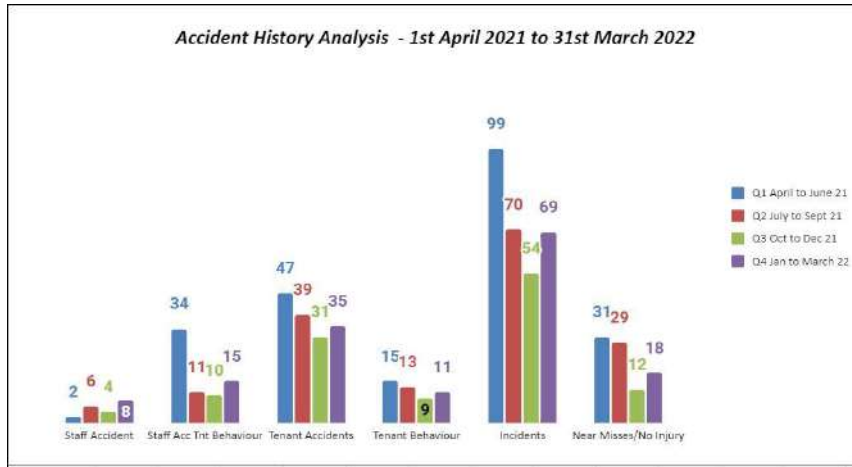
CLC works with ***Insight – Health Screening*** which is an occupational health service that supports people to return to work if they have been on sick

leave – not only due to an injury at work but also from medium to long term sickness for other reasons.

The number of referrals to Occupational Health/Insight Health Screening service provided for 1st April 2021 to 31st March 2022 are found below:

- *Hepatitis B vaccinations (including course of 3 injections and final blood test): 5*
- *Occupational Health Advisor appointments: 45*
- *Occupational Health Physician appointments: 17*

Monitoring Incidents, Accidents, Near Misses and RIDDOR



The graph shows the number of accidents and near misses that occurred in the past year between April 2021 and March 2022.

There were 292 incidents – this includes 90 Near Misses and 27 RIDDOR – (Recording of Injuries Diseases and Dangerous Occurrences Regulations). The number of RIDDOR’s increased because there were 22 cases of Covid-19 that were contracted during work activity. Thankfully all those affected by Covid recovered.

See the information below on how the number of accidents compared to previous years.

Accident Record Types	Accidents 2021/2022					Accidents 2020/2021					Accidents 2019 / 2020
	2021 / 2022 Total Q4	2021 / 2022 Total Q3	2021 / 2022 Total Q2	2021 / 2022 Total Q1	2021 / 2022 Total	2020 / 2021 Total Q4	2020 / 2021 Total Q3	2020 / 2021 Total Q2	2020 / 2021 Total Q1	2020 / 2021 Total	
Dangerous Occurrence	0	0	0	0	0	0	0	0	0	0	0
Other Person/Tnt Beh	0	0	1	1	2	0	0	0	0	0	5
Staff Accident	8	4	6	2	20	3	9	2	8	22	28
Staff Accident Tenant Behaviour	15	10	11	34	70	32	14	13	6	65	87
Tenant Accident	35	31	39	47	152	40	26	34	40	140	187
Tenant Incident/Behaviour	11	9	13	15	48	15	3	5	4	27	73
Total Number of Incidents/Accidents	69	54	70	99	292	90	52	54	58	254	380
Near Misses/No Injuries	18	12	29	31	90	36	21	15	23	95	128
RIDDOR - (Reportable Injuries to HSE)	2	2	0	1	5	0	1	3	3	7	7
Staffing Hours Lost	48	0	0	21	69	0	0	192	113	305	110
RIDDOR - (Covid-19) Staff	12	3	7	0	22	1	18	0	0	19	
Staffing Hours Lost - Positive Covid RIDDOR Cases only	533	165	375	0	1073	45	637	0	0	682	

- During 2019 / 2020 There were **380 incidents** - this includes 128 Near Misses / No Apparent Injury
- During 2020 / 2021 There were **254 incidents** - this includes 95 Near Misses / No Apparent Injury
- During 2021 / 2022 There were **292 incidents** - this includes 90 Near Misses / No Apparent Injury

This shows an increase in 42 incidents and a reduction of 5 Near Misses / No Apparent Injury. There doesn't seem to be a pattern for the increase, however, it could be as a result of deterioration in health of people we support and/or change of medication etc. All Support Plans / Risk Assessments are reviewed regularly to help prevent recurrence of any incidents.

