



# National Association for Safety & Health in Care Services

Volume 11 Issue 1

February 2017

## Special points of interest:

- Networker Liverpool
- Survey
- Consultations

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## NASHiCS e-News.

### Networker Liverpool.

**Date:** 5th April 2017.

**Venue:** St. Georges Hall, Liverpool.

**Time:** 12:00pm – 4:00pm.

#### Directions & Provisional Programme:

**Safer Needles Network:-** have you heard about this network? If not come & hear what it is, who is involved & plans to share Best Practice.

**Fire Safety:** Updates- New Guidance for Specialist Housing - Court Case - **Donwell House** Care Home Fire - "hear details resulting in a £380,000 fine".

**Social Media and its Relationship with Health and Safety.** "a facilitated session, chance to share own experiences".

**A 2 Zee of Health and Safety.** Have you all your bases covered.

Meet colleagues over a light lunch provided for Networking.

There is **NO CHARGE** to attend & is open to Members and non member colleagues  
<http://tinyurl.com/hv8lozx>

**National Health and Safety Conference for Social Care 2017.** September 12th-13th for the **National Health & Safety Conference, AND**



### The Safety in Care Awards 2017.

To be held at **Hellidon Lakes Hotel & Spa**, Daventry, Northamptonshire. Look out for the details published shortly.

**Sponsor?** Contact **National Chair** discuss options to promote large or small packages and support **NASHiCS** too.

### Members Survey concerning the Website.

Many thanks to those of you who took the trouble to complete the short survey recently. The comments and suggestions that you have made will be discussed by the website team tasked with looking at the whole setup. This is a big project & the National Executive has made this the main project for the next budget cycle.

### National Executive.

2017 sees the **Election of Members** to the National Executive Committee.

**Nomination** requests for the 6 posts will now be sent to you during March.

**Elections** will be held during April.

**Period of office** is for two year commencing in June 2017 - 2019.

**The success of the Association** relies on those members who have the expertise, experience & concern for Safety & Health in Care Services and are willing to commit a few hours during the year to **NASHiCS**.

**Your ideas are crucial to the Association**

### Annual General Meeting 2017.

This event is upon us again and shortly during March you will receive notification concerning this meeting for Members.

The **AGM** will be held after (4:30pm) the Networker in Liverpool (see above) so that you will have a full afternoon session.

The Administrator will be requesting you to indicate if you plan to attend and if not you will be asked to return a proxy form.

**The Proxy form is needed to enable the AGM to be held and the appropriate votes taken.** So please reply as soon as you receive the AGM details. Thanks.

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Please do not forward to non-members.  
Membership fees maintain our Association & benefits.

### Health and Social Care (National Data Guardian) Bill 2016-17.

Private Members' Bill (10 minute rule).

**Second reading** Commons 13th January.  
This Bill has now been committed to a Public Bill Committee on a date yet to be announced.

#### Summary of the Bill.

A Bill to establish, & make provision about the National Data Guardian for Health & Social Care; & for connected purposes.

### Regulation of Health and Social Care Professions Etc. Bill [HL] 2016-17.

Private Members' Bill (Starting in the House of Lords)

**Second reading** Lords 3rd February.  
**Committee stage** - line by line examination of the Bill - is yet to be scheduled.

#### Summary of the Bill.

A Bill to require Her Majesty's Government to introduce a Bill to regulate health and social care professions.

### Workers' Rights (Maintenance of EU Standards) Bill 2016-17.

Private Members' Bill (under the Ten Minute Rule).

**Second reading** Commons 24 February 2017.  
**Summary of the Bill.**

A Bill to make provision about the safeguarding of workers' rights derived from European Union legislation after the withdrawal of the UK from the EU; and for connected purposes.

### The Northern Ireland Assembly is now dissolved.

As the Northern Ireland Assembly and the Government are two separate institutions, Government Ministers remain in office during dissolution, to manage and oversee the work of their Departments, until polling day (the day of the election).

### Draft National Dementia Strategy. Summary.

We are seeking your views on developing and implementing a national dementia strategy, Together for a Dementia Friendly Wales 2017 – 2022.

#### Consultation End Date.

**3 April 2017.**

**52 days left** for you to respond

<http://tinyurl.com/hy2tce>



### Robots could help solve social care crisis, say academics.

Humanoid robots, with cultural awareness and a good bedside manner, could help solve the crisis over care for the elderly, academics say.

An international team is working on a £2m project to develop versatile robots to help look after older people in care homes or sheltered accommodation.

