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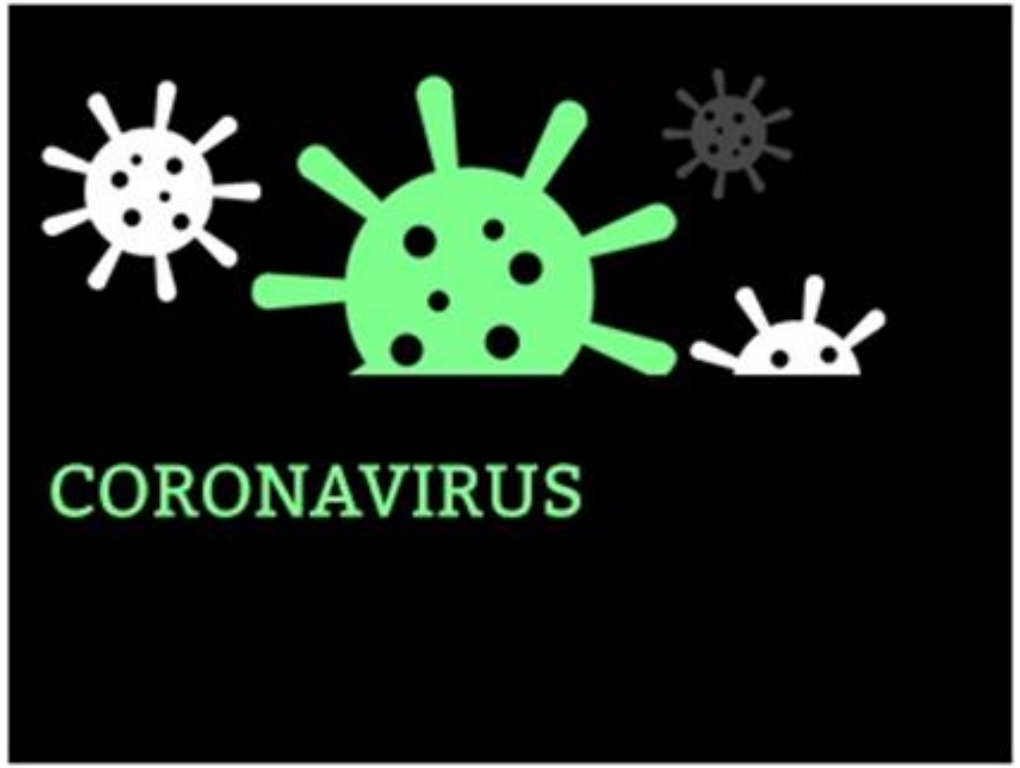
HEALTH AND SAFETY AND INFECTION PREVENTION AND CONTROL

VOLUNTEER INDUCTION

INFECTION PREVENTION

CORONAVIRUS INFORMATION

- It is important to remember that, as a volunteer, **it is not your role** to deal directly with health and safety issues. It is, however, your duty to know when and how to report any potential concerns.
- As long as you are well, you can attend your volunteering role, but you must listen to the health and care professionals you work with and follow their explicit directions.
- If you are unsure about your role or have any questions or difficulty understanding the content of this session, please contact your volunteer coordinator for support.



HAND HYGIENE

- Infection and infectious diseases in humans are caused when harmful germs enter the body and grow.
- Infectious diseases can spread from person to person. As with all illnesses, prevention is better than cure.
- You have an important role to play in preventing the spread of infections.
- It is your responsibility to keep up to date with your own vaccinations in line with the UK vaccination schedule as it is your duty as an individual to avoid spreading infection.
- If you are carrying germs, you can transmit them to the people you support directly or you can transfer them from other people or equipment.
- This can be minimised by following good hand washing procedures, good personal hygiene habits and staying at home if you are ill.

EFFECTIVE HANDWASHING

One of the most effective measures in the prevention of transmission of infection is improving hand hygiene. Hand hygiene can be performed using

- Soap and water
- Hand sanitisers
- Ensuring you are aware of and follow the guidelines in your organisation for hand hygiene

Regular and correct hand washing is vital to help prevent spread of the coronavirus and other diseases (COVID-19).

