Care Certificate Workbook

Health and Safety
13.1 Understand your own responsibilities, and the responsibilities of others, relating to health and safety in the work setting

a) Identify legislation relating to general health and safety in a health or social care work setting

b) Describe the main points of health and safety policies and procedures agreed with your employer

c) Outline the main health and safety responsibilities of:
   i) self
   ii) the employer or manager
   iii) others in the work setting

d) List tasks relating to health and safety that should not be carried out without special training

e) Explain how to access additional support and information relating to health and safety

f) Describe different types of accidents and sudden illness that may occur in your own work setting
13.2 Understand Risk Assessment

a) Explain why it is important to assess the health and safety risks posed by particular work settings, situations or activities

b) Describe how and when to report health and safety risks that have been identified

13.3 Move and assist safely

a) Identify key pieces of legislation that relate to moving and assisting

b) List tasks relating to moving and assisting that they are not allowed to carry out until they are competent

c) Demonstrate how to move and assist people and objects safely, maintaining individual’s dignity, and in line with legislation and agreed ways of working

13.4 Understand procedures for responding to accidents and sudden illness

a) List the different types of accidents and sudden illness that may occur in the course of your work

b) Describe the procedures to be followed if an accident or sudden illness should occur

c) List the emergency first aid actions you are and are not allowed to carry out
13.5 Understand medication and healthcare tasks

a) Describe the agreed ways of working in relation to medication

b) Describe the agreed ways of working in relation to healthcare tasks

c) List the tasks relating to medication and healthcare procedures that you are **not** allowed to carry out until you are competent

13.6 Handle hazardous substances

a) Describe the hazardous substances in your workplace

b) Demonstrate safe practices for storing, using and disposing of hazardous substances

13.7 Promote fire safety

a) Explain how to prevent fires from starting or spreading

b) Describe what to do in the event of a fire
13.8 Work securely

a) Describe the measures that are designed to protect your own security at work, and the security of those you support

b) Explain the agreed ways of working for checking the identity of anyone requesting access to premises or information

13.9 Manage stress

a) Recognise common signs and indicators of stress in yourself and others

b) Identify circumstances that tend to trigger stress in yourself and others

c) List ways to manage stress
How to use this workbook

Do you need this workbook?

You need to do all 15 Care Certificate Standards. This workbook is designed to support you to learn about Standard 13. Your manager is responsible for checking your knowledge, understanding and competence in your specific workplace(s).

If you already have a good level of knowledge and experience, you could take an assessment instead and only do sections of the workbook (or sections of our eLearning) that you need to. Your knowledge would be recorded and you can build an evidence portfolio. This will save you and your manager a lot of time. Your organisation may have free or funded access to our assessment system. Check with your manager before you start this workbook. More information can be found at www.CareCertificate.co.uk.

The following symbols refer to actions you should take to achieve the outcomes. There is also an action checklist at the end of this workbook.

Reference “Manager”

We refer to “manager” through the workbook. This may mean something different in your role, for example: supervisor, line manager, coach, buddy, mentor, employer or assessor. This is the person responsible for checking you are competent and confident to work.
13.1 Understand your own responsibilities, and the responsibilities of others, relating to health and safety in the work setting
Identify legislation relating to general health and safety in a health or social care work setting

The **Health and Safety at Work Act 1974** is the primary piece of legislation covering occupational health and safety.

Under this Act, the employer, the workers and the individuals being supported have responsibilities to ensure safety is maintained in the workplace.

Your employer should display a copy of this Act on their main premises.

**The main purpose of the legislation is:**

- To secure the health, safety and welfare of people at work
- To protect others from risks arising from activities of people at work
- To control the use and storage of dangerous substances
- To control the emission into the atmosphere of noxious substances
Other key pieces of legislation that sit alongside and support the Health and Safety at Work Act 1974 are:

The **Management of Health and Safety at Work Regulations 1992** emphasize what employers are required to achieve under the Health and Safety at Work Act.

The **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013** sets out what needs to be reported.

The **Regulatory Reform (fire Safety) Orders 2005**

...sets out how every workplace must prevent / protect against fire.
If you see something dangerous, put it right if it is safe to do so and report it immediately.

The Control of Substances Hazardous to Health Regulations 2002 require employers to control substances that can harm workers' health.


You may also need to consider that your workplace is an individual’s home.
Describe the main points of health and safety policies and procedures agreed with your employer

Your employer may have policies and procedures covering a wide range of health and safety subjects to incorporate the legal requirements. This will mean you will need to use the legal framework as your guide and communicate well with your employer when regarding health and safety. If you work directly for an individual or in a small organisation, it is less likely you will have written policies and procedures. You may also need to consider that your workplace is an individual’s home.

Here are some examples of the subjects that should have health and safety policies and procedures:
Although you will aim to give personal care and support in a personal centred way, you must always remember that health and safety for everyone involved comes first.

