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# **Abuse of Clients by Staff or Other Clients within a Service.**

- Preamble** Abuse within services is now a recognised issue both locally and nationally. This procedure should be used to identify and deal with such abuse
- Definition** Adult abuse is mis-behaviour involving inappropriate verbal, physical, emotional or sexual or financial exploitation of others in the context of our services. The cause may be staff or others such as volunteers, visitors or by other service users.
- Policy** All allegations of abuse or suspected abuse occurring within our services will be investigated. External agencies, such as Social Services, Police and Health Services will be consulted where appropriate. Our primary duty is to ensure the safety of clients in our services.  
When abuse is reported or suspected the following will apply:
- Procedure**
1. The allegation should be referred to a line manager at the first practical opportunity. In residential services if the allegations are made out-of-hours the on-call duty manager must be informed.
  2. Where a serious allegation is made against a staff member, senior staff must take the necessary action immediately to ensure the safety of clients. This may include suspension of the staff member in accordance with the Disciplinary Procedures.
  3. Upon the instruction of the manager it may be necessary to consult with other agencies. This will apply particularly where the complaint refers to a staff member of a partner agency.
  4. Detailed records of the investigation must be maintained. This should include:
    - Signed witness statement.
    - Chronology of events.
    - Copies of all letters etc. to third parties.
  5. Reporting of the alleged abuse must be made by the manager to:
    - Registration (for registered care homes)
    - Funders
    - Police
    - Social Services
    - Probation if necessary

6) Once the alleged abuse has been reported the manager responsible must investigate the allegations. This may include:

- Adult Protection Investigation by Social Services
- Possible Criminal Investigation

7) In order to prevent the risk of abuse Papa Stour Project will also:

- Make staff or service users aware of the policy
- Issue guidance to staff (code of conduct)
- Offer training and support to staff and managers

## Practice Guidance

Recruit carefully — e.g. References and Police Checks

Examples of Abuse:

*Verbal Abuse* This covers any inappropriate verbal contact — where the service user feels that the language tone of voice or conversation is threatening or demeaning. Particular attention should be paid to adverse comments with reference to race or gender.

*Physical Abuse* Any physical act of violence or restraint for example pushing, hitting or preventing from leaving any situation.

*Emotional Abuse* This could be preventing adult residents from contact with family and friends for no good reason.

If there is a good reason (history of abuse or using) then this should be recorded and the service user's agreement not to contact or to contact only by phone should be noted.

*Sexual Abuse* This includes the forming of inappropriate relationships with service users. These relationships are abusive because of the difference in power between staff and service users.

*Financial Abuse* Includes the misuse of service users' money by theft, borrowing, encouraging catalogue purchases and other financial transactions that are inappropriate between service users and others.

# Access to Personal Files

- Preamble** Clients have a right of access to their personal files held by Papa Stour Project, with very limited and specific exceptions, no information relating to a client should be withheld. See also the operational procedures on **Confidentiality** and **Record Keeping**
- Definition** All clients have a personal file which contains assessment information, correspondence, reviews and records of their progress/whilst receiving a service from Papa Stour Project. As defined in the **Data Protection Act 1998 PART 1 S1**. Amended by **the Freedom of Information Act 2000 PART VII S68**.
- Policy** Clients have a right of access to their personal files at any reasonable time, in line with their legal rights under the **Data Protection Act 1998 PART II S7**. Where it is not in a clients best interests or where it will prejudice the safety of others or where certain conditions of confidentiality are attached to information, it may be withheld from the client. When information is withheld, the client must be advised of the reasons and given the opportunity of either using the complaints procedure to obtain the information or contacting a third party to get confidentiality waived in line with the **Data Protection Act 1998 PART II S7**.
- Procedure** A client may seek access to a file at any reasonable time (which would normally be during weekday office hours) in writing. The request must be made to the manager.
- When a request for access to a file is received, the manager has 24 hours to make the file available. The file should be checked for information that should be removed from the file before passing it to the client. The client should be advised that information has been removed and how to request access to it.
- The client should be supervised by a staff member whilst looking at the file. Access should normally be in an office where no other clients or staff are present.
- The client should not be allowed to remove any material from the file. Copies of the whole file or specific documents must be provided if requested.
- Material which should be removed from the file before allowing client access is as follows:- any medical reports or records marked Confidential': any other records or reports where it expressly states the information is confidential and should be withheld from the client: any statutory or contractual provision that precludes client access: any information or allegations which, if known by the client, might prejudice a criminal or child protection investigation; any other information which, if known by the client, might lead to self harm or prejudice the safety of others.
- The decision to withhold access to information should be made when the information is placed on the client file. The relevant document or entry should be clearly distinguished, preferably with an adhesive tab or colour coded paper. Managers should always be consulted before tagging a file entry.

