Shipston on Stour and District

Registered Charity Number 504871

Health and Safety Policy

Objectives of the Policy

Age Concern's main objectives in developing and implementing this policy are to:

- prevent accidents and cases of work-related ill health by managing the health and safety risks in our activities
- promote reporting and analysis of near-miss incidents and taking action to prevent accidents occurring
- provide clear instructions and information, supervision and adequate training, to ensure volunteers are competent to do their work
- ensure there are sufficient provisions for first aid
- implement emergency plans and procedures which are rehearsed and accessible to all colleagues to enable evacuation in case of fire or other significant incident
- promote zero tolerance to violence and aggression towards our volunteers, clients and Orbit staff
- maintain safe and healthy working conditions, provide and maintain equipment and machinery, and ensure safe storage and use of hazardous substances
- implement a monitoring and reporting process to ensure volunteers are adhering to health and safety procedures.

Part One - Lunch Clubs

1.1 Division of Responsibilities

Part One of this policy relates to Age Concern's lunch clubs which take place in premises managed by Orbit. Orbit's Health and Safety Policy makes clear that they have responsibility for safeguarding their employees and those likely to be affected by their activities against Health and Safety Risks. We should therefore be mindful of the need to comply with any safety requirements set by Orbit.

1.2 Orbit's responsibilities for safety within the building and entrances include:

- maintenance of paths, steps and ramps
- maintenance of lighting, including lighting of emergency exits
- rainwater matting to minimise slipping
- maintenance of permanent fixtures e.g. furniture and storage (but excluding Age Concern's property)
- maintenance of internal flooring, handrails on steps and safety glass in doors
- asbestos surveys and safety
- safety of the water supply (Legionella), including cleanliness of the dishwasher
- cleanliness of communal areas
- fire risk assessments, evacuation plans, alarms, drills, safe escape routes, maintenance of firefighting equipment, training in its use and safe storage of combustible materials

Responsibility for all these issues is set out in Orbit's Health and Safety Policy.

1.3 Age Concern is therefore responsible for:

- food safety matters
- kitchen safety
- compliance with Orbit's fire procedures
- compliance with Orbit's guidance/procedures relating to entry and exit and movement around the building
- maintenance of Age Concern's equipment
- compliance with our Safeguarding Policy
- reporting of all health and safety concerns

1.4 General responsibilities

- Age Concern's Trustees are responsible for developing and overseeing the implementation of this policy and for following up any concerns raised.
- Lunch club co-ordinators are responsible for ensuring safety measures are communicated to volunteers and for reporting any concerns either to the Orbit managers or the Age Concern Trustees – as appropriate.
- All volunteers share responsibility for behaving in line with the safety measures set out below and for reporting any concerns to the lunch club or trip coordinators.
- These responsibilities will only apply while Age Concern is using the buildings – with the exception of ensuring the safety of any appliances to be used by other hirers.

1.5 First Aid

- Co-ordinators should ensure that First Aid kits are present, are annually audited and replenished where necessary. The First Aid kits contain blue plasters and burns treatment.
- The main issues we are likely to face at lunch clubs are: burns, cuts and choking hazards. The first response required to all of these is given in VASA's Kitchen First Aid Quick Reference handout which is attached as an Appendix to this policy.
- Minor treatments can be given in situ. Depending on the seriousness, other treatments, should be dealt with at the nearest minor injuries unit. For Shipston, this is at Moreton-in-Marsh at North Cotswolds Hospital, Stow Road, Moreton-in-Marsh, GL56 0DS. If it is not possible to get to this unit, or in a more urgent situation, dial 999 and make the patient comfortable, administering any first aid urgently required, for example to stop bleeding.
- When dealing with cuts, be aware that if the patient is on blood thinners, it will take longer for the blood to clot and the bleeding to slow down. It may require more pressure and elevation than normally required.
- There are defibrillators in both buildings. In Rainbow Fields it is in the foyer by the main entrance. In Stour Court it is on the wall between the 2 toilets. These can be used by any competent person.

1.6 Food safety

- All cooks and food preparers should have a current Food Hygiene certificate and ensure that best practice is followed.
- Cooked food temperatures and freezer opening and closing temperatures should be taken and recorded in the black file.