**Example**

An individual may ask to be left in the bathroom alone. You should support this but only if it is safe to do so. You need to consider the risks involved and the individual's capacity to understand the risks, and know how to reduce them.

Some examples of the risks present when supporting an individual to take a bath:

- **Water that is too hot will cause scalding**
- **It is very easy to slip when getting in and out of a bath**
- **Washing products (like shampoo or soap) in the eyes could cause pain**

Remember that it is possible to drown in a bath and items such as razors and shaving equipment can cut skin.

In residential homes each bath is usually fitted with a device (thermostatic valve) that ensures water comes out of the hot tap at less than 43°C to avoid the possibility of scalding. Also, bathrooms should have a thermometer so you can ensure the water is not too hot before the individual gets in.
Many dangerous hazards that surround us could cause harm, serious injury and even death. You should follow the risk assessment and only leave the individuals alone if the risk assessment indicates that it is safe to do so. If it is not safe, you need to seek further advice from your manager. It may be that the individual’s wishes cannot be met on this occasion and a review of the risk assessment is needed.

In the event of an emergency, you need to be aware of the following health and safety procedures:

**Electricity**

Electric shock: If an individual is in contact with electricity or the supply of electricity, DO NOT touch them as you may electrocute yourself.

DO NOT use metal to help the individual get away from the source of electricity as it will act as a conductor and again you could electrocute yourself.

You should use something made from wood like a broom handle to push them away from the power source.

**Gas**

If you smell gas, immediately open windows to let the fumes out.

NEVER use lighters or matches.

DO NOT touch light switches because sparks could ignite the gas into fire.

**Water**

You could use a bucket to catch the water or a blanket or towel to soak up the water and stop it from spreading.

You should know where the ‘stop cock’ is for the water mains in the places you work. If you are working in an individual’s home, the stop cock is usually, but not always, found in the cupboard under the sink.
Outline the main health and safety responsibilities

i) self

Hi, my name is Rehan. I am a health worker. My main health and safety responsibilities include...

Taking reasonable care not to put myself and other people, including other employees and members of the public at risk by what I do or do not do at work.

Following my organisation’s H&S policies and procedures, by not undertaking any H&S tasks that I have not been assessed competent to do so.

Not interfering with or misusing anything that has been provided for my health, safety and welfare.

Reporting injuries, strains or illnesses resulting from doing my job.

Telling my employer if something happens that might affect my ability to work.
Hi! My name is Rachel. I am a Care Manager. My health and safety responsibilities as an employer include...

Providing a safe workplace.

Assessing my employees as ‘safe to practice’ and competent in health and safety relevant to their role.

Providing free health and safety training, learning and development.

Making sure my employees can enter and leave the workplace safely.
iii) others in the workplace

Hi! My name is Roger. I receive support with getting out and about and managing my personal finances. My health and safety responsibilities include...

Taking reasonable care of my own health and safety.

Following health and safety advice given to me.

Co-operating with the staff to use appropriate equipment safely.
HSE
The Health and Safety Executive is a government organisation with the responsibility of encouragement, regulation and enforcement of workplace health, safety and welfare.

The Health and Safety at Work Act (1974)
Employers must ensure workers' are appropriately competent and that they are properly trained in relevant areas.

MANAGER
If you are unsure about anything relating to health and safety, ask your manager for guidance.

REP
Your employer may have a health and safety representative who is responsible for health and safety issues at work.

WEB
Further information on all aspects of health and safety and legislation including advice and support, can be found on the Health and Safety Executive’s website. http://www.hse.gov.uk
List tasks relating to health and safety that should not be carried out without special training

Without the correct level of training you are **not** allowed to carry out certain tasks relating to health and safety. Here are a few examples:

- Moving and assisting
- Emergency first aid
- Fighting fire
- Colostomy care
- **PEG feeding** (Percutaneous Endoscopic Care)
- Administering injections
- Administering medication

If you are unsure about what you can and cannot do, ask your manager. Being signed off as competent for a task will protect your health, safety and wellbeing.

Think about what you can do safely and what you may need further guidance and instruction on.
Explain how to access additional support and information relating to health and safety

The Health and Safety at Work Act 1974 requires employers to ensure workers are appropriately knowledgeable about Health and Safety and that they are competent in areas relevant to their role.

(c) the provision of such information, instruction, training and supervision as is necessary to ensure, so far as is reasonably practicable, the health and safety at work of his employees;
Ask your manager about the health and safety policies and procedures in your workplace.
Describe different types of accidents and sudden illness that may occur in your own work setting

There are many different types of accidents and sudden illness that can occur in the work setting. A few of the more common ones are:

13.1f

Musculoskeletal injuries or handling injuries includes strains; sprains; back injuries; trapped fingers and cuts from sharp objects. The moving and assisting of individuals while supporting them is a major cause of these injuries. Stresses and strains arising from adopting awkward or static postures when working with individuals can give rise to back problems.