HANDWASHING TECHNIQUE

"This sink is for hand washing only"

Wet hands thoroughly with warm water and apply liquid soap

Backs of fingers to opposing palms with fingers interlocked

Palm to palm

Rotational rubbing of right thumb clasped in left palm and vice versa

Right palm over left hand and left palm over right hand

Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa

Palm to palm fingers interlaced

Remember to include wrists, remove all soap, dry hands thoroughly with paper towels and consider using a moisturizer to protect hands.

Alcohol hand gel should be applied in the same way briskly to increase evaporation.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE is designed to protect healthcare workers from exposure to potentially infectious material. Make sure you know and use the appropriate PPE for the situation.

PPE equipment includes:

- Gloves
- Aprons/gowns
- Masks
- Protective eyewear

This is not an exhaustive list. It is your responsibility to use PPE in line with local policy and the requirements of your role. If your role involves the use of PPE, your organisation will provide additional training and support specific to the activity.

Personal Protective Equipment (PPE)

In light of the coronavirus (COVID-19) pandemic, if you are working in a healthcare environment, all healthcare professionals and volunteers may be required to wear PPE when in contact with patients.

As a volunteer you will be advised of the precautions you have to take before you carry out your volunteer role.

SHARPS

Volunteers **should not** be involved in the handling/use of/disposable of sharps.

Sharps include needles, cutters etc.

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Management of sharps injuries:

A sharps injury is an incident which causes a sharp instrument to penetrate the skin. Sharps injuries can result in the transmission of blood-borne viruses such as Hepatitis B, Hepatitis C and HIV.

If a sharp injury occurs to you:

- Encourage it to bleed
- Wash it
- Dry and cover it
- Seek medical advice
- Report it
- Ensure you know and follow your organisation's policy on the management of sharps injuries
- If a sharps injury occurs to someone else, help them to seek medical advice.
- If you come across any sharps, you should immediately inform a responsible member of staff. Do not touch or attempt to dispose of them.

HEALTH AND SAFETY

WHY IS HEALTH AND SAFETY IMPORTANT?

Health and safety is usually tailored to a number of approaches and there are key tasks that should not be carried out without special training.

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HOW CAN YOUR ORGANISATION ENSURE THAT IT IS COMMITTED TO DELIVERING SERVICES SAFELY?

Some examples of the procedures and provisions in place across organisations:

Health and Safety audits/inspections,	Staff and Volunteer training	Policies
Guidelines and procedures	Safe work equipment and facilities	Risk assessments,
Fire precautions,	Safety signs	Employer's liability insurance

WHAT CAN WE DO TO KEEP SAFE?

Wear any personal protective equipment (PPE) that is required

Follow policies and procedures

Report unsafe activities

Report unsafe situations or conditions

Report accidents and near misses.

THE LEGAL STUFF

The law aims to:

- Prevent people getting injured or suffering illness caused through work
- Encourage high standards of health and safety

The law says:

- You have a right to a safe workplace
- Your organisation must keep you safe
- You also have responsibility for your own safety

All organisations have legal responsibility under the Health and Safety at Work etc. Act 1974 and Management of Health and Safety at Work Regulations 1999 to ensure the health, safety and welfare at work of their employees and volunteers.

THERE IS HEALTH AND SAFETY LEGISLATION THAT RELATES TO DIFFERENT WORKPLACES. IT'S IMPORTANT TO KNOW HOW THIS LEGISLATION APPLIES TO YOU.

SOME OF THE LEGISLATION THAT MAY APPLY TO YOU AS A VOLUNTEER INCLUDE:

Health and Safety at Work etc. Act (1974)

