

HEALTHBUSINESS

Employee Health, Well-being and Safety Journal



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NAPIER UNIVERSITY
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HUMAN RIGHTS AND THE CARE SECTOR

With the new care standards overarching principles being rolled out in April 2017 which are written, evidently, through the lens of Human Rights perhaps now is a good time to review your teams Personal Development.

It is now more important than ever that care sector employees understand Human Rights and how this links with their work with supported individuals.

Human Rights has been described as being the most important piece of constitutional legislation passed in the United Kingdom since the achievement of universal suffrage in 1918.

It has become a topic widely commented upon as something staff should be conversant with in recent Care Inspectorate reports along with equality and diversity, reference to the Winterbourne Report (published Dec 2012), The Keys to Life strategy and Risk, Rights and Limits to Freedom good practice guide.

With all of this in mind, and in response to enquiries we have received regarding this topic, Emcare have developed a one-day programme. This endeavours to enhance the



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information commonly provided at induction by strengthening understanding of how all of the legislation is interlinked.

This is achieved through theory and practical examples encouraging discussion, taking into account personalisation, individual support planning and positive safeguarding all from a Human Rights perspective.



Feb 2016	Feb -Autumn 2016	Autumn 2016	Apr 2017
Overarching principles agreed by Cabinet Secretary for Health and Wellbeing	Development of the General and Specialist standards	General and Specialist standards issued for consultation	General and Specialist standards roll out

CARERS ACT 2016

At the Carers Parliament back in 2013 Alex Salmond, the then First Minister, gave a pledge to the carers that he would endeavour to have Carers Rights enshrined within legislation for the first time in Scotland.

In February of 2016 the Carers (Scotland) Bill became an Act with an implementation date of 2017-18. Accordingly, in order that our development sessions continue to provide a holistic approach to the Care Sector, and in the spirit of partnership working going forward, Emcare are looking to highlight the principles of working with carers in appropriately linked sessions.

This will be based on the National Framework for workforce learning and development related to unpaid carers, Equal Partners in Care (EPIC), and their set of core principles which are based on six outcomes for carers and young carers.

The EPIC core principles are:

- Carers are identified
- Carers are supported and empowered to manage their caring role
- Carers are enabled to have a life outside of caring
- Carers are free from disadvantage and discrimination related to their caring role
- Carers are fully engaged in the planning of services
- Carers are recognised and valued as equal partners in care

We hope that this will support Care Providers in ensuring that this is well known to their teams who may be working alongside informal carers in the community.



NEW SENTENCING GUIDELINES IN HEALTH & SAFETY

February 2016 saw the biggest change in Health & Safety Law since the introduction of the Health & Safety at Work Act in 1974.



The new sentencing guidelines have been introduced to effectively manage a consistent approach to serious or fatal corporate health & safety offences. It has been viewed that previous fines and sentencing for serious or fatal corporate health & safety offences have been too low.

Since the introduction of the new guidelines several major companies have incurred fines in excess of £1 million. Larger companies can be fined larger amounts, however organisations of all sizes will be affected and companies can be fined in excess of 10% of their turnover.

So what can you do? Companies should have in place a robust safety management system that ensures compliance to UK Law and is visibly managed from the top level.

Emcare's team of Health & Safety Consultants can work with your company to create, implement and manage health and safety management systems to ensure compliance to UK Law and the mitigation of substantial fines.

Our Health & Safety Trainers can provide training courses to ensure your managers, supervisors and employees are fully aware of their health & safety responsibilities.

Please call for more information and one of our advisors will be happy to go through the health and safety services we provide.

“ **SINCE THE INTRODUCTION OF THE NEW GUIDELINES SEVERAL MAJOR COMPANIES HAVE INCURRED FINES IN EXCESS OF £1 MILLION** ”

HEALTH & SAFETY ADVICE

Emcare are pleased to announce its Health & Safety Consultancy Department is now fully operational and already providing our clients with a wide range of health & safety advice and training.

Whether you are a small business or a large scale operation we have cost effective health & safety packages that can ensure you safe guard your employees and meet your regulatory requirements under the Health & Safety at Work etc Act 1974.