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

- CLC's Responsible Individual
- CLC Managers – whereby some have an IOSH qualification
- Moving and Handling Trainers;
- Local Authority Health regarding Behaviour Support Plan reviews
- Learning & Development Team regarding training and
- where necessary we contact Landlords and Local Authorities if the safety is around rented premises that are the homes of people we support.



All accidents and incidents, including near misses are recorded on a Management Information sheet which is monitored by The Locality Managers. They are able to offer assistance if there is a need to reduce the hazards and/or risks by suggesting further control measures.



This Management of Information recording system can identify areas of improvement of Health and Safety knowledge and/or training.



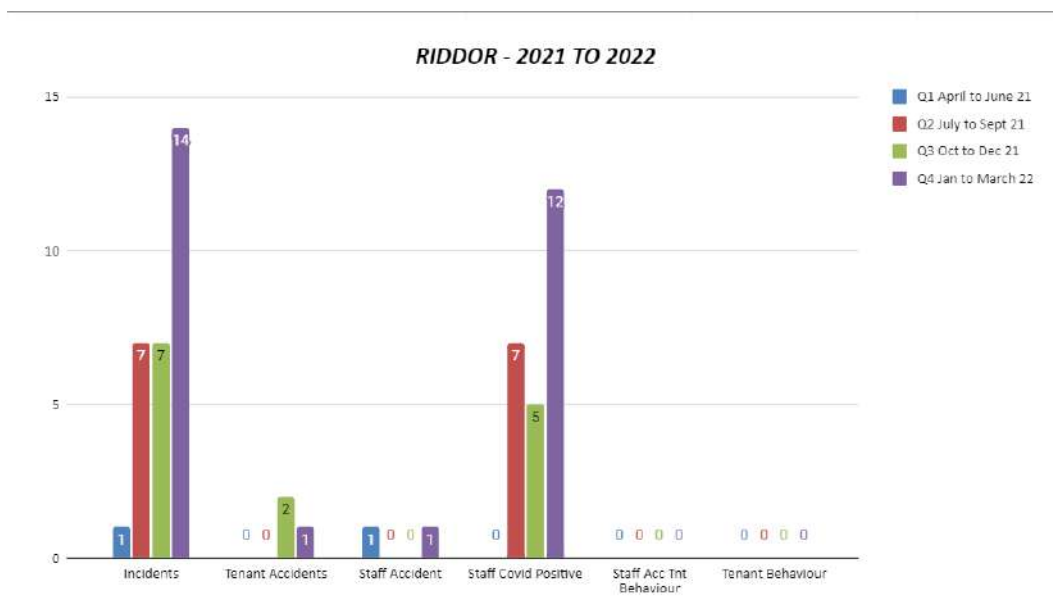
In accordance with the *Regulation and Inspection of Social Care (Wales) Act 2016 - Regulation 73*: The Responsible Individual (RI) Lynda Rosselli has a legal responsibility to conduct visits to the Care homes and Supported living services that Community Lives Consortium are registered with CIW as the provider.

Prior to visiting the services the RI will also look at the Management Information sheet. This ensures the monitoring of accidents and incidents are investigated thoroughly to reduce the possibility of a recurrence.



The number of RIDDOR (*Reporting of Injuries, Diseases and Dangerous Occurrence Regulations*) over recent years.

