



Richmond House

Social Care Services CIC

**Health and Safety Policy
2025 - 2026**



Health and safety policy

1. Statement of general policy

This is the statement of general policy and arrangements for:

Richmond House Social Care Services.

The company is committed to:

- Provide a safe place of work
- Provide safe systems of work
- Provide training, instruction and supervision
- Provide and maintain safe plant and equipment
- Assess the risks to anyone who might be affected by carrying out work activities
- Ensure materials and substances are safely stored, handled and transported
- Work to prevent accidents

2. Responsibilities

Jay Al Karaki has overall and final responsibility for health and safety.

Hala Okasheh has day-to-day responsibility for ensuring this policy is put into practice.



Supervisors and managers must provide adequate supervision to ensure that safe systems of work are being followed.

Employees have a responsibility to take care of the health and safety of themselves and those around them, to follow safe systems of work and to report any concerns to supervisors and managers.

3. Arrangements

3.1 Training

All staff and subcontractors will be given a health and safety induction and provided with appropriate training, including manual handling, asbestos awareness and working at height.

Supervisors and managers are responsible for identifying training needs.

Mrs Hala Okasheh is responsible for keeping a record of all training.

3.2 Carrying out risk assessments

A written risk assessment will be carried out by the supervisor for all work activities, prior to them starting. Hazards will be identified and control measures implemented to eliminate risk or reduce it to an acceptable level, and the risk assessments will be provided to operatives.

3.3 First aid

Adequate first aid provisions will be available at all sites. All first-aid incidents will be recorded.



The following individuals are all certified as First Aiders:

1. Jay Al Karaki
2. Hala Okasheh
3. Pauline Bullement
4. Jordan Watson
5. Chloe Robinson
6. Nusrat Khanom
7. Harvey Buckby

3.4 Welfare facilities

Management will ensure there are adequate welfare facilities on all sites.

3.5 Accident reporting

All employees will report accidents to their supervisor or manager. Mrs Hala Okasheh is responsible for investigating accidents to prevent recurrence and ensure safe work practices are being carried out. **See Appendix A**

All accidents will be recorded in the accident book, which is kept by Mrs Hala Okasheh and is located online and at the office.



3.6 Emergency procedures

Mrs Hala Okasheh is responsible for carrying out fire risk assessments.

Escape routes will be well-signed and kept clear at all times. Evacuation plans will be tested periodically and updated as necessary.

This is the statement of general policy and arrangements for Budleigh House, Scunthorpe DN17 3AS		
Mr Jay Al Karaki has overall and final responsibility for health and safety.		
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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 by managing the health and safety risks in the workplace	RM	<p>To prevent accidents and cases of work-related ill health, it's essential to manage health and safety risks effectively in the workplace.</p> <ol style="list-style-type: none"> 1. Risk Assessment: regular risk assessments to identify hazards in the workplace, such as unsafe equipment, hazardous substances, or ergonomic issues. Assess the level of risk associated with each hazard and prioritise them based on severity. 2. Implement Control Measures: Once hazards are identified, implement control measures to mitigate risks. This may include providing personal protective equipment (PPE), installing safety guards on machinery, or improving ventilation systems to reduce exposure to harmful substances. 3. Training and Education: Ensure that all employees receive adequate health and safety training relevant to their roles. Training should cover topics such as emergency procedures, safe work practices, and how to use equipment safely. Regular refresher training should also be provided to reinforce knowledge and skills.