Please call for more information on how we can assist your business.



“ **THE SAFETY OF THE PEOPLE SHALL BE THE HIGHEST LAW** ”
 Marcus Tullius Cicero

IOSH MANAGING SAFELY

Emcare are pleased to announce that we are now a fully licensed provider of IOSH Working Safely, IOSH Managing Safely and IOSH Refresher Courses



Working safely is an excellent one day interactive training course for people that need grounding in health & safety.

Managing Safely is for Supervisors and Managers who should have a full understanding of their health & safety responsibilities, it is run over 4 days.

Please call us on 0141 404 0075 or email info@emcare.co.uk for more details and course dates.

HEALTH & SAFETY REVIEW 2016

Health and safety stakeholders across the country will have been busy getting to grips with some of the changes within this dynamic sector through 2016.

On the 1 February 2016 a new Definitive Guideline of the Sentencing Council on Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences came into effect meaning fines for related offences increased dramatically. It is hoped that this action will highlight the seriousness of the protection of health and safety within the UK's workplaces.

Although it has to be recognised that the UK do have a reputation for high standards in health and safety, the HSE finalised their strategy called Helping Great Britain Work Well in the first quarter of 2016. This sets out a clear vision for occupational health and safety going forward and it is imperative that we understand the importance of taking a more holistic approach to this subject.

There are six themes highlighted by the HSE:

ACTING TOGETHER

One of the key themes within the strategy is that everyone has their part to play within health and safety and it cannot be devolved to any one person or one part of an organisation. All staff within any business share responsibility for health and safety, and should take a proactive approach to risk to prevent damage to themselves, to others, to the business they are within and in result to the economy.

TACKLING ILL HEALTH

Statistics show again that there is still progress to be made in tackling ill health at work which can range from cancers, latent illness, stress and musculoskeletal disorders. The HSE produced 2015/16 statistics in 2016 which show approximately 1.3 million workers suffered from a work-related illness with 30 million working days lost as a result.

The economic costs of this to the UK are huge totalling approximately £14 billion. It is hoped that "greater awareness of the harm, costs and the preventability of work-related ill health should drive collective action to improve health outcomes." www.hse.gov.uk/strategy/tackling-ill-health.htm

MANAGING RISK WELL

The HSE say "a sensible and proportionate approach to risk brings many benefits for all organisations. This approach supports growth, enables innovation and protects an organisation's most vital asset, its people. Positive outcomes can include reduced sickness absence, lower costs and a good reputation."

SUPPORTING SMALL EMPLOYERS

A large percentage of the UK's businesses are classed as micro or small. The HSE have said that managing risks in these businesses should not be complicated or costly, there



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are in fact a number of resources available free of charge to small businesses. The HSE are aware that making support available which is quick and easy for small businesses to understand is a challenge but remains a priority. One such example of how the HSE is helping can be found at www.hse.gov.uk/estatesexcellence/sbo.htm

KEEPING PACE WITH CHANGE

The HSE highlight that we need to always look ahead to the health and safety challenges of the future based on social, economic and technological change. This will allow the UK to stay ahead in terms of protecting the health and safety of our staff.

SHARING OUR SUCCESS

The UK is renowned for excellence in health and safety. The HSE want the UK to share best practice, latest thinking and innovation around the world. This can make it easier for UK businesses to expand abroad and offer commercial opportunities to the health and safety sector within the UK.

For full content of the strategy go to www.hse.gov.uk/strategy/

June 16 also saw the HSE tackle blended

learning in first aid training which has been discussed for many years now. The HSE have stated that it is acceptable for some learning to be completed online though employers need to be assured of the same standards.

There are large elements of training that need to be completed face to face and we do not envisage that this will change the structure of our courses significantly, though over time part of the 3 day First Aid At Work may be available online, we will keep you informed of our progress on this.

The HSE have also taken a stance on AED training allowing this to be incorporated into First Aid at Work Courses. From January 2017 all First Aid at Work training must incorporate this. We are pleased to say that we were able to respond to this by October 2016 and hundreds of learners have now had the benefit of learning this life saving skill.