The robots will offer support with everyday tasks, like taking tablets, as well as offering companionship.

Academics say they could alleviate pressures on care homes and hospitals.

More>> <http://tinyurl.com/h72nr47>

### Get Ready for Winter.

The Met Office is hosting the 'Get Ready for Winter' web pages on behalf of a range of Government departments and voluntary organisations. It offers advice and links to a range of information to help individuals, families and communities prepare for every aspect of the winter season. <http://tinyurl.com/zrzyrck>

#### Cold start to 2017.

With temperatures falling, providers will need to put their winter plans into effect. There is plenty of information for you at:

**Public Health England:** <http://tinyurl.com/op87os5>

(see pages 36 and 37 for action lists for care providers and frontline staff)

**Age UK:** <http://tinyurl.com/hlkvfp4>

**Scottish Government:** <http://tinyurl.com/jrg2s92> and

<http://tinyurl.com/bl764bp>

**Northern Ireland:** <http://tinyurl.com/zn3sjqz> **Wales:** <http://tinyurl.com/hgkzw3t>

**NHS** <http://tinyurl.com/gweqp7f> **RAC** <http://tinyurl.com/j9cjnab> (Vehicles)

#### Winter Gritting/Snow Clearing - What do I have to do?

What is the correct action to be taken when routes/paths within an organisation's site become affected by snow & ice?

Establish a system for controlling the hazards of snow and ice should be introduced across sites. The guidance below demonstrates reasonable lengths in managing the hazards of snow & ice within the grounds of a site.

<http://tinyurl.com/jg99wbr>

**Clear snow from a road, path or cycleway.** <http://tinyurl.com/mpua2bm>



### Review of health & care public holiday services.

The Scottish Government is to commission a review of the way health and social care services are provided over public holiday periods.

The work follows **Professor Sir Lewis Ritchie's** National Review of Primary Care Out of Hours Service and will be carried out in partnership with the **Academy of Medical Royal Colleges, RCN, BMA**, other professional bodies, Health Boards and Integration Joint Boards.

It will look at availability across the whole health and social care system over public holiday weekends, and how hospital, community and social care services could be coordinated more effectively.

<http://tinyurl.com/hsz9vfy>



### Care homes should have clear policies on pets.

The **CEO of Coverage Care** has welcomed a call for more residential homes to implement a pet policy to make the transition into care an easier process for older people.

**David Coull** says he supported the campaign by the charity **Blue Cross** for all care homes for elderly people to have a specific pet policy.

**Blue Cross** says its research found that 40% of UK care homes claim to be 'pet friendly' but, in practice, this often isn't clear or consistent.

The charity wants care homes to be clear on where they stand regarding residents keeping their pets and the responsibility of residents living with their pet in the home.

More>> <http://tinyurl.com/z529s3m>

### NICE update falls prevention guidance for health and social care practitioners.

The **National Institute for Health & Care Excellence** have updated their guidance on falls prevention to be used by health and social care practitioners. In addition to existing guidelines, three new standards have been added in this year's review. The full guidance can be found. <http://tinyurl.com/hytutev>

### Public health and social care.

**NAO: No compelling evidence that health & social care integration works.**

The government's plan to integrate health and social care services across England by 2020 is at "significant risk" due to progress being slower and less successful than had been hoped, the **National Audit Office (NAO)** has warned.

The auditor advised that the Better Care Fund, the government's main integration initiative, has not yet achieved its desired financial and service targets despite £5.3bn having been spent through the BCF last year. More>> <http://tinyurl.com/zfjg9td>

### HSE to make the cost recovery dispute process fully independent.

The HSE has announced that it is to consult on proposals to make its cost recovery scheme dispute process fully independent.

The scheme, Fee for Intervention (FFI) was introduced in October 2012.

<http://tinyurl.com/hg2jldv>

### New approach to investigating health and social care complaints a 'success'.

A joined-up approach to investigating complaints about health and social care has been a success, according to officials charged with overseeing the two sectors.

The findings come two weeks after the Government issued draft legislation to create a new single ombudsman to investigate complaints throughout the public services.

More>> <http://tinyurl.com/gveqkok>

### Care and Social Services Inspectorate Wales Changes to the way Registered Persons can challenge factual content in inspection reports.

**(CSSIW)** have announced that senior inspectors will now consider challenges to factual content in their inspection reports.

Previously, challenges were only considered by **CSSIW** area managers. This is now also the responsibility of senior inspectors.

As part of **CSSIW's** open reporting policy, registered persons have an opportunity to challenge the factual accuracy of inspection reports before they are made available to the public.

