

# Snap Care Policies & Procedures



## Snap Care Health and Safety Procedure

### Purpose

Snap Care Limited is fully committed to ensuring the health, safety, and welfare of its employees, service users, contractors, and visitors. We aim to provide a safe working environment, assess and manage risks, and promote a culture of safety across all domiciliary care services. This procedure outlines the practical steps staff must take to prevent injury, illness, or harm while delivering care in people's homes.

This procedure applies to:

- All Snap Care Limited staff (permanent, temporary, and agency)
- All service users receiving care in their own homes
- All premises and vehicles used for work-related activities

### Policy Summary:

This procedure provides guidance on how to identify, manage, and report health and safety risks in domiciliary care settings. It includes responsibilities, risk assessment processes, infection control, lone working safety, manual handling, use of PPE, accident reporting, and emergency procedures.

### Policy

### Roles and Responsibilities

#### Managing Director (Sally Britton)

- Holds ultimate responsibility for health and safety compliance
- Ensures policies and procedures are in place and reviewed regularly

#### Care Coordinators/Supervisors

- Conduct risk assessments and home environment checks
- Ensure staff are trained and supported in health and safety matters
- Investigate incidents and implement corrective actions

#### All Staff

- Follow all health and safety guidance and training
- Report hazards, incidents, and concerns promptly
- Use PPE and equipment safely and correctly
- Cooperate with audits, spot checks, and investigations

**If you have any questions about this policy, please contact us on  
020 7729 2200 or email [info@snapcare.co.uk](mailto:info@snapcare.co.uk)**

# Snap Care Policies & Procedures



## Key Safety Procedures

### 1. Risk Assessments

- Conducted for each service user before care starts and reviewed regularly
- Assess risks such as mobility, falls, manual handling, equipment, lone working, and environmental hazards
- Risk reduction measures implemented and included in care plans

### 2. Infection Prevention and Control

- Staff must follow infection control procedures and hand hygiene protocols
- Appropriate PPE (e.g. gloves, aprons, masks) must be worn as required
- Contaminated waste must be disposed of safely
- Staff must report any symptoms of infectious illness and avoid work if unwell

### 3. Lone Working

- Staff must follow lone working safety guidance, including checking in/out procedures
- Carry mobile phones at all times and keep emergency contact numbers available
- Report concerns about safety in any client's home environment

### 4. Manual Handling

- Staff must not undertake manual handling tasks without appropriate training
- Use of hoists or aids must follow care plans and risk assessments
- Two-person techniques must be used where required
- Any unsafe handling situations must be reported immediately

### 5. Safe Use of Equipment

- Only trained staff should operate equipment such as hoists or mobility aids
- All equipment must be regularly inspected and serviced according to guidance
- Faulty or damaged equipment must be reported and removed from use

### 6. Hazard Reporting

- Any health and safety hazards must be reported to a supervisor as soon as possible
- Temporary control measures should be implemented where safe to do so
- Records of all hazards are logged and monitored for action

### 7. Accidents and Incidents

- All accidents, near misses, and incidents must be reported immediately
- Staff must complete an **Accident/Incident Report Form**
- Supervisors will investigate and take necessary corrective actions
- Serious incidents will be escalated to CQC or other agencies if required

**If you have any questions about this policy, please contact us on  
020 7729 2200 or email [info@snapcare.co.uk](mailto:info@snapcare.co.uk)**

# Snap Care Policies & Procedures



## 8. Emergency Procedures

- Staff should familiarise themselves with emergency procedures for each client's home
- In life-threatening situations, staff must call 999 immediately
- Emergency contact details for each client must be accessible on file
- Staff must inform Snap Care management of all emergencies promptly

## Training and Supervision

- All staff receive Health and Safety training during induction and regular refreshers
- Additional training provided on infection control, manual handling, fire safety, and lone working
- Health and safety competence is reviewed during supervisions and spot checks

## Monitoring and Review

- Health and safety audits will be conducted quarterly
- Risk assessments are reviewed at least annually or when circumstances change
- This procedure is reviewed annually or sooner if legislation or best practice changes

This policy applies to the following people in our organisation	All employed staff members: <ul style="list-style-type: none"><li>• Senior team</li><li>• Care workers</li></ul>
Policy Date	28/03/2025
Due for Review	28/03/2025
Who has or can give authority to change policy	Registered Manager
Where is this policy kept	On the company's shared drive and the company's website

Date	Reviewer	Version	Date for Next Review

**If you have any questions about this policy, please contact us on  
020 7729 2200 or email [info@snapcare.co.uk](mailto:info@snapcare.co.uk)**