If you would like details on any of the above please contact us on info@emcare.co.uk for health and safety information or info@stewartfirstaid.com for information on our first aid at work courses.

MOVING & ASSISTING

Introducing Emcare's Moving and Assisting Train the Trainer Course credit rated by Napier University

SCQF
10
POINTS

Striving to bring you the best opportunities and looking to support a culture of Continued Personal Development, Emcare are pleased to inform you that we have been successful in making available a unique level of accreditation for this course.

Emcare's Moving and Assisting Train the Trainer Course, attracting 10 SCQF points at level 9 and credit rated by Napier University, was successfully completed by six delegates in October 2016. This first group to go through the programme were all successful in achieving the requisite skills to pass this course and now hold the highest award for this topic in Scotland.

The delegates came from a number of Care Providers who all recognised the benefits of having an in-house trainer who was enabled to drive organisational

development, improve employee performance, create a company training culture and ultimately will be able to provide confident and effective support to their peers.

All of the delegates benefited from:

- Comprehensive pre-course preparation
- A unique course structure, 4 days over 5 weeks allowing for consolidation of knowledge and assessed course project
- Ongoing support from the subject matter experts delivering the programme
- Access to online group forum for the discussion of best practice methods

If you would like further information about this training programme, please contact us at info@emcare.co.uk or call us on 0141 404 0075.

FIRE RISK ASSESSMENT

Do you need help with the development and implementation of your Fire Risk Assessment?

The Fire (Scotland) Act 2005 stipulates that the 'Duty Holder' in a workplace (this could be the employer) must carry out a Fire Risk Assessment. Emcare can assist with the development, implementation and ongoing review of your Fire Risk Assessment. We will carry out an in-depth review of your

operations and premises to identify the fire hazards and the people at risk in order to ensure the existing fire measures are adequate. We will then produce a documented Fire Risk Assessment that meets with your legal duties under The Fire (Scotland) Act 2005.



For more information please call one of our advisors on 0141 404 0075.

SLIPS, TRIPS AND FALLS IN THE WORKPLACE

Are you providing your employees with the right type of footwear to carry out their daily duties?



Do your risk assessments identify hazards and risks when your employees are out and about? An employer was recently held liable for injuries sustained to one of their home care assistants.

The Supreme Court heard that a major social care supplier failed to provide suitable protective footwear to one of their employees. The employee was wearing inadequate footwear during a time of bad weather and slipped on an icy path when visiting a supported individual resulting in injuries.

“AN EMPLOYER WAS RECENTLY HELD LIABLE FOR INJURIES SUSTAINED TO ONE OF THEIR CARE ASSISTANTS.”

The company was prosecuted under regulation 3(1) of the Management of Health & Safety at Work Regulations for failing to adequately evaluate the risks to their employees when out on visits.

They were further prosecuted under regulation 4(1) of the Personal Protective Equipment (PPE) Regulations for failing to

provide suitable protective equipment to their employees to reduce the risk.

Emcare's Health & Safety Consultants can review, revise or implement suitable and sufficient Risk Assessments to ensure the risks to your employees are adequately assessed and also to ensure, as an employer you are meeting your regulatory requirements.

Please call us on 0141 404 0075 and one of our Health & Safety Consultants will be happy to assist.

THE MAIN CAUSES OF SLIPS, TRIPS AND FALLS IN THE WORKPLACE ARE:

- Uneven floor surfaces
- Unsuitable floor coverings
- Wet floors
- Changes in floor levels
- Trailing cables
- Poor lighting
- Poor housekeeping
- Icy pavements
- Poor footwear



PROUD TO BE CARER POSITIVE

UK Health Enterprises (Emcare & Stewart First Aid Training parent company) are proud to announce we have been granted the Carer Positive Engaged Award.



The Carer Positive award is presented to employers in Scotland who have a working environment where carers are valued and supported.

Carer Positive employers recognise the importance of retaining experienced members of staff, reducing absence, and cutting down on avoidable recruitment costs.

More and more employers are applying to be recognised as Carer Positive. Why not join them, so that more carers, and you as employers can enjoy the benefits of a Carer Positive workplace?