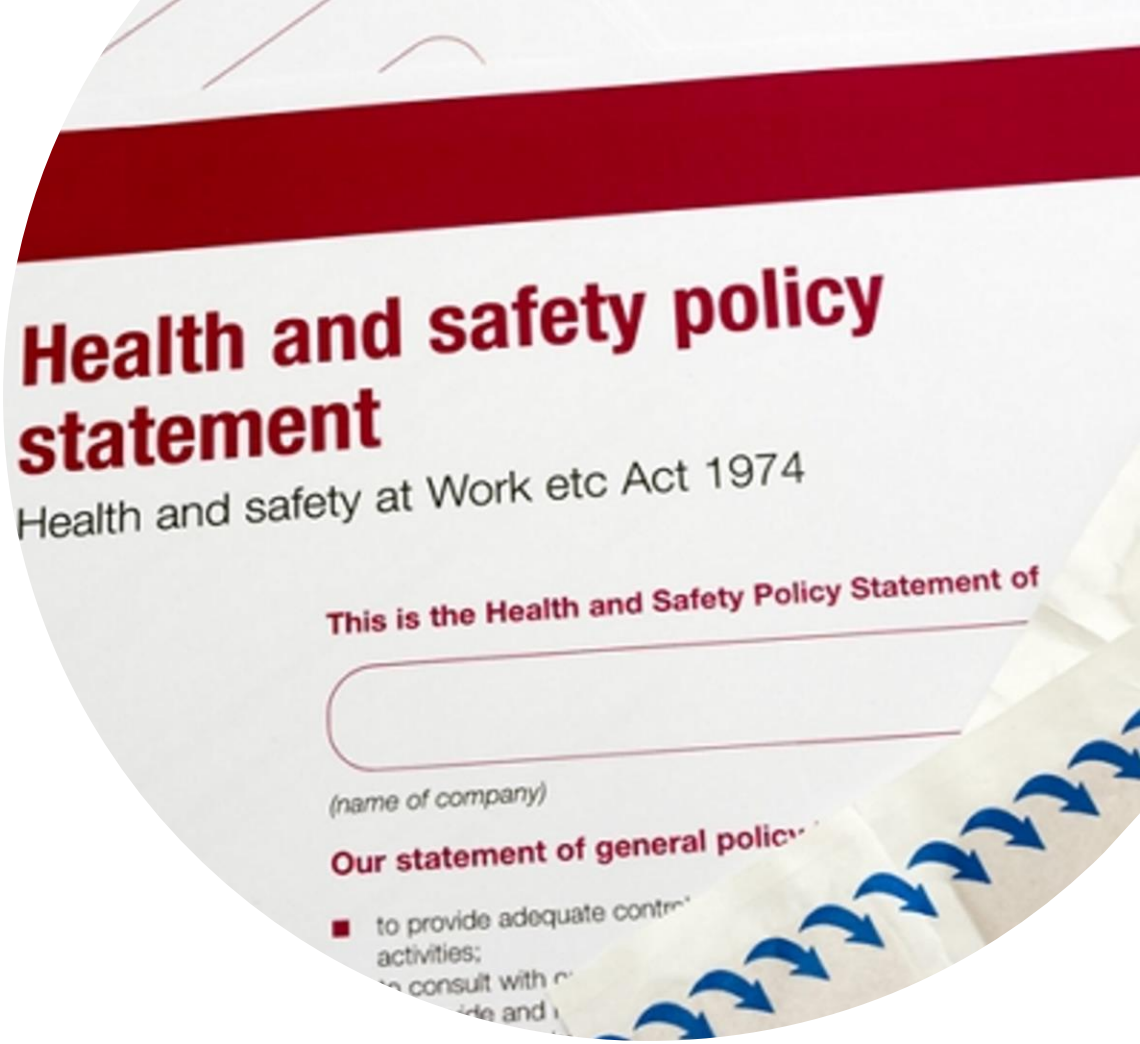
Management of Health and Safety at Work Regulations (1999)

Manual Handling Operations (1992) (amended 2002)

Display Screen Equipment Regulations (1992) (amended by the Health and Safety (Miscellaneous Amendments) Regulations (2002)

Personal Protective Equipment at Work Regulations (1992)

Control of Substances Hazardous to Health Regulations (COSHH) (2002)



CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH) REGULATIONS 2002

These regulations help protect people against hazardous substances.
Examples include cleaning products such as bleach, dust, fumes and waste products.

Hazardous substances are usually indicated by hazard signs, such as the diamonds you can see on the picture to the left.

COSHH assessments should be available. These contain information about how to work safely with hazardous substances.

PERSONAL PROTECTIVE EQUIPMENT AT WORK REGULATIONS (1992)

Organisations have duties concerning the provision and use of personal protective equipment (PPE).

PPE is equipment that will protect the user against health or safety risks.

It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses.

RESPONSIBILITIES

If an organisation fails to meet its responsibilities and comply with health and safety legislation, it can have serious consequences. These include:

- Prosecution, notices, fines and imprisonment
- Claims and complaints
- Damage to reputation, credibility and morale

You and your organisation have certain responsibilities in relation to the Health and Safety at Work Act.