Work related stress - When work demands exceed the person’s capacity and capability to cope. It is a significant cause of illness and disease and high levels of sickness absence.
It is important to follow the correct health and safety protocols to avoid accidents and injury and that you seek support if you feel stressed or overwhelmed by your work.

**Slips and trips** – There are many reasons people slip or trip; for example, unsuitable or badly maintained flooring, wet floors, unsuitable footwear and obstacles.

**Sudden illness** – There are many reasons why people fall ill. These examples could apply to individuals you support, yourself and your colleagues; burns, fainting, bleeding, choking, fractures, diabetic coma, poisoning, shock, stroke or heart attack.

Ask your manager what types of accident and illness are most common in your working environment and make sure you know how to respond to these
13.2 Understand Risk Assessment

### Risk Assessment Form

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Who?</th>
<th>Harm</th>
<th>Required Safety Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Handling, transferring or repositioning individuals</td>
<td></td>
<td>Healthcare personnel, individuals</td>
<td>- Never transfer individual when off balance</td>
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<tr>
<td>· Repetitive movement</td>
<td></td>
<td></td>
<td>- LIF load close to the body</td>
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<tr>
<td>· Pushing chairs up ramps</td>
<td></td>
<td></td>
<td>- Never lift alone, particular fallen individuals</td>
</tr>
<tr>
<td>· Lifting heavy objects</td>
<td></td>
<td></td>
<td>- Limit the number of allowed lifts per working day</td>
</tr>
<tr>
<td>· Overextension</td>
<td></td>
<td></td>
<td>- Avoid heavy lifting</td>
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<tr>
<td>· Picking individual up from floor or bed</td>
<td></td>
<td></td>
<td>- Have training</td>
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<tr>
<td>· Multiple lifts per shift</td>
<td></td>
<td></td>
<td>- Use proper mechanical assistance</td>
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<tr>
<td>· Lifting alone</td>
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<tr>
<td>· Lifting un-cooperative, confused individuals</td>
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</table>
Explain why it is important to assess the health and safety risks posed by particular work settings, situations or activities

The purpose of assessing risk is to ensure the health, safety, welfare and security of staff, individuals and the wider community. The law requires a risk assessment to be carried out around and about the environment in which you provide support for individuals as well as for the tasks you undertake. This will enable you to reduce or remove any risks. You will need to make sure you know where these risk assessments are kept for each individual (usually the care plan).

Risks that are identified will determine the way in which you work with individuals. Risk assessment is about making decisions, which are logical, realistic and legal. Risks can change depending on the circumstances over brief or long periods of time, therefore risk assessment and risk management will be subject to frequent review.
The Risk Assessment and Management Plan should be detailed in each individual’s care or support plan. Ensure you read this and if any changes need to be made consult with the person responsible for making those changes.

The following guidance is taken from the HSE leaflet called ‘Five Steps to Risk Assessment’.

Risk assessment is everyone’s responsibility. Always stop and think and make an ‘on the spot’ assessment. You should always consider your own situation and whether you have a physical limitation that prevents you from undertaking an activity or task.

More information can be found at: [http://www.hse.gov.uk/risk/index.htm](http://www.hse.gov.uk/risk/index.htm)
Describe how and when to report health and safety risks that have been identified

Risk assessment is about identifying the risks and putting things in place to reduce or remove the risks.

Some common risk examples and the actions that can be taken:

### Example

**Slips:**
- Wet floors because something has been spilt or an individual has just had a bath

**Action:** Dry the area to make safe and put ‘Caution Wet Floor’ sign up to alert others of the danger

### Example

**Trips:**
- Electrical leads carelessly left trailing across the floor
- Frayed carpets or rucked up rugs or mats
- Cleaner’s bucket (obstacles) left in a walkway

**Action:**
- Tidy up the leads so they do not cross a walkway
- Alert a maintenance person or your manager immediately
- Remove obstacles to make area safe and inform cleaner(s) of potential hazard
**Example**

**Falls:**
- Staircases
- Open upper floor windows

**Action:**
- Only individuals who have been risk assessed as safe to use stairs should do so - check their support plan
- Ensure window restraints or limiters are in place

**Example**

**Shock:**
- Loose wiring
- Poor and exposed wiring

**Action:**
Visually check each appliance before use - if in doubt, switch off the appliance and alert a maintenance person or your manager immediately
Appliances need to be checked regularly. This is known as **PAT testing** or portable appliance testing and is an important part of any health and safety policy. The Health and Safety at Work Act (1974) requires all appliances used by employees to be maintained, inspected and testing regularly.

If an appliance has been checked, it should have a green sticker on it making it safe and legal to use.