More>> <http://tinyurl.com/jm4gf56>



Arolygiaeth Gofal a Gwasanaethau Cymdeithasol Cymru  
Care and Social Services Inspectorate Wales

### Europe's workforce is ageing and shrinking. How do European countries deal with the challenges for safety and health at work?

European Parliament pilot project on health & safety of older workers.

The aim of the **European Parliament** was to investigate ways of improving health and safety at work considering the challenges of an ageing workforce and to assist policy development in this area.

The project carried out by the agency provides a comprehensive overview of issues related to ageing, work, and **OSH** & an analysis of policies & initiatives addressing the ageing of the workforce across Europe.

The project also took account of **Eurofound** research on sustainable work. More>>

<http://tinyurl.com/hjr77rb>

### RQIA statement in response to media coverage of prosecution of care worker for assault of a patient at Drumragh care home.

<http://tinyurl.com/zbnxue>



The Regulation and  
Quality Improvement  
Authority

### Care provider prosecuted by CQC after burns incident at care home.

The **CQC** brought the prosecution following an incident when a 79 year old woman fell against an uncovered radiator at **Manor House Residential Home** in Morden. The court was told that the resident who had dementia and speech difficulties, fell and sustained serious burn injuries following prolonged contact with an uncovered radiator in her en-suite bedroom in November 2015.

A care provider failed in its duty to provide safe care and treatment and was fined **£24,600** in fines and costs .

**Debbie Ivanova, CQC's Deputy Chief Inspector of Adult Social Care**, said: *"This incident was entirely avoidable. The risk of people sustaining serious burns from uncovered radiators is something all care homes should be aware of. Mrs Walters was known to be at high risk of falling over. Yet the registered provider failed in its duty to ensure that care and treatment was provided in a safe way, and as a result Mrs Walters was seriously burned.*

More>> <http://tinyurl.com/h236hjn>

### Fast food chain KFC prosecuted after two employees who did not use protective gloves were scalded by gravy in separate incidents at two Stockton restaurants.

Employee sustained second degree burns when hot gravy spilled over his hands and arms as he removed it from a microwave He put his arms under cold water for 20 minutes and was told by colleagues to place wet paper towels over the burns. The towels dried and later had to be peeled off at the hospital.

**In the second incident**, 17 months later another worker sustained third-degree burns to her right arm, hands, chest and stomach as she removed a gravy tub from the microwave.

Workers did not use protective gloves during either incident, as required by the firm's procedures.

KFC was fined a total of **£950,000** and ordered to pay **£18,700** in costs.

This was made up of an **£800,000** fine first incident and **£150,000** for the second incident.

**NOTE Although not an incident in a care home it illustrates the dangers that can be associated with the use of Microwave ovens.** Details >><http://tinyurl.com/jb5dlku>

### Council to pay out £4,000 after woman left 'severely malnourished' in care home.

**Ombudsman tells councils they 'cannot contract out responsibility' for care commissioned from third party providers after investigation**

A council has apologised and agreed to pay over failings that left a woman with dementia "severely malnourished" while living in a care home.

A Local Government Ombudsman investigation found she had lost a third of her body weight during her time at the home between 2010 and 2013.

The watchdog said the case should serve as a warning to local authorities that they cannot "contract out the accountability" for care they have commissioned from third party providers.

More>> <http://tinyurl.com/hh8ugdZ>

### Prosecutions for breaches of Gas regulations still abound.

A **Preston Landlord** has been given a suspended prison sentence after failing to ensure gas appliances in one of her properties were checked for safety.

**26 week** prison sentence, **suspended** for 12 months and was ordered to pay **£1,000** costs

<http://tinyurl.com/z22t2ao>

### Fined for not being Gas Safe registered.

Two charges under the Gas Safety Regulations 1998 on an individual - sentenced to **4 months** imprisonment **suspended** for one year. Fined **£6500** & costs of **£6280**.

<http://tinyurl.com/zu6pod3>

Note Both organisations and individuals can be caught.

### Care Home Fined For Breaches Of Fire Safety Legislation.

Brookholme Croft Ltd, operators of **Brookholme Croft nursing and residential care home** in Chesterfield was fined a total of **£141,000\*** & costs of **£73,000** for \*sum follows reductions for an early guilty plea to the charges.