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



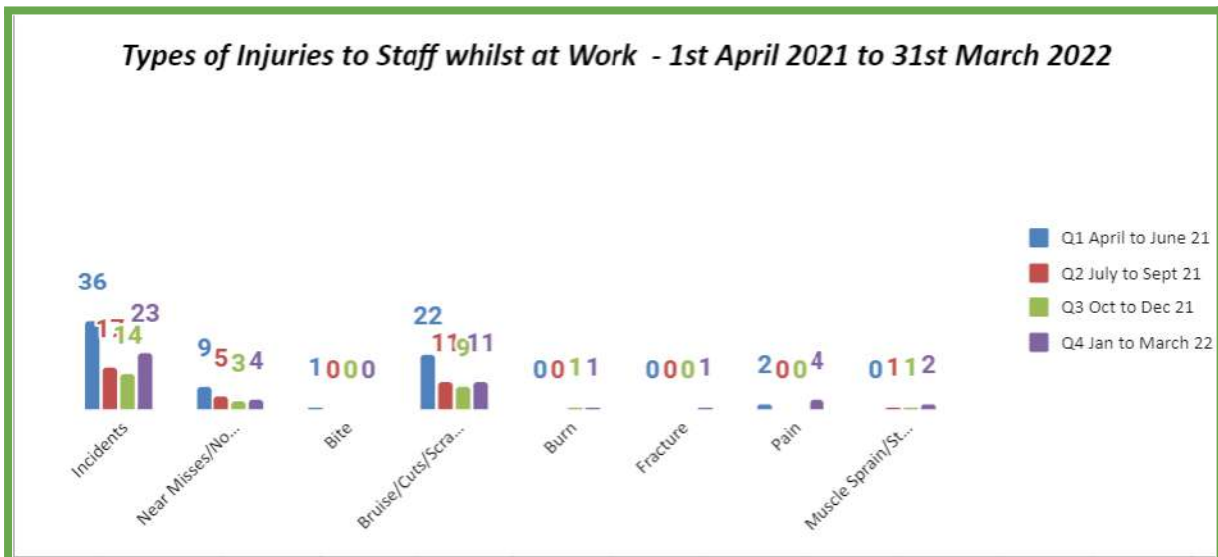
- During 2019 - 2020 there were 7 Reportable Injuries
- During 2020 - 2021 there were 26 Reportable Injuries at work; 19 of the 26 are for staff who possibly* contracted COVID-19 at work.
- And in comparison during **2021 – 2022** there were **29 Reportable injuries** at work; 22 of the 29 are for staff who possibly* contracted Covid at work.

*Public Health Wales has produced a criteria that defines a RIDDOR regarding employees contracting Covid during work activity. There has to be clear evidence that there has been a breach in PPE for the incident to result in RIDDOR. The above were reported as RIDDOR's prior to this criteria being clarified.

Once a RIDDOR is reported to the HSE they pass it onto the Swansea or NPT Environmental Health Officers (EHO's). If the EHO's have any queries or concerns they contact CLC's Health & Safety Manager. They are given a full explanation on how the incident occurred, what has been done to prevent a recurrence and confirmation is given on any risk assessments that were in place and have been reviewed.

Types of Injuries / Incidents to employees

The monitoring of types of injuries and incidents is useful as it may highlight and evidence any patterns or key reasons that they are happening; helping managers towards reducing the hazards and risks that cause these incidents.



Looking at this graph it shows that quite a lot of injuries to employees are a mixture of bruising, cuts and scratches mostly caused by the challenging behaviour of some of the people we support.



Employees are at risk of injury by the people we support for different reasons and this is where Positive Behaviour Management (PBM) training for employees is vital.



All employees are given some aspect of PBM training to help keep them safe if they are faced with any challenging behaviour by the people they are supporting.



The incidents may also be due to changes in needs of the people we support e.g. ill health; a change in medication or routine. It is really important that we provide the appropriate training for employees to support people plus provide refresher training to employees on a regular basis to cover changes in needs of the people we support and any changes to the working environment.



Marina Burrows is the Positive Behaviour Lead and oversees the Positive Behaviour Training for employees.

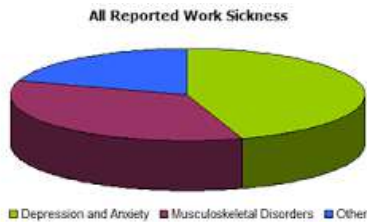


If employees are vigilant in recording all of these incidents, including 'near misses' this helps the Care Managers, Personal Support Managers / Registered Care Home Managers and Locality Managers to highlight triggers of behaviours and possibly reduce the risk of the behaviour resulting in an injury to someone else.

Employees hours lost due to an injury at work

The comparison graph on page 7 also shows the number of employee hours lost over the past 3 years, these are ALL as a result of accidents or injuries that have occurred during work activities including RIDDOR reportable injuries.

- 2019 / 2020 - 110 **hours** were lost due to sickness from injuries at work.
- 2020 / 2021 - 987 **hours** were lost due to sickness from injuries at work. This was a drastic increase compared to the previous year, however 682 of those hours were as a result of staff who had contracted the Coronavirus.
- 2021 / 2022 - 69 hours were lost due to sickness from injuries at work. This does not include the 1073 hours also lost as a result of staff who had contracted Coronavirus.