Further information can be found at [http://www.hse.gov.uk/pubns/indg236.pdf](http://www.hse.gov.uk/pubns/indg236.pdf)

**ALWAYS BE ALERT AND THINK ABOUT THE RISKS**

*Slips, trips and falls are the most common cause of non-fatal major injuries in service industries and account for over half of all reported injuries - Source HSE*
13.3 **Move and assist safely**
Identify key pieces of legislation that relate to moving and assisting

There are several key pieces of legislation that relate to moving and assisting.

- **The Manual Handling Operations Regulations 1992** (known as MHOR) are designed specifically to eliminate or reduce a manual handling risk to an acceptable level.

- **The Workplace (Health, Safety and Welfare) Regulations 1992** (known as WHSWR) ensure employers provide suitable working conditions for their employees.

- **Lifting Operations and Lifting Equipment Regulations 1998** (known as LOLER) has specific requirements relating to work equipment which is used for lifting and lowering people or loads. It requires an employer to ensure that lifting equipment is positioned or installed to prevent risk of injury and sufficiently strong, stable and suitable for purpose.

- **Provision and Use of Work Equipment Regulations 1998** (known as PUWER) ensures that the equipment employers provide is suitable for the intention, safe for use, only used by people who have been trained to do so, and maintained in a safe condition.
List tasks relating to moving and assisting that you are not allowed to carry out until you are competent

You will need to learn the correct techniques for safe moving and assisting manoeuvres and be signed off as competent before putting them into practice.

You need to be instructed or trained on the following equipment and manoeuvres:

- Using a hoist (hoists include bariatric hoists, standing aids, mobile hoists, bath hoists or lifts, adjustable height)
- Using the correct sling for a hoist (slings include different types and sizes to meet individual needs)
- Wheelchair handling
- Slide sheets and transfer boards
- Turntables
- Electric profiling beds – for dependent / immobile individuals
- Handling belts to assist weight-bearing individuals (not for lifting)
- Lifting cushions
- Support rails / poles including hand rails
- Emergency evacuation equipment
- Walking aids
Moving and assisting training includes:

**Theory:**
Including legal requirements can be learnt through eLearning, discussions with your manager or a more senior colleague or classroom based learning.

**Practical activities:**
Including use of a hoist and general mobility equipment and can be taught on the job through observation and guidance from an experienced and competent colleague, or in a classroom. Practical training on specialist equipment usually takes place where the individual is based using their own equipment and needs to be observed by a qualified instructor. During the practical training you should have plenty of opportunity to practice safe moves and you should have several turns at being moved so you can feel what the experience is like for individuals.

During your training you will also learn how to minimise the risks and how to move objects safely.
You are NOT permitted to move any individual or object without supervision by a qualified instructor until you have been trained, observed and signed off as competent.

Once you have been trained, you must not use any piece of equipment that you have not been trained to use.
Demonstrate how to move and assist people and objects safely, maintaining the individual’s dignity, and in line with legislation and agreed ways of working.

Before carrying out any moving and assisting task, you must read the risk assessment and then do a pre-handling assessment. These acronyms are designed to help you to carry out a pre-handling assessment. The following acronym is designed to help you to do the pre-handling assessment when you are moving people or supporting people to move. Remember ‘PEACE’.
Person
- Individual’s needs, rights and wishes
- Individual’s weight, height and body shape
- Individual’s current pain and energy levels
- Individual’s behaviour
- Individual’s clothing
- Other people present
- Individual’s health

Environment
- Is it a safe environment for moving?
- Is there enough space?
- Can objects or furniture be moved?

Activity
- Do you have to move the individual?
- Can the individual assist?
- What lifting equipment could be used to assist?

Care or support Worker
- Have you been trained to make the necessary move?
- Do you know how to use the equipment confidently?
- Are you wearing the right clothing and footwear?
- What experience do you have with the individual?
- Are you fit enough to perform the task?
- Do you have plenty of energy or are you tired?
- Do you have a history of back trouble?

Equipment
- What equipment is available?
- Is it suitable for the task and environment?
- Is it in good working order and serviced if necessary within the timeframe?
- Is there anything else you need?
**TILEE** will help you to do the pre-handling assessment for moving an object or load.
Task
• What is the purpose of the task - do you definitely need to do it?
• Could the object or load stay where it is?
• Can you use lifting aids?
• How long will it take?
• Where will it start and end?
• Are there any obstructions that need moving?

Individual
• Have you been trained to make the necessary move?
• Do you have experience of previously making this move?
• Do you know how to use the equipment confidentiality?
• Are you wearing the right clothing and footwear?
• Are you fit enough to do the task?
• Do you have plenty of energy or are you tired?
• Do you have a history of back trouble?

Load
• What is the size, shape, temperature, condition and nature of the load?
• Are you clear about where you are going from and to?
• Are you lifting from the floor?
• Are you able to hold it firmly?
• Can you keep the load close to your torso?

Environment
• Is it safe to lift?
• Are there any distractions or obstructions that need removing?
• Is the lighting good enough?
• Is the temperature ok?