		<p>4. Communication: Foster open communication channels between management and employees regarding health and safety matters. Encourage workers to report hazards, near misses, and concerns promptly. Establishing a culture of safety where everyone feels comfortable raising issues is crucial.</p> <p>5. Regular Inspections and Maintenance: Conduct routine inspections of the workplace to identify any new hazards or areas requiring maintenance. Ensure that equipment is regularly serviced and maintained according to manufacturer guidelines to prevent malfunctions or breakdowns.</p> <p>6. Emergency Preparedness: Develop and regularly review emergency response plans, including procedures for evacuations, first aid, and dealing with hazardous spills or incidents. Ensure that all employees are aware of emergency protocols and know how to respond effectively.</p> <p>7. Promote Health and Well-being: Encourage healthy lifestyle choices among employees by providing resources and support for physical and mental well-being. This may include access to ergonomic workstations, promoting regular breaks, and offering employee assistance programs (EAPs).</p> <p>8. Compliance with Regulations: Stay informed about relevant health and safety regulations and ensure that your workplace complies with legal requirements. This may involve conducting audits or seeking guidance from regulatory bodies to address any areas of non-compliance.</p> <p>Managing health and safety risks to create a safer and healthier environment for employees, reduce the likelihood of accidents and ill health, and ultimately improve productivity and morale.</p>
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	HS	<p>To ensure employees are competent to do their work safely and effectively, it's essential to provide clear instructions, information, and adequate training.</p> <p>1. Develop Comprehensive Training Programmes: Identify the specific knowledge, skills, and competencies required for each role. Develop comprehensive training programmes that address these requirements,</p>



	<p>including both initial onboarding training and ongoing refresher courses.</p> <p>2. Tailor Training to Job Roles: Customise training programmes to suit the specific tasks and responsibilities associated with each job role. Ensure that training content is relevant, practical, and directly applicable to the work employees will be performing.</p> <p>3. Provide Accessible Training Materials: Training materials are easily accessible to employees through digital platforms, training manuals, or in-person sessions. Materials are presented in a clear and understandable format, with visual aids, diagrams, and examples where appropriate.</p> <p>4. Assess Competency: Regularly assess employee competency to ensure they have mastered the necessary skills and knowledge to perform their job safely and effectively. Use a combination of written tests, practical assessments, and observations to evaluate competency levels.</p> <p>5. Provide Ongoing Support and Feedback: Offer ongoing support and feedback to employees as they progress through their training journey. Provide constructive feedback on performance, address any areas for improvement, and offer additional training or resources as needed.</p> <p>6. Document Training Records: Keep detailed records of employee training activities, including attendance, completion of modules, assessment results, and any certifications obtained. This documentation serves as evidence of employee competency and can be used for compliance purposes.</p> <p>7. Up-to-date with Industry Standards: Continuously review and update training programmes to ensure they remain current with industry standards, best practices, and regulatory requirements. Incorporate new information, technologies, and methodologies as they emerge to keep training content relevant and effective.</p> <p>By providing clear instructions, information, and adequate training, to ensure that employees have the necessary knowledge and skills to perform their work safely, efficiently, and with confidence.</p>
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<p>Engage and consult with employees on day-to-day health and safety conditions</p>	<p>RM/HS</p>	<p>Engaging and consulting with employees on day-to-day health and safety conditions is essential for creating a safe and healthy work environment.</p> <ol style="list-style-type: none">1. Open Communication Channels: Channels for employees to communicate their health and safety concerns, suggestions, and feedback. This could include regular team meetings, suggestion boxes, anonymous reporting systems, or dedicated communication platforms.2. Encourage Participation: Active participation from employees by inviting them to share their experiences, observations, and ideas related to health and safety. Make it clear that their input is valued and will be taken into consideration when making decisions.3. Conduct Regular Health and Safety Meetings: Regular health and safety meetings where employees and management can discuss current issues, upcoming changes, and strategies for improvement. Use these meetings as an opportunity to address concerns, provide updates, and collaborate on solutions.4. Involve Employees in Risk Assessments: Involve employees in the process of identifying workplace hazards and conducting risk assessments.5. Provide Training and Education: Employees are adequately trained on health and safety procedures, hazards, and emergency protocols. Offer opportunities for ongoing education and training to keep employees informed about new developments and best practices.6. Policy Development: Involve employees in the development and review of health and safety policies, procedures, and guidelines. As we seek their input on issues such as personal protective equipment (PPE) requirements, ergonomic considerations, and work practices.7. Surveys and Feedback Sessions: We use surveys, questionnaires, and feedback sessions to gather input from employees on specific health and safety topics.
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<p>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-firesafety-your-responsibilities</p>	<p>RM/HS/HOC</p>	<p>Implementing emergency procedures, especially evacuation in case of fire or other significant incidents, is crucial for ensuring the safety of everyone in the workplace.</p> <ol style="list-style-type: none"> 1. Develop Emergency Evacuation Plans: Create detailed emergency evacuation plans that outline procedures for evacuating the premises in various scenarios, including fires, gas leaks, chemical spills, and other emergencies. Consider factors such as the layout of the building, the location of emergency exits, assembly points, and routes for evacuation. 2. Assign Responsibilities: Clearly define roles and responsibilities for employees, including evacuation wardens, floor marshals, first aiders, and individuals responsible for assisting persons with disabilities or special needs. Ensure that everyone understands their role and knows whom to report to in case of an emergency. 3. Conduct Training and Drills: Provide comprehensive training to employees on emergency procedures, evacuation routes, and the proper use of firefighting equipment such as fire extinguishers and fire alarms. Conduct regular emergency drills to practice evacuation procedures and familiarize employees with the evacuation routes and assembly points. 4. Install Emergency Equipment: Install and maintain essential emergency equipment such as fire alarms, smoke detectors, emergency lighting, fire extinguishers, fire hoses, and evacuation signage. Ensure that all emergency equipment is easily accessible, regularly inspected, and in good working condition.