Emcare and Stewart First Aid are committed to working within the spirit and ethos of the award, maintaining a working environment where members of staff who are carers feel supported to work productively. We are committed to our wider corporate and community social responsibilities.

Pictured above from left to right Sue McLintock of Carers Scotland, Joanna Dunbar and April Stewart Cross of UK Health Enterprises



UK Health Enterprises

UK Health Enterprises was formed in 2016 as the holding company for our two brands, Emcare and Stewart First Aid Training.

We will still continue to trade as either Emcare or Stewart First Aid depending on the services being delivered. UK Health Enterprises may be mentioned in some of our corporate communications such as letterheads etc.

Also, for group accreditations and awards such as The Carer Positive Award we may be referred to as UK Health Enterprises in reference to the whole business rather than one specific brand or subsidiary.

TRAINER PROFILE

GILLIAN FOSTER
Nurse Trainer for Emcare

Q. HOW DOES YOUR DAY START?

A. I arrive at the office or at the appropriate training facility around 8.30am and head for the training suite. I like to be organised so my first port of call is to set up the class, sort the handouts, equipment and get the Powerpoint up and running. The training suite needs checked for adequate supplies of the important things like tea, coffee and biscuits and then its off to the kitchen to make my own cuppa.

Before training starts I like to go through the presentation ensuring all the t's are crossed and the i's dotted and to refresh myself on what's to come. There are lots of good mornings and hello's along the way depending on the training venue.

Q. WHERE IS YOUR WORK BASED?

A. Training can be based locally or remotely. Much of the training I deliver is based in our Head Office on Hope Street, Glasgow. The rest can be anywhere across Scotland, to date, the furthest I have travelled is Dundee. It's always good to visit our clients and get to know a little more about their services.

Q. THE BEST PART OF YOUR JOB?

A. My favourite part of the job is not just the training delivery but those moments where you see the delegates really engage with the subject. Where you know, that's it, they've got it. Watching a class leave excited to apply what they have learnt in their workplace is the greatest job satisfaction.

Q. WHAT'S THE BIGGEST CHALLENGE OF YOUR JOB?

A. Staying in touch with the relevant legislative changes and current research surrounding the training topics I deliver can be a great challenge for me due to having dyslexia. I have a great interest in both legislation and research but the reading

of lengthy documents can be tedious and frustrating. I overcome this with strategies such as reading in small bite size chunks spread throughout an office day, rewriting lengthy sentences into my own words and discussing legislation with other colleagues who specialise in these areas.

Q. WHAT WOULD YOU BE DOING IF NOT TRAINING?

A. When I began training I had just moved out from 5 years running a local bible college and was not sure what direction to take. I have always had a passion for teaching and learning and a training job presented itself at just the right time. Otherwise, I think I would have pursued study and work within the field of dual sensory impairment and communication.

Q. HOW DOES YOUR DAY END?

A. I wind up the day with some course admin, ensuring that all the information required is gathered in regards to attendance, successful assessment and certification. After giving the class a quick tidy I will take some time to make sure that I have everything I need for the following day's training and head home.



DISABILITY FIRE ESCAPE ETIQUETTE

If you are a proactive and forward thinking organisation who is inclusive and equality and diversity driven, then this is the course for you.

In recognition of the recommendations and aims contained in the Scottish Governments 'A Fairer Scotland for Disabled People' document, published in December 2016, Emcare have developed a new Training programme - Disability Fire Escape Etiquette. This course is for employers and organisations providing services to the public and its aim is to ensure that all people, including disabled people, can vacate a building safely in the event of a fire.

This full day course covers everything from risk assessments, the need for and preparation of Personal Escape Evacuation Plans (PEEPS), through to evac chair use, carry down procedures and use of fire extinguishers.

For more details of this course, which can be made bespoke to your particular environment, please call 0141 404 0075



COMING
SOON

NEW EMCARE WEBSITE

We are currently developing a new website for Emcare. The new site will make it easier for our clients to go online, book courses and pay for them. We will provide detailed information about

each course plus our full range of services from social care training to health & safety. The site is expected to launch in March 2017.