Equipment
• What equipment is available?
• Is it suitable for the task and environment?
• Is it in good working order and serviced if necessary within the timeframe?
• Is there anything else you need?
Health and safety regulations require you to:

**Avoid**  The need for hazardous manual handling, so far as is reasonably practicable

**Assess**  The risk of injury from hazardous manual handling that cannot be avoided

**Reduce**  The risk of injury from hazardous manual handling so far as is reasonable

**Good handling techniques for lifting objects:**

**Think before lifting / handling.**  Plan the lift. Can you use equipment to help you? Know where the load is going. Will you need help? Remove obstructions. Rest along the way and change your grip if necessary.

**Keep the load close to the waist.**  Keep the load close to your body for as long as possible while lifting. Keep the heaviest side of the load next to you.

**Adopt a stable position.**  Feet should be apart with one leg slightly forward to maintain balance. Be prepared to move your feet during the lift to maintain stability. Avoid tight clothing or unsuitable footwear.
Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping tightly with the hands only.

Start in a good posture. Slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Do not flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.

Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up. Look ahead, not down at the load, once it has been held securely.

Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.

Do not lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.
Understand procedures for responding to accidents and sudden illness
List the different types of accidents and sudden illness that may occur in the course of your work

**Slips and trips**
These can be for many reasons like unsuitable or badly maintained flooring, wet floors, unsuitable footwear and obstacles

**Sudden illness** includes:

- Heart Attack
- Poisoning
- Bleeding
- Choking
- Fainting
- Shock
- Stroke
- Burns

Contact 999
Describe the procedures to be followed if an accident or sudden illness should occur

If you are present or come across an emergency situation follow these steps:

A - Assess situation
M - Make area safe
E - Emergency aid
G - Get help
A - Aftermath
Assess the Situation

• Never rush in. Do not touch an individual who appears to have been electrocuted. If the casualty is obviously conscious, talk to them and find out how they are.
• If they are in water at the risk of drowning, do not jump or dive in to attempt to rescue them unless you are a trained lifeguard.
• Check for gas fues, chemical spillages, broken glass and bodily fluids.

Make Area Safe

• Remove any hazards where it is safe to do so and take control of the situation.

Emergency First Aid

• You should only attempt emergency first aid if you have been trained to do so (see DRAB below).

Get Help

• Shout for assistance, call a first aider. If you have been trained in emergency first aid, what is needed and your actions will depend on the result of the primary survey (see DRAB below). If you have to call the emergency services, the telephone number is 999. Do not call the emergency services without basic information about the condition of the casualty established from your primary survey.

Aftermath

• Get some support for yourself as you may go into shock or be stressed afterwards. Report and record what has happened as soon as possible before you forget the details. Clean up any mess. Replace first aid kit items.
If you have been trained in emergency first aid, you will be able to conduct a **primary survey** and follow the actions below.

**Danger**
- Check your safety and the environment.

**Response**
- Find out if the casualty is conscious and responsive. If there is no response, ask for help if another person is close by. This is for your own protection against accusations and to support you.

**Airway**
- Check airway for blockages.

**Breathing**
- Check for good rate of breathing (approx. 15-18 breaths per minute)
- If the casualty is unconscious but breathing, put them into the recovery position.
- If the casualty is unconscious and not breathing, ask someone to call an ambulance, and to give details about the casualty and to tell them that you are commencing CPR.

**Ask...**
Discuss with your manager what is expected of you and if there are any additional first aid training courses you might like to attend.
List the emergency first aid actions you are and are not allowed to carry out

In order to be able to respond to a situation where an individual has had an accident or sudden illness, you will need appropriate emergency first aid training. Before you have undertaken this training, you must always call for or get help from someone who is trained. Once you have been trained, you will be able to follow the procedures you have been shown.

You must never put yourself or others in danger by attempting to deal with an emergency situation. Without proper training you could make the situation much worse than it is and even cause death by acting inappropriately.
13.5 Understand medication and healthcare tasks
Describe the agreed ways of working in relation to medication

It is likely that the individuals you support will take medication of one description or another. You are not allowed to administer medication unless you have been assessed as being competent to do so, although you may administer medication under supervision.

Some medication is given to reduce the symptoms of a long term illness, for example, Parkinson’s disease or Diabetes. Other medication can be taken (prescribed or bought from a chemist) to remedy a short term problem, for example, a chest infection or headache.

It is useful for you to have an understanding about any medical conditions the individuals you support have so you can monitor any change. It is also useful for you to have an understanding about the most common types of medication and how they can affect an individual. Your employer may provide training about the types of medication. Alternatively, you will find information on the internet.
Describe the agreed ways of working in relation to healthcare tasks

Healthcare tasks cover a range of different medical procedures, for example, colostomy care, catheter management and injections. You will need to know how to undertake tasks that support individuals’ needs, wishes and wellbeing, while working in a person centred way (Standard 5).