	<p>5. Establish Communication Protocols: Establish communication protocols for alerting employees about emergencies, including fire alarms, public address systems, and other notification methods. Ensure that employees know how to recognize alarm signals and respond promptly to evacuation instructions.</p> <p>6. Evacuation Procedures: Develop clear and concise evacuation procedures that specify the actions to be taken in the event of an emergency, including the orderly evacuation of personnel, shutting down equipment or machinery, and accounting for all employees at assembly points.</p> <p>7. Consider Special Needs: Take into account the needs of employees with disabilities or special needs when developing evacuation plans. Provide assistance and accommodations as necessary to ensure their safe evacuation from the premises.</p> <p>8. Review and Update Plans Regularly: Regularly review and update emergency evacuation plans in response to changes in the workplace layout, occupancy levels, staffing, or any other factors that may affect emergency preparedness. Conduct post-drill debriefings to identify areas for improvement and make necessary revisions to the plans.</p> <p>9. Coordinate with Emergency Services: Establish communication channels and protocols for coordinating with emergency services such as fire departments, police, and medical personnel in the event of a major emergency. Provide them with access to relevant information and assistance as needed during emergency response efforts.</p> <p>10. Promote Awareness and Vigilance: Foster a culture of safety awareness and vigilance among employees by promoting regular training, safety meetings, and awareness campaigns. Encourage employees to report any safety concerns or hazards promptly and take proactive measures to address them.</p> <p>By following these steps and implementing effective emergency</p>
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		procedures for evacuation, organisations can minimise the risks associated with workplace emergencies and ensure the safety and well-being of employees and visitors.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	RM/Site Manager	<p>To maintain safe and healthy working conditions and ensure the safe use of plant, equipment, machinery, and substances in the workplace, several key steps should be taken:</p> <ol style="list-style-type: none">1. Risk Assessment: Conduct regular risk assessments to identify potential hazards associated with the use of plants, equipment, machinery, and substances in the workplace. Assess the risks to employees' health and safety and implement control measures to mitigate or eliminate these risks.2. Safe Equipment: Provide employees with safe and well-maintained plants, equipment, and machinery that meet relevant safety standards and regulations. Regularly inspect, maintain, and service equipment to ensure it remains in good working condition. Repair or replace any faulty or defective equipment promptly.3. Training and Instruction: Provide adequate training, instruction, and supervision to employees who operate or work near plant, equipment, machinery, or hazardous substances. Ensure that employees are competent to use the equipment safely and understand the risks associated with their work activities.4. Personal Protective Equipment (PPE): Provide appropriate personal protective equipment (PPE) to employees to mitigate risks associated with hazardous substances or processes. Ensure that PPE is suitable for the task, properly fitted, and worn correctly. Train employees on the proper use, maintenance, and storage of PPE.5. Safe Storage: Store hazardous substances, chemicals, and other dangerous materials in designated storage areas that are secure, well-ventilated, and properly labelled. Follow manufacturer instructions and safety data sheets (SDS) for storing substances safely and segregating incompatible materials.6. Hazardous Substances Control: Implement measures to control the use,