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

Medication Errors

SOURCES OF MEDICATION ERROR

- Inaccurate recording and transcribing orders.
- Unclear or erroneous labeling of drugs
- Misidentification of client
- Incomplete delivery of drugs
- Verification errors
- Use of inadequate knowledge or inaccurate knowledge base.
- Time and performance pressure



Medication errors occur during the administration of medication to people we support. CLC has a system in place to reduce risks of these errors occurring. However, errors do occur and these are discussed in the quarterly Health & Safety Committee Meetings.

Medication Error Type	2021/2022 TOTAL Q4	2021/2022 TOTAL Q3	2021/2022 TOTAL Q2	2021/2022 TOTAL Q1	2021/2022 TOTAL	2020/2021 TOTAL Q4	2020/2021 TOTAL Q3	2020/2021 TOTAL Q2	2020/2021 TOTAL Q1	2020/2021 TOTAL	2019/2020 TOTAL
Stock discrepancy	1	1	2	0	4	0	1	1	0	2	5
Missed dose	0	3	3	2	8	0	1	0	0	1	10
Wrong medication given	0	0	0	0	0	0	0	0	0	0	5
Wrong dose given	1	1	2	1	5	0	1	1	0	2	4
Medication given at wrong time	0	0	0	0	0	0	0	1	0	1	0
Error in signing record	0	0	0	1	1	0	0	0	0	0	1
Record not signed	0	0	0	0	0	0	1	1	0	2	3
Med found after administration	0	0	0	0	0	0	0	0	0	0	2
Medication given without authorisation	0	0	0	0	0	0	0	0	0	0	0
Missing meds, NOMAD not checked	0	0	1	0	1	0	0	0	0	0	3
Failure to report refusal	0	0	0	0	0	0	0	0	0	0	0
Medication error other	0	0	0	0	0	0	0	0	0	0	1
Pharmacist error	0	0	0	0	0	0	0	0	0	0	0
Outside Duty of Care Med Error	1	0	0	0	1	0	0	0	0	0	0
TOTAL	3	5	8	4	20	0	4	4	0	8	34

Here are the figures for 2021 / 2022 plus comparisons to the previous 2 years. The graph shows an increase to the previous couple of years. CIW does not require information in regard to Medication errors unless there is significant harm caused as a result of the error.

By comparing figures we can see that each year the errors are a mix of the administering of the actual medication and the administration of recordings. These are discussed in the Health & Safety Meetings. Every missed dose, wrong dose and all other errors are investigated by the Personal Support Manager and Registered Care Home Manager plus Locality Managers.

This information is also logged onto the Management Information Sheet which the RI monitors on a regular basis.

An explanation is added to the information sheet to show what actions have been taken following a medication error. For example for each med error employees either contact the individual's GP or NHS Direct for advice.



Employees who mistakenly carry out medication errors are suspended from administering medication until they have received refresher training.

Additional refresher training for administering medication is provided to employees and managers throughout the year.

A point worth noting is 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 administered on a daily basis.

Health & Safety Training for CLC Employees

Health & Safety Training is carried out regularly throughout the year for all staff.



Even with the restrictions of Covid, staff have attended essential training in the form of; First Aid Training; PBM; Moving & Handling. A lot of training has also been carried out via Online Learning. The Learning & Development Team has produced several courses via Online Learning.



CLC is continually reviewing Fire Safety Training for all its employees. Additional Workshops/Toolbox Talks were arranged to start in March 2020 around phased evacuation and person centred PEEPs (Personal Emergency Evacuation Plans), however because of the Coronavirus Pandemic this has had to be postponed. Now that restrictions are lifting we are looking to set this up.



Ian Davies CMIOSH - CLC's external Health & Safety Consultant will be leading these Workshops and will be helping Managers to set up phased evacuation plans for people they are

supporting, especially the non ambulant individuals who need extra support to evacuate their home in an emergency.



Alongside this CLC has reviewed it's Fire Risk Assessment for all properties. This revised FRA is more person centred to the people living in their homes and for the staff who provide the support.

We have also set up meetings with Landlords to establish a Matrix of Responsibility; this confirms what fire safety measures etc, CLC or the Landlord/Housing Agent is responsible for. This will ensure all is being done to reduce the risk of fire in all properties keeping both staff and the people we support safe.

Assistive Technology (AT) for the people we support



Assistive technology includes devices that can help improve safety in the home, for example by automatically switching on a light or cutting off the gas supply; devices which can alert a carer or monitoring centre that a person requires immediate support or assistance.

Some devices monitor the home environment and can detect gas, carbon monoxide, smoke, extreme temperatures or flooding.