Organisation

It shall be the duty of every employer to ensure, so far as is reasonably practicable, the health, safety and welfare at work of all his/her employees

Volunteer

No person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety. Volunteers should:

- Take responsibility for their own health and safety and that of others who may be affected by their acts or omissions
- Co-operate with their organisation on health and safety issues
- Be familiar with and follow policies, procedures and instructions
- Report any accidents, damage, unsafe acts or conditions, near misses, or loss as soon as reasonably possible
- Ensure that they immediately report any condition which may affect their ability to volunteer safely
- Ensure that they attend any related training courses provided for them

RISKS AND HAZARDS

What do we mean by risks and hazards?

Hazard

A **hazard** is anything with the potential to cause harm, for example:
•Uneven or wet floors
•Cables stretched across walkways
•Hazardous materials such as cleaning products

Risk

Risk is the likelihood and consequences of that harm occurring.
Significant risk is capable of creating a real risk to health and safety.

Safe

Safe is about being protected from, or not exposed to, danger or risk.

RISK ASSESSMENTS

In order to identify hazards that have the potential to cause harm and ensure that the associated risks are well controlled, you should:

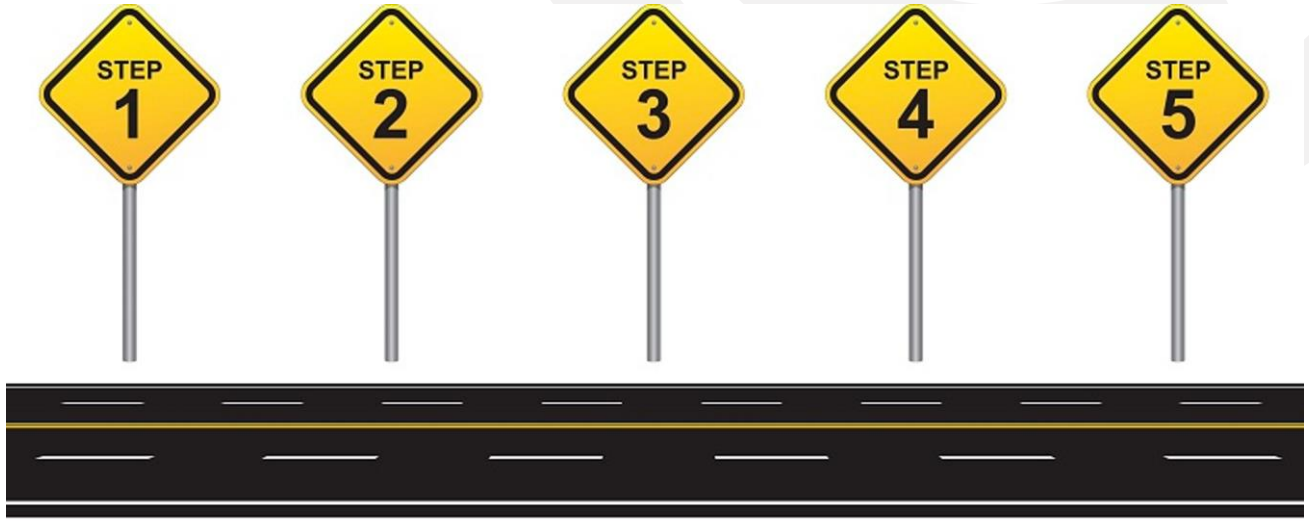
- Know about the hazards and risks in your organisation
- Make sure the risks stay controlled

Risk is a part of everyday life:

- You can't eliminate them all
- You can identify the significant risks that affect you
- You should know what to do to manage them responsibly

There are **five steps** to carrying out a risk assessment:

1. Identify the hazards
2. Decide who might be harmed and how
3. Evaluate the risks and decide on precautions
4. Record your findings and implement them
5. Review your assessment and update if necessary



SLIPS, TRIPS AND FALLS

Slips, trips and falls can happen anywhere. They are the biggest cause of serious injuries to others. To prevent slips, trips and falls:

- Wear sensible, suitable footwear
- Clean up and report spillages
- Remove and report obstructions
- Keep walkways and work areas clear and well lit
- Plan cleaning schedules appropriately

Unfortunately, people can't always be protected from harm and mistakes do happen.