		<p>handling, and storage of hazardous substances in the workplace. This may include substituting hazardous substances with less harmful alternatives, implementing engineering controls (e.g., ventilation systems), and establishing safe work practices.</p> <p>7. Emergency Procedures: Develop and communicate clear emergency procedures for dealing with accidents, spills, or exposures to hazardous substances. Provide training to employees on how to respond to emergencies effectively, including evacuation procedures, first aid, and emergency contact information.</p> <p>8. Regulatory Compliance: Ensure compliance with relevant health and safety regulations, standards, and codes of practice governing the use of plant, equipment, machinery, and substances in the workplace. Stay informed about any updates or changes to regulations and implement necessary adjustments to maintain compliance.</p> <p>9. Regular Inspections and Audits: Conduct regular inspections and audits of plant, equipment, machinery, and storage areas to identify potential hazards or non-compliance issues. Take corrective actions promptly to address any deficiencies and prevent accidents or injuries.</p> <p>10. Employee Involvement: Involve employees in identifying hazards, assessing risks, and developing control measures related to plant, equipment, machinery, and substances. Encourage employees to report safety concerns or near misses and participate in safety committees or discussions to improve workplace safety.</p>
Signed	Jay Al Karaki	Date 08 Jan 2024

This is the statement of general policy and arrangements for Budleigh House, Scunthorpe DN17 3AS		
Mr Jay Al Karaki has overall and final responsibility for health and safety.		
Mrs Hala Okasheh 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 by managing the health and safety risks in the workplace	RM	Training completed to all staff with close supervision for the new starters
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work	HS	Information is provided by emails to all staff members and refresh guidance is provided regularly
Engage and consult with employees on day-to-day health and safety conditions	RM/HS	During handouts and daily briefings highlight any H&S issues or safety concerns. Weekly and monthly checks addressed
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-firesafety-your-responsibilities	RM/HS/HOC	All staff are fully aware of evacuation and emergency procedures, and children are required to participate in refresher drills every 3 to 6 months based on individual needs and conditions. Additionally, children take part in a monthly fire drill training.
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances	RM/Site Manager	Regular check and follow H&S policy, report any faulty equipment, PAT test completed in March 2025
Signed	Jay Al Karaki	Date 20 September 2025

The policy should be reviewed if you think it might no longer be valid, e.g. if circumstances change.

A health and safety law poster is	Main entrance way
The first-aid box is	Kitchen area & Staff Office
The accident book is	Online and Staff Office
The main stop tap is	Located in the front garden next to the pedestrian gate
The Main Power Switch is	Boiler room outside the main entrance

Appendix A

RICHMOND HOUSE SOCIAL CARE SERVICES
Incident Form

No: _____

1. Basic Information

Name of Child:		Age:	
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Name of Carer:	
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Name of Team Manager:	
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Name of Witness:	
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2. Events leading to the incident

2.1. Where did the incident occur?

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2.2. When did the incident occur?

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2.3. How did the incident begin?

3. Describe the incident

3.1. What was happening at the time?

3.2. Who else was involved?

3.3. Who else witnessed what happened? (give details).

3.4. What did you do to try to resolve the situation before using restraint?

3.5. How did you restrain the child?

4. Injuries Sustained



Was anyone injured? Yes/No

If yes, give details.

5. Follow Up Action

5.1. The incident was reported by:

5.2. The Parent / Carer / Social Worker was informed by:

Incident form completed by:

Name:

Address:



Email:	Phone numbers:

Dated:

PLEASE SEND THIS TO:

REGISTERED MANAGER

RICHMOND HOUSE SOCIAL CARE SERVICES



This health and safety policy was written by: Jay Al Karaki

Position: Head of Services

Date: 10/02/2022

Reviewed and updated on 19/01/2024, 05/09/2024, 05/01/2025,20/09/2025

Signature: J. Al Karaki

Flood Risk Assessment Policy for Budleigh House

Richmond House Social Care Services – Budleigh House, DN17 3AS

1. Purpose and Scope

This policy establishes guidelines for assessing and managing flood risks at Budleigh House to ensure the safety and well-being of children and young people with disabilities residing in our care. The policy aligns with National Planning Policy Framework (NPPF) paragraph 167, requiring risk-sensitive and proactive measures for flood management. This policy applies to all staff, caregivers, and stakeholders involved in the care and support of residents.