Other devices monitor the activities of the person and can detect when someone is getting out of a bed or a chair, entering/leaving a room or building or when they have had a fall.



Over the period of April 2021 to March 2022, all Tenants have had an annual AT Assessment.

The equipment that was installed and replaced were:

- 6 x door sensors replaced
- 2 x planned out of chair sensor replacements
- 6 x broken handsets replaced
- 2 x reset epilepsy sensor
- 2 x replaced out of bed floor sensor
- 4 x new lifelines fitted
- 1 x out of bed sensor fitted
- 3 x broken chargers replaced
- 7 x PIR sensors replaced
- 1 x enuresis sensor fitted
- 3 x out of bed sensors replaced
- 3 x epilepsy sensors replaced
- 5 x personal triggers fitted
- 2 x new door sensors fitted
- 2 x universal sensors replaced



The Assistive Technology Co-ordinator - Amanda Nicholas regularly attends planning meetings for individuals that may need AT support from the Consortium.

Links to external Safety Groups and Care Organisations



CLC is a member of **South & West Wales 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.

<https://swwsafetygroup.co.uk/>

As members of the South & West Wales Safety Group, CLC has been recognised as a successful organisation for **Outstanding Safety Performance** for which it has won awards for the past **11 years**.



We were successful for **Outstanding Safety Performance during 2019**. This measures the amount of RIDDOR reportable accidents in relation to the number of employees we have as an organisation. Unfortunately due to the Coronavirus Pandemic the Annual

Awards Dinner was cancelled.

There hasn't been any Safety Award Competitions held since 2019, again because of the pandemic.

oOo

CLC is a member of the following organisations which offer help and advice regarding health and safety in the care sector. *These are:*



NASHiCs - National Association for Safety and Health in Care Services www.nashics.org



RoSPA - The Royal Society for the Prevention of Accidents www.rospace.com/



UKHCA - United Kingdom Home Care Association - www.ukhca.co.uk

Communication and Consultation of H&S with CLC Employees

The Consortium communicates and consults with its employees and managers on a regular basis via the Health & Safety Committee. The Committee comprises of a wide range of people across the Consortium, support staff, managers, CLC Directors and it has representation from its Management Board of Trustees and UNISON.



The H&S Committee meetings are held on a quarterly basis, *(with Covid restrictions these meetings have been held virtually)* and are given details of each accident or incident that occurs. This information is put into graphs *(as seen in previous pages of this report)*

and if there are any queries the H&S Committee discusses them.

Other information that is shared with the Committee are the details of each incident, where it happened and how it happened; plus what managerial action has been taken to prevent a recurrence of the incident happening again.



The Health & Safety Minutes are shared with All CLC employees for them to discuss in team meetings as a standard agenda item.

The Committee also discusses how the Consortium supports people to be safe in their own homes and during social activities they may be participating in.

If you would like to be a safety representative on the H&S Committee please contact Debbie Chegwen 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 employees and managers in Health & Safety matters or concerns.
- discussing and reviewing policies under the Health & Safety umbrella
- Reviewing accidents and near misses
- Highlighting and discussion on safety hazards put forward by individuals
- Attend seminars / training sessions which will also support career progression.
- Discuss changes to Legislation and Regulations via the Health & Safety Executive Website and how these have an impact on the Consortium.
- We are currently looking for ***Union representation*** on the Management Committee meetings and Health & Safety Committee meetings. Please contact Debbie Chegwen if you are interested or contact your local UNISON representative.

Health



SAFETY

***Here are the representatives of the
Health & Safety Committee..***

				
Rick Wilson <i>Chief Executive</i>	Lynda Rosselli <i>Responsible Individual</i>	Debbie Chegwen <i>Health & Safety & Admin Manager</i>	Ian Davies <i>Management Committee Member</i>	Rosanna Graham <i>Learning & Development Manager</i>
				
Christian Cowap <i>Locality Support Manager (Locality 4)</i>	Allocated / Rota <i>Locality Manager</i>	Anthony Chelley <i>Support Co (N6)</i>	David Morris <i>Support Worker (Locality 3)</i>	Marianne Bevans <i>Personal Support Manager (Locality 1)</i>
				
	Gaynor Gregory <i>Support Worker (N5)</i>		Theresa Trotman <i>Registered Care Home Manager (N5)</i>	

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 directly on 01792 646640.

If you would like 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 via email on debbie.chegwen@communitylives.co.uk or at 24 Walter Rd, Swansea. SA1 5NN Telephone: 01792 646640