Mistakes are seen as adverse events, incidents, errors or near misses.

Adverse events

Action or lack of action that leads to unexpected, unintended and preventable harm.

Incidents

Specific negative events. Incidents are described as events which need investigation as they caused severe harm or damage to either the person receiving care or the organisation.

Errors

Not doing something as it should have been done, for example, through bad planning or being forgetful.

Near misses

Situations where an action could have harmed the individual but, either by chance or purpose, was prevented.

Incidents and near misses should be reported

- To prevent/minimise risks and incidents
- To learn from mistakes and make the appropriate change to prevent it from happening again
- For a safer working environment
- To comply with legislation
- To comply with the organisation's policies
- To maintain a record of events and actions
- To identify trends
- To encourage openness and fairness
- Refer to your local policies and procedures for reporting procedures

MOVING AND ASSISTING

The regulations define **moving and handling** as:

"Any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force."

As a volunteer, you should only be expected to **assist** people rather than be responsible for actual **handling** tasks, for example, using specialist equipment to help get someone out of bed. So here we will refer to **moving and assisting.**

We are all at risk from moving and assisting injuries.

MANAGING RISK

In order to help manage any risks from manual assisting, you must follow these steps:

First - You must avoid harmful manual assisting operations, so far as it is reasonably practicable.

Second - Assess the manual assisting operations that cannot be avoided.

Third - Reduce the risk of injury so far as it is reasonably practicable.

Both the organisation and individual volunteers are responsible for ensuring they take steps to minimise injuries.

Organisation's responsibilities:

- Implement relevant policies and guidelines
- Undertake risk assessments
- Provide training and guidance
- Provide specialist equipment to support safer moving If appropriate

VOLUNTEER'S RESPONSIBILITIES

- Follow prescribed safe systems of volunteering
- Be aware of, and understand your organisation's moving and handling policy
- Use equipment provided properly
- Do not misuse or interfere with equipment provided for your safety
- Tell your organisation if you identify hazardous handling activities or any defects in equipment
- Ensure your activities don’t put others at risk

It is important to be able to identify situations where you should not carry out specific tasks, unless you have had specialist training. If in doubt, ask your volunteer coordinator.

COMMON INJURIES AND HEALTHY BACK CARE

Common injuries

Musculoskeletal disorders to the back and limbs include:

Damage to:

- Joints
- Muscles
- Tendons and ligaments
- Intervertebral discs
- Repetitive strain injury (RSI)
- Hernias
- Abrasions/bruises
- Wear and tear
- Fractures

PROMOTING HEALTHY BACK CARE

Key activities include:

- Always ensure a good posture
- Try to use a chair with a backrest. Change how you sit every few minutes
- Stay active and exercise. Particularly strengthen abdominal and back muscles
- Maintain a healthy weight
- Quit smoking
- Reduce stress

THE ERGONOMIC APPROACH TO THE ASSESSMENT OF RISK INVOLVES FITTING THE JOB TO THE PERSON, RATHER THAN THE PERSON TO THE JOB.

Task - What does task include? Twisting stooping, bending, pushing, pulling or sudden movement?	**Load** – is the load: Heavy? Difficult to grip? Sharp? Hot or cold? Unstable?
Individual capability - Is the person completing the task any of the following: Pregnant? Disabled? Suffering from health problems?	**Environment** – within the environment is/are there: Space constraints? Uneven or slippery flooring? Unstable flooring? Different floor levels? Hot, cold or humid conditions?

SESSION SUMMARY

- Your organisation's policies, guidelines and procedures in relation to health, safety and welfare should be readily available
- Any issues around health and safety should be reported/discussed with your volunteer coordinator

What can we all do to keep safe?

- Wash your hands regularly
- Wear any personal protective equipment (PPE) that is required
- Follow policies and procedures
- Report unsafe activities
- Report unsafe situations or conditions - make them safe if you can without putting yourself at risk
- Report accidents and near misses

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THANK YOU!

NHS

Health Education England

The content of this training was developed by NHS England, E-Learning for Healthcare and has been adapted by **Bradford Teaching Hospitals NHS Foundation Trust**, to provide an accessible format, ensuring that all volunteers have the same basic learning when they start in their role.