In October 2013 firefighters responded to a fire at the home which led to the death of a resident in hospital as a result of her injuries, caused by the fire which started when an **electronic cigarette battery** exploded whilst left on charge. Investigations into the fire highlighted inadequacies in the home's fire safety provisions and initiated prosecution proceedings

<http://tinyurl.com/jm2j6lu>

### Outstanding Quality of Care.

**The CQC has found the quality of care provided by Dimensions Kent Limited** in Sandwich as outstanding following an inspection in November 2016. Dimensions Kent Domiciliary Care Office is run by **Dimensions (UK) Limited**.

**Mayo House** in Yate, Bristol, to be Outstanding following an inspection in August 2016.

Mayo House is run by **Milestones Trust**.

**Starr Hills**, Lytham St Annes to be Outstanding following an inspection in November 2016.

Starr Hills is run by **Methodist Homes**.

**Deerhurst**, South Gloucestershire to be Outstanding following an inspection in November 2016.

Deerhurst Care Home is run by **Brunelcare**.  
**All Members of NASHiCS.**

## Completing PEEPs (Personal Emergency Evacuation Plans) for Residents.

Adrian Gouldin BSc (Hons) MRICS GFireE

reports on accurately describing the evacuation needs of residents and putting in to place suitable emergency evacuation Plans.

**In the event** of a fire, Care Home residents are unlikely to be able to make their own way to a place of relative safety due to physical or neurological impairment. **PEEPs** (Personal Emergency Evacuation Plans) are intended to identify the evacuation equipment required and the level of staff assistance necessary to evacuate a resident, typically from their bedroom. **PEEPs** should be carried out for each and every resident.

The completion of **PEEPs** is subjective; if staff from different Care Homes were to complete an assessment for the same resident, without any guidance to work to, they would probably all produce different assessments.

More>> <http://tinyurl.com/h894t3h>

Our thanks to Adrian for submitting this article.

*The views expressed in this article are those of the author and are not presented as those of NASHICS.*

# Marpal

## Bupa home placed into special measures.

**Beacon Edge Care Home**, a residential care home run by Bupa in Penrith, Cumbria has been placed in special measures after the CQC rated it as Inadequate following an unannounced inspection in November and December.

More>> <http://tinyurl.com/jbn94qr>

## Consultation with patients over health and social care plans under the spotlight.

Whether or not integration authorities are doing enough to involve patients, carers, the third sector & other stakeholders in the design & future of health



The Scottish Parliament  
Pàrlamaid na h-Alba

& social care is being investigated by MSPs Health & Sport Committee.

All integration authorities have a duty to involve stakeholders and ensure that they are consulted and have a say on planning the future of health and social care services. **Deadline 8 March 2017.**

<http://tinyurl.com/z9q9ku7>

## NASHiCS is represented on the National Patient Safety Response Advisory Panel run by NHS Improvement.

The following information and guidance, although outside the normal scope of **NASHiCS**, is shared to raise awareness for everyone:

**Sick Children** - information for parents and carers.

The resources on sick children and parents raising concerns <http://tinyurl.com/hubv7f8>

See the web resources, films created for parents. All great resources & the 'child doctor' video is especially wonderful.

<http://tinyurl.com/hj5qb63>

Also a safe system framework with the (child) patient and their family at the heart of the model, see RCPCH safe system framework.

<http://tinyurl.com/h3z35jm>

## Welsh ministers rule out social care council tax rise.

Councils in England allowed to raise the tax by 6% over two years But Wales' Social Services Minister said that increasing the tax was not "fair" and "not an approach we're taking".

<http://tinyurl.com/hqxrxa7>

## HSE to access suspects' browsing history under 'Snoopers Charter'.

HSE investigations will soon be allowed to access every website visited by suspects in the preceding 12 months with new powers under the so-called "Snoopers' Charter". **The Investigatory Powers Act, which received royal assent on 29 November**, will give the regulator and other public authorities the power to obtain internet connection records from service providers, which include details of visits to websites and social media, and information about when emails were sent.

The implementation has been delayed.

## The Electrical Equipment (Safety) Regulations 2016.

Came into force 8th December 2016.

<http://tinyurl.com/hz6nnn9>

## Nutrition and Hydration Week 13th - 19th March 2017.

Just under two months away from the week in in 2017,

<http://tinyurl.com/z8kkarw>



## Safer and Healthier Work for All. Modernisation of the EU Occupational Safety and Health Legislation and Policy.

<http://tinyurl.com/hc6gb3m>

## Tackling workplace stress using the HSE Stress Management .

Standards **TUC** and **HSE** guidance for health and safety representatives. More>>

<http://tinyurl.com/jz8q4wc>

## Investigation of Legionnaires disease: cases, clusters and outbreaks.

This document provides guidance for health protection teams on investigation of cases, clusters and outbreaks of Legionnaires' disease

<http://tinyurl.com/gw8huzu>

## Hesketh House Care Home, Liverpool.

The **CQC** has told the providers of that they must make improvements to protect the safety and welfare of people living there following an inspection in October and November 2016. Inspectors found that the care being provided, was failing to provide care which was safe, effective, caring, responsive or well led.