- Everyone handling food should wash their hands with soap and dry them with paper towels.
- Use-by dates on all food should be checked regularly and out-of-date food discarded.
- All food must either be provided from reputable suppliers or prepared 'on-site'.
- Coordinators should ask new clients for details of any food allergies and record this information. Appetito meals are marked so that allergens can be checked.

1.7 Kitchen safety

- Trustees are responsible for the maintenance of all electrical equipment belonging to Age Concern, including ensuring electrical safety checks are carried out at the required intervals.
- All food preparation surfaces should be cleaned with disinfectant spray before and after each meal. Dining tables should be cleaned at the end of each session. Disinfectant spray must be BSEN1276 standard.
- Food waste should be collected in waste bags and disposed of in the food waste bins outside at the end of each session. Dry waste and recycling should be disposed of in the bins/bags provided and taken to the bins outside at the end of each session.
- Sharp knives should be stored in the safe – sheathed where appropriate.
- Volunteers should wear Age Concern provided aprons, should tie back long hair and should not wear open-toed shoes.
- Volunteers should not attend the lunch clubs if they are unwell.
- The Expelair should be used to prevent the build-up of steam.
- Spillages should be cleaned up immediately.
- Dish clothes and scrubbers should be used for one session only and either disposed of or laundered at the end of each session. All used tea towels should be taken to the laundry at the end of each session.
- Volunteers should move carefully in both the kitchen and dining areas, particularly when carrying hot food.
- No coats or personal bags should be stored in the food preparation area.
- Co-ordinators should ensure that all appliances are turned off at the mains at the end of the session and should also make sure that windows are closed and all lights turned off.
- Opening and closing checks required by Environmental Health are now in place and must be maintained.

1.8 Fire Safety

- Trustees should ensure that the building fire procedures are known by all coordinators and volunteers and that Orbit's procedures for signing in and out of the building are followed
- Orbit's Fire Safety Procedures are prominently displayed in both buildings: by the lift in Rainbow Fields and in the entrance hall of the communal building at Stour Court. There is also a copy on the front of Age Concern's black folders in both locations and on kitchen walls.
- Fire alarm testing takes place at noon on Wednesdays in Stour Court and on Thursdays at 3.30 in Rainbow Fields.
- Lunch Club coordinators should ensure that they and all volunteers are aware of fire exits in both the communal areas and the kitchens and of the assembly points – in the car park of both buildings.
- Standard fire safety instructions would include: on discovering a fire an alarm should be raised, everyone should leave the area; doors and windows should be closed. Once in the assembly points no one should re-enter the building until cleared to do so by Orbit managers or Fire and Rescue officers

Additionally:

- Coordinators must ensure that an accurate list is kept of all those present at the lunch. This should be taken out of the building so that checks can ensure that everyone is accounted for. Clients should not be allowed to return to their rooms to await evacuation.
- Volunteers should ensure that fire exits are not obstructed by bags or mobility aids.
- On hearing an alarm, volunteers should leave immediately without collecting personal belongings, but, if possible, all appliances should be switched off so that food is not left to burn.
- Fire doors should not be propped open.
- There are fire blankets and extinguishers in the kitchen. Coordinators will decide whether it is safe to use fire blankets to extinguish any fire caused by burning food.
- Coordinators are also responsible (together with Orbit's managers if present) for ensuring that both volunteers and clients evacuate promptly and in an orderly manner.

Part 2 – Trips

2.1 Division of Responsibilities

Responsibility for Health and Safety on trips is again split between Shipston Link who provide vehicles and Age Concern as trip organisers.

2.2 Shipston Link Responsibilities

- Shipston Link will be responsible for the safe maintenance of the vehicles used, including the provision of working seat belts and safe steps into the vehicles.

2.3 Age Concern Responsibilities

- The Age Concern trip co-ordinator will ensure that clients understand that trips are taken at their own risk and will limit participation in the trips to ensure that clients are:
  - Able to get on and off the bus independently
  - Able to function cognitively so that they are aware of their surroundings and in control of their finances. Carers and family members must accompany any client in need of assistance.
- Once at the agreed trip venue, Age Concern are not responsible for the Health and Safety of participants and will rely on participants to follow any safety measures set by the venue.
- All volunteers share responsibility for behaving in line with any safety requirements and for reporting any concerns to the trip coordinator.