If you need to undertake training in medical procedures, your employer might provide a training course or you might work alongside a professionally trained Registered Nurse. Once you have been observed and assessed as competent, you can then be signed-off to undertake medical procedures. You must make sure that you always follow the individual’s risk assessment and record any changes or incidents. If in doubt – ASK!

Ask your manager about the procedures on health care tasks that you will need to undertake in your role
List the tasks relating to medication and healthcare procedures that you are not allowed to carry out until you are competent

Individuals who can manage and take their own medication safely should be encouraged to do so. Individuals who cannot manage are given assistance in the storage and taking of medication as detailed in their support plan. These tasks will require risk assessments and consent. Until you have been signed off as competent, you must not assist a person to self-medicate or provide what is known as ‘General Support’ unless it is agreed by your employer.

Medical procedures should only be carried out by people who have been trained and observed as competent to undertake the procedure. Failure to follow these guidelines could result in serious injury or even death to the individuals you are supporting.

In your role you should NOT carry out invasive, clinical or nursing procedures.
You are NOT permitted to assist in the giving of medication or undertaking of medical procedures until you have received the appropriate training, been observed and assessed as being competent, and then signed-off.
13.6 Handle hazardous substances
Describe the hazardous substances in your workplace

We use lots of different types of products every day. Some of these can be **harmful** and some can **cause death**. In the workplace, you have a duty of care to make sure substances are used, stored and disposed of safely.

COSHH

The Control of Substances Hazardous to Health Regulations 2002 (known as COSHH) states that employers must identify which hazardous substances are present in the workplace. Examples include chemical products, fumes, dusts, vapours, mists, gases and biological agents (germs). COSHH includes regulations about biological agents (germs) that cause diseases such as leptospirosis or legionnaire’s disease. In the workplace, examples might be bleach and other cleaning materials, pesticides, adhesives, acids and gas.

COSHH defines how dangerous liquids, powders etc. are stored and used. All items that are covered under the COSHH Regulations have one or more of these pictograms (symbols) shown on the packaging.
It is important that these products are never left out for individuals or staff to mistakenly drink or misuse. Cleaning materials should never be left out even when staff are taking a short rest break.

It is a legal requirement for employers to carry out risk assessments of specific activities to identify where control measures need to be put in place. Risk assessments should identify the hazards, identify people at risk and assess the severity of the risks.
You will need to consider if there is anything that you do that involves hazardous substances, how they can cause harm and how you can reduce the risk of harm.

Always try to prevent exposure, for example:

- Can you avoid using a hazardous substance or use a safer process – preventing exposure? For example, using water-based rather than solvent-based products, applying by brush rather than spraying.
- Can you substitute it for something safer? For example, swap an irritant cleaning product for something milder, or using a vacuum cleaner rather than a brush.
- Can you use a safer form? For example, can you use a solid rather than a liquid to avoid splashes or a waxy solid instead of a dry powder to avoid dust.

If you have to deal with hazardous substances, you should always wear Personal Protective Equipment (known as PPE).
Demonstrate safe practices for storing, using and disposing of hazardous substances

When **storing** hazardous substances, in any working environment, consider:

- Where it is stored? Is it secure?
- Is the room ventilated?
- What is the safe quantity you are able to store?
- Fire precautions

When **using** hazardous substances, in any working environment, follow safety precautions:

- Correct use of Personal Protective Equipment (PPE)
- Always work from dirtiest area to cleanest when cleaning up spillages
- Use warning signs if necessary to warn others

When **disposing** of hazardous substances, in any working environment, note:

- Biological waste must be incinerated
- Hazardous waste needs to be disposed of in yellow or orange bags
- Hazardous waste needs to be disposed of separate to household waste
13.7  Promote fire safety
Explain how to prevent fires from starting or spreading

In order for a fire to start, 3 things are needed:

- **HEAT**
- **Oxygen**
- **FUEL**

This is called a fire triangle. A fire cannot start if one of these elements is missing.
Sources of Oxygen
The main source of oxygen is in the air around us. Sometimes there could be oxygen found in chemicals or oxygen cylinders.

Sources of Ignition
An obvious and common cause of fire is a carelessly discarded cigarette. This along with lighters, matches, naked flames, faulty electrical equipment, hot surfaces, lighting, electric or gas heaters, cooking equipment are all sources of ignition.