Hesketh House is run by **Community Integrated Care**

### New draft fire safety guidance for specialised housing.

New draft fire safety guidance for specialised housing in England and Wales has been produced for the **Chief Fire Officers Association** and is available for public comment.

The new guidance will apply to sheltered, extra care and supported housing (e.g. for a group of people with learning difficulties living together with support) and is designed to improve consistency and reduce risk to vulnerable residents by using a person centred approach. **NASHiCS** was represented on this work group.

**Closing Date is short 28th February** All details here <http://www.cfoa.org.uk/21972>

### Care home charges residents for DoLS authorisations.

A care home's decision to charge residents **£250** if they require a Deprivation of Liberty Safeguards authorisation has caused controversy, with a leading expert in the field lodging a complaint with the **CQC** over the move .

<http://tinyurl.com/hlyx3b2>

### Safety on Stairs.

You are more likely to have a serious accident on a staircase than almost anywhere else.

Despite this, basic stair safety is often overlooked and as a result it is estimated that there is a fall on stairs every 90 seconds in the UK .

Young children, the elderly or those with vision or mobility needs are particularly vulnerable to harm but none of us are immune

Just last month, a survey for the **BWF Stair Scheme** found that one third (33%) of us admit to having fallen up or down stairs in the last 12 months.

Click below for a stairs safety check.

<http://tinyurl.com/jaczo8s>

### Fire Safety in Hallways and Corridors.

Recently, **CFOA** published the attached Circular on Fire Safety in Schools. (2016-14)

There is a lot of similarity with care homes & day centres, e.g. 'memory lanes' and homely environments, where excessive notices, displays, oil paintings, etc can be in corridors and foyers.

**Dementia Care Matters** strongly believe that stimulating hallways are a key feature for people living in a specialist dementia care home.

**A new category** has been established for care homes to meet fire regulations. This has resulted in increased limitations on what fire departments will accept in terms of items in hallways. Care homes are finding themselves needing to review the ways that hallways remain stimulating.

<http://tinyurl.com/jszmv6>

**The British Geriatrics Society recently published guidance on commissioning and providing healthcare services across the UK:** effective healthcare for older people living in care homes.

<http://tinyurl.com/jemt4no>

**Note.** general overview & does not specifically have a safety and health focus..

### Goodmayes - fire at care home.

Four fire engines and 21 firefighters and officers were called to a fire at a residential care home in Airthrie Road, Goodmayes.

Part of the first floor and part of the roof of the building were damaged by fire.

Eight people were evacuated by care home staff before the arrival of the Brigade.

Fire crews from Ilford & Dagenham fire stations attended the scene. The cause of the fire is under investigation.

<http://tinyurl.com/z9gqppo>

### Measures to improve mental health in Scotland set out by MSPs.

Following an inquiry into the provision of mental health services for children, adolescents and adults, MSPs on the Health and Sport



The Scottish Parliament  
Pàrlamaid na h-Alba

Committee have set out a number of key issues which they believe will improve mental health treatment in Scotland.

The Scottish Government plan to publish a new mental health strategy next year.

<http://tinyurl.com/joz2vpg>

### Hearing aids that connect to IoT smoke alarms.

The hearing aids, launched in Las Vegas by **Oticon** which could also link to things like smart doorbells or TVs, can receive signals direct from alarms and turn down competing background sounds so the alarm is unmistakable and unignorable. It can be customised to the person's skin tone or tastes

### HSE launches its new draft Health and Work strategy and plans.

Work-related stress. According to the **HSE's** latest statistics, stress (together with mental ill health conditions like anxiety and depression) is the second most commonly reported cause of occupational ill health in Great Britain, accounting for 37% of all work-related ill-health cases, and 45% of all working days lost due to ill health.

More>> <http://tinyurl.com/jdnyqs9>

### Night Shift - Proposal for NASHiCS participation.

Just to remind you that if you missed this item on the web there is still time to get involved in this project which is fully funded by **The Wellcome Trust**, exploring the experience of night shift workers across the UK.

<http://tinyurl.com/jovbyhg>