KITCHEN FIRST AID — QUICK REFERENCE

Burns & cuts first, then what to do in a life-threatening emergency. VASA First Aid

FIRST, THE FRAMEWORK — DRS AB

Danger (make it safe — hot oil, hobs, knives, glass) · **Response** (talk & tap shoulders) · **Shout & 999** (on speakerphone) · **Airway** (tilt head, lift chin) · **Breathing** (look, listen, feel up to 10 seconds)

BURNS — SCALDS

S	C	A	L	D	S
Source	**Cool**	**Ambulance**	**Loose**	**Dressing**	**Shock**
Remove from heat, oil or steam.	Cool running water — 20 min min (40 for chemical).	999 for serious burns.	Remove jewellery/clothing before swelling.	Cover loosely — cling film or clean dressing.	Keep them warm, treat for shock.

Never: butter, oils or lotions · bursting blisters · removing anything stuck to the burn.

Hospital (999 / 111) if: deep or blistered & bigger than the casualty's hand · white/charred · chemical or electrical · smoke or fumes inhaled · signs of shock. **At least call 111 if:** under 5 or over 60 · pregnant · burns to face, mouth or genitals · lung/heart/liver/diabetes condition · weak immune system.

CUTS & BLEEDING — BLEEDS

B	L	E	E	D	S
Barrier	**Lay**	**Elevate**	**Examine**	**Dressing**	**Shock**
Protect yourself — gloves on.	Lay the casualty down.	Raise the injured part.	Look at what you're dealing with.	Apply dressing + firm pressure.	Treat for shock.

Minor cut: rinse under running water, apply a plaster. **Embedded object (knife/glass):** do NOT pull out — dress and pad around it to hold it still. **Fainting:** raise the legs, keep warm; if unresponsive more than a few seconds, go back to DRS AB.

CPR — IF NOT BREATHING NORMALLY

Push hard & fast in the centre of the chest — **5–6 cm deep** (about a third), at **100–120 a minute. 30 compressions to 2 rescue breaths,** repeating. Don't stop unless they recover, help takes over, or you're exhausted.

DEFIB (AED)

Safe to use — it will only shock if needed. **Send a helper to fetch it and keep doing CPR.** Turn it on and follow the spoken instructions. Survival rises to ~75% if a shock is given within 3 minutes.

Pads: bare the chest · dry if wet or sweaty · move jewellery aside · place exactly as the pictures show.

MORE KITCHEN EMERGENCIES

The other incidents most likely to happen around food and cooking.

CHOKING — THE MOST LIKELY SERIOUS KITCHEN INCIDENT

If they can cough, encourage it. If they can't clear it, alternate **5 sharp back blows** (between the shoulder blades) with **5 abdominal thrusts.** Call 999 if it doesn't clear, and if they become unconscious, start CPR.

Adult & child
Up to 5 back blows, then up to 5 abdominal thrusts.
Keep alternating until it clears or help arrives.

Baby (under 1)
5 back blows, then 5 chest thrusts.
NEVER use abdominal thrusts on a baby.

ANAPHYLAXIS — SEVERE ALLERGIC REACTION

Signs: swelling of the face, lips, tongue or throat · difficulty breathing or wheezing · widespread rash or hives · feeling faint or distressed.

Action: call 999 and say "anaphylaxis". Use their adrenaline auto-injector (e.g. EpiPen) into the outer thigh straight away if they have one. A second pen can be given after 5 minutes if there's no improvement. Sit them up if breathing is hard; lie them down with legs raised if faint.

ELECTRIC SHOCK

Switch off the supply first — do not touch them until the power is off. Then run DRS AB. Cool any burns at the entry and exit points, and call 999 for anything more than a minor shock.

CHEMICAL & EYE SPLASHES

Flood with cool running water — at least 10–15 minutes for skin (20+ for chemical burns), and keep flushing an eye for at least 10–15 minutes. Remove contaminated clothing while flushing, don't rub the eye, note the chemical name if it's safe to do so, and call 999 / 111.

This is basic information for emergency situations, not a substitute for HSE-compliant Emergency First Aid training. VASA First Aid

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