Sources of Fuel
Empty boxes, rubbish, paper, wood, upholstered furniture, flammable chemicals, rubber, clothes and curtains can all provide sources of fuel and help a fire to spread. Always ensure that empty boxes are discarded safely outside the building and rubbish or other items are kept to a minimum.
Fire doors…

...help prevent fire from spreading. They should always be kept closed, unless they are fitted with automatic door release system linked to the fire alarm system. Doors should never be blocked or wedged open as this can result in a fine from the Health and Safety Executive. The highest fine issued in 2013 was £50,000! (Source HSE)
Fire exits…

In the event of fire it is essential that staff and individuals can exit the building safely and quickly without obstacles being in their way. Never allow anything to obstruct a fire exit. Fire exits are clearly marked and are generally doors leading to the outside away from the building where there will be an area marked as ‘Assembly Point’. At this point a roll-call should be taken by a nominated person (called a Fire Marshall). This is to ensure that everyone is accounted for (see Outcome 13.7b)
Describe what to do in the event of a fire

In the event of a fire there are a number of things that you need to do. First of all, you should raise the alarm by pressing the button located in the red box (see picture). These will be located in various places around the building.

When the alarm sounds, any fire doors that are open will automatically close (as long as they have not been wedged open!) Call the emergency services immediately.

If a fire starts in a kitchen, such as a pan-fire for example, then a fire-blanket can be used to extinguish the fire by smothering the pan and starving it of oxygen, or by using a fire-extinguisher. There are specific types of extinguisher for different types of fire but for a kitchen, it is usually a ‘powder’ type - a red extinguisher with a blue band.
Where possible, escort those that are mobile out to the Assembly Point. Do not try and assist those that cannot walk for themselves. You need ensure that they are in their room and that the door is closed as they are designed to hold back a fire for at least 30 minutes. If at all possible, and without risking your safety, if the individual can be placed near to the floor, this will help prevent inhalation of gases which rise with the heat.

It will be the duty of the emergency teams to rescue these people.

If you discover a fire and you can competently use an extinguisher, then this should be done in order to prevent the fire from spreading. Be careful to use the right extinguisher for the job. You should receive training on this as part of your induction.

Remember, if you hear the fire alarm, you must act calmly but quickly. Do not wait for others to decide what action needs to be taken. Fires can spread quickly. Taking control could save yours and other people’s lives.

If you have started your employment but have not yet been given emergency procedures to be followed in the event of a fire, ask your manager for this information immediately.
13.8 Work securely
Describe the measures that are designed to protect your own security at work, and the security of those you support.

Security measures and procedures should be in place to protect you, your colleagues and the individuals you support.

**Security Systems**

In residential homes, day centres or hospitals there may be people specifically responsible for security. You should know what security systems are in place and how they work. There will be door locks and alarms, automatic lighting and visitor signing in books.

If security is breached, you will need to know what to do. When working in individual home, security arrangements may be similar and it is essential that you know what they are for each home.

**Lone Working**

You may be working alone or at night time which could present higher safety risks. If this is the case, someone should always know where you are and it is recommended that you attend personal safety or self-defence training. Your employer should have a lone worker policy and a process for conducting risk assessments on lone workers. You might want to carry a personal attack alarm and a mobile phone.
It is important to know how to be able to deal with aggression and violence. This could be from the individuals you support, their family and friends, or a member of the public. It could be directed at you, the individuals you support, or their family and friends. Each situation is likely to be different but you should always remember if anyone is violent towards you:

NEVER RETALIATE
WALK AWAY
GET HELP

If you are working with individuals who are known to be aggressive or violent, it is recommended that you undertake some learning in dealing with difficult / aggressive behaviour and self-defence.
Explain the agreed ways of working for checking the identity of anyone requesting access to premises or information

Some work settings may have an open policy for visiting and you might see people who you do not recognise. In other work settings, you may need a security code or special access pass to get in. You may need to wear an identification badge with your photo.

You should never let a stranger into the place you are working in and never let a stranger walk around your place of work. Ensure they have a right or need to be there. If you are in any doubt accompany them until they leave the premises or contact your manager immediately.
If you meet someone in a building who you think should not be there, smile and politely ask them...

“Can I help?”

“No...”

If they say ‘NO’ then ask them...

“Would you mind explaining who you are and why you are here?”

If they are visiting a relative or friend and you do not know them, they will be assured that the person they are visiting is in a secure place. Make sure all visitors sign in and sign out as not only is this for security but in the event that the premises has to be evacuated, their names can be checked at a roll-call at the Assembly Point.
Never let a person into the building with you if you do not know them.

Always ask for photo identification.

Never give the door access codes to anyone who has no right or need to be in the building.

If a trades person tries to access your building, you may wish to contact their company for confirmation of their identity and reason for being on-site.

If in doubt, ask your manager.

**Missing Persons**

For the safety of individuals in a residential home, day care setting or secure hospital, it is important that their whereabouts is generally known at all times, particularly if they suffer from memory loss or conditions like dementia. The location of individuals living in a residential home and any appointments or outings should be communicated during the handover at the beginning of your shift.