2. Policy Statement

Richmond House Social Care Services is committed to providing a safe environment at Budleigh House by assessing, mitigating, and managing flood risks to reduce potential harm to residents, staff, and property. As part of our residential support framework, we integrate flood risk assessment measures to minimise exposure to flood hazards in all weather and flood-prone conditions.

3. Objectives

- **Risk Assessment:** To conduct thorough assessments that identify potential flood risks affecting Budleigh House.
- **Risk Reduction:** To implement effective flood mitigation measures that protect residents, staff, and property.
- **Staff Training:** To ensure staff are trained to respond to flood risks appropriately and can assist residents in evacuation if necessary.



- **Emergency Preparedness:** To develop and maintain an emergency plan for potential flood events, including evacuation and relocation protocols.
- **Stakeholder Communication:** To ensure clear communication with residents, families, local authorities, and emergency responders regarding flood risks and protocols.

4. Flood Risk Assessment Requirements

In line with NPPF paragraph 167, the following measures are mandatory for assessing flood risks:

- **Identify Sources of Flooding:** Assess flood risks from sources such as rivers, surface water, drainage systems, and groundwater to determine the level of risk to Budleigh House.
- **Assess Probability and Consequences:** Evaluate the likelihood of flooding and potential impacts on Budleigh House, focusing on the specific vulnerabilities of children and young people with disabilities.
- **Mitigation Planning:** Develop plans to reduce identified flood risks. This may include structural reinforcements, site modifications, drainage improvements, and elevation changes to protect residents and property.
- **Residual Risk Analysis:** Identify remaining risks after mitigation measures are applied, ensuring plans for continued monitoring, alert systems, and emergency protocols are in place.

5. Risk Mitigation Strategies

Budleigh House will implement the following strategies to reduce flood risks:

- **Physical Barriers:** Use barriers, flood doors, or sandbags in areas identified as high risk.
- **Drainage Maintenance:** Regularly inspect and maintain drainage systems to prevent blockage and ensure effective water flow during storms.
- **Structural Enhancements:** Reinforce the building structure where necessary to withstand flood conditions.
- **Landscaping Adjustments:** Modify landscaping to redirect water flow away from building entrances and critical areas.



6. Flood Emergency Response Plan

In the event of a flood risk or warning, the following steps will be taken to safeguard residents:

- **Alert Systems:** Install and maintain flood alert systems, including real-time monitoring of local weather and water levels.
- **Evacuation Procedures:** Outline safe evacuation routes and establish assembly points. Ensure all staff understand and can execute the evacuation plan with necessary accommodations for residents with disabilities.
- **Shelter-in-Place Options:** For cases where evacuation is not feasible, identify areas within Budleigh House that provide safety from floodwater intrusion.
- **Emergency Contact List:** Maintain a list of emergency contacts, including local authorities, family members, and medical support.

7. Training and Awareness

Richmond House Social Care Services will provide regular training for staff at Budleigh House on flood risk management and emergency response protocols, including:

- **Annual Flood Risk Assessment Training**
- **Quarterly Drills for Evacuation and Shelter-in-Place Procedures**
- **Disability-Specific Evacuation Procedures** to ensure the safety of children and young people with varied physical and sensory needs.

8. Review and Reporting

- **Annual Review:** The Flood Risk Assessment Policy will be reviewed annually to incorporate any regulatory changes or new risk factors.
- **Incident Reporting:** All flood-related incidents, including near-miss events, will be documented, reviewed, and analysed for continual improvement in safety protocols.



- **Audit:** Budleigh House will conduct regular audits to ensure compliance with all flood risk assessment policies and procedures.

9. Communication with Families and Local Authorities

Budleigh House will maintain open communication with residents' families and local authorities regarding flood risks and emergency procedures. The risk management plan and any updates will be shared with relevant stakeholders to ensure full transparency and preparedness.

10. Policy Approval and Amendments

This policy is approved by the senior management team of Richmond House Social Care Services. Amendments may be made in response to updated NPPF guidelines or emerging flood risks.

Approved By:

Hala Okasheh & Pauline Bullement

Senior Management, Richmond House Social Care Services

Date of Approval:

20 September 2024, 20 January 2025, 20 September 2025

Next Review Date:

30 September 2026