Report

Irrespective of where they live, any individual who appears to be missing must be reported to your manager immediately. Your employer may have a missing person’s policy.
13.9 Manage stress

**Stress**

- **Emotions**
  - Alienation
  - Irritability
  - Apathy
  - Low Confidence

- **Behaviour**
  - Accident Prone
  - Loss of Appetite
  - Restless
  - Smoking and Alcohol

- **Mind**
  - Anxiety
  - Hasty Decisions
  - Negativity
  - Impaired Judgment

- **Body**
  - Headaches
  - Skin Problems
  - Breathless
Recognise common signs and indicators of stress in yourself and others

Stress is the way that you feel when too much pressure is placed on you.

A little bit of pressure can be positive, productive and motivating, but too much pressure can lead to negative stress.

When we talk about stress we are usually referring to negative stress and this can be unhealthy for the mind and body. Everyone reacts differently to stress and different people can cope with different levels of stress. In many cases, too much stress often leads to physical, mental and emotional problems.

Think about how you feel and what makes you feel stressed. Think about what you can do to relieve stress.
Common signs and indicators of stress include:

- Over sensitivity
- Poor concentration or indecisiveness
- Clammy/cold hands
- Insomnia/tiredness
- Work-a-holism/absenteeism
- Irrationality
- Forgetfulness
- Churning stomach/butterflies
- Pins and needles
- Negativity
- Indigestion/abdominal pain
- Loss of humour
As you can see, there are many signs and indicators of stress. You should be aware of these and how you may be affected. Likewise, you may recognise some of these symptoms in your colleagues and you should suggest to them that they seek advice.
Identify circumstances that tend to trigger stress in yourself and others

Circumstances that tend to trigger stress include:

- Long, unsociable hours or shift work
- Work overload/under-load
- New technology
- Repetition
- Danger of injury or infection
- Difficult working relationship
- Closed, negative policies
- Level of involvement in decision making
- Lack of autonomy or control
- Rapid, substantial change
- Poor communication at all levels
- Difficult home circumstances
List ways to manage stress

How to manage stress:

- Avoid clock watching
- Slow down/do one thing at a time
- Take up a new hobby or sport
- Learn to say 'NO'
- Do not put things off
- Take a 20 minute walk
- Delegate work to others
- Reward yourself
- Accept yourself
- Separate work from home
- Take some deep breaths
- Keep a perspective about your work
- Take regular exercise
- Meditate
- Stretch your muscles
- Listen to calming music
- Write down your worries
- Talk to someone you trust
If you think you are stressed, try some or all of the above techniques to control or reduce your stress levels. You must tell your manager as your employer has a duty to support you to reduce work related stress.
Your checklist....

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<thead>
<tr>
<th>Outcome</th>
<th>Symbol</th>
<th>Description</th>
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<tbody>
<tr>
<td>13.1a</td>
<td></td>
<td>You may need to consider that your workplace is an individual's home.</td>
</tr>
<tr>
<td>13.1d</td>
<td></td>
<td>Think about what you can do safely and what you may need further guidance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>and instruction on.</td>
</tr>
<tr>
<td>13.1e</td>
<td></td>
<td>Ask your manager about the health and safety policies and procedures in your</td>
</tr>
<tr>
<td></td>
<td></td>
<td>workplace.</td>
</tr>
<tr>
<td>13.1f</td>
<td></td>
<td>Ask your manager what types of accident and illness are most common in your</td>
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<td></td>
<td>working environment and make sure you know how to respond to these.</td>
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<tr>
<td>13.4b</td>
<td></td>
<td>Discuss with your manager what is expected of you and if there are any</td>
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<tr>
<td></td>
<td></td>
<td>additional first aid training courses you might like to attend.</td>
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<tr>
<td>13.5a</td>
<td></td>
<td>Locate and read about your organisation’s agreed ways of working in relation</td>
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<tr>
<td></td>
<td></td>
<td>to medication and the level of responsibility you have relevant to your role.</td>
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</table>
### Your checklist....

<table>
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<th>Outcome</th>
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<tr>
<td>13.5b</td>
<td></td>
<td>Ask your manager about the procedures on health care tasks that you will need to undertake in your role.</td>
<td></td>
</tr>
<tr>
<td>13.7b</td>
<td></td>
<td>If you have started your employment but have not yet been given emergency procedures to be followed in the event of a fire, ask your manager for this information immediately.</td>
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<td>Think about how you feel and what makes you feel stressed. Think about what you can do to relieve stress.</td>
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</table>
Well done! You have completed this workbook. What’s next…..

An essential part of the Care Certificate is to assess, evidence and record what you have learnt. You may be entitled to use our assessment and evidence recording system. Your manager is responsible for supporting you with this, observing your practice and ensuring you are competent in your workplace, with the people you support.

Checking your knowledge, competence and practice will be a regular part of your ongoing Continuous Professional Development.

By taking an assessment first, you may find you already have some, most, or all of the knowledge required and you can save time by avoiding repeating subjects and courses unnecessarily.

More information about our resources can be found at www.CareCertificate.co.uk.

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