When a client has finished with a file, the staff member should check that the file is intact and return it to secure storage.

#### Practice Guidance

Information should only be withheld from a client in exceptional circumstances as defined above and in accordance with the **Data Protection Act 1998 PART II S7**. This places a duty on staff to ensure records are factually correct, accurate, up to date and well organised.

It should be made clear to third parties that our policy is open client access to records unless it is clearly indicated that material should be withheld.

Third party access to client records is governed by the Confidentiality Policy.

**The whole of this policy is to operate along side and within line with the Data Protection Act 1998. Especially PART II S7. And protects all service users legal rights under this act.**

# **Papa Stour Project**

## **Assessment and Allocation of Places in Supported Housing Accommodation**

- Preamble** Clients applying for a place in housing are considered for an allocation on the basis of support needs.
- The following procedure relates to the second of these factors, the needs of the individual for services. It also covers the process for ensuring that clients do not present too high a risk to themselves, other clients or staff to be offered a place.
- Definition** Assessment is the process of matching need to resources. Allocation of places is the process in supported housing services of filling vacant beds.
- Policy** The Papa Stour Project wishes to ensure that its housing support services are open to all sectors of the community and that no person is discriminated against should they apply or be referred to the organisation for assistance.
- Our assessment procedures will be thorough and designed to ensure that both the needs of the individual and the safety and integrity of the service are taken into consideration.
- This document should be read in conjunction with the “License Agreement”.
- Equal Opportunities and access to services:
- The Papa Stour Project is committed to ensuring that our services are accessible to people from all sectors of the community. We will monitor our registration to ensure that we do not discriminate.
- Presently project facilities are limited to males.
- Procedure** The key assessment criteria that determine whether a client applying to Papa Stour Project is accepted are:
1. Substance Misuse / Alcohol Issues
  2. A history of offences of violence, which are dangerous or have the potential of serious harm.
  3. Mental Stability
  4. Physical health and disability
  5. Literacy and language skills

These criteria are assessed using the following processes.

### **1. Substance Misuse**

The type of substance previously used, the nature of the client's dependency on each substance and the client's commitment to overcoming their dependency are assessed in the context of a medium to long term intensive supported housing programme that aims to enable clients to live substance free lifestyles.

### **2. Pattern and Type of Offending**

Each team will perform a risk assessment with the aim of ensuring that the level of risk within each project is manageable. This is done using the list of previous convictions-and legal reports and by discussion with other professionals involved in the client's care.

The pattern, frequency and seriousness of the type of offending in question as well as the circumstances of the offences and when they occurred will all inform the risk assessment process.

### **3. Mental Stability**

Papa Stour Project Housing Support Service programme is intensive and challenging and is therefore not suitable for all clients. Those with a history of mental health problems, self harm or attempted suicide will be carefully assessed in order to ensure that the programme offered is commensurate with both the needs and abilities of the client.

### **4. Physical Health and Disability**

Clients may be refused a place or the offer of a place may be deferred if their health needs are beyond a level that can be provided for.

Clients with a physical or sensory disability are assessed to ascertain whether the environment of the residential project is one that will be suitable for them.

### **6. Literacy and Language**

Provision is made in Papa Stour Project for clients with limited literacy skills. As part of the assessment process for each client we will ensure that we are aware of his or her level of literacy. Extra support will be provided to those with limited literacy if necessary.

The Supported service offered by Papa Stour Project is both individual and group-work based. Clients applying will need to demonstrate that they are able to communicate in English. This requirement is balanced with a commitment to equal opportunities and a respect for a range of cultures and beliefs.

# Clients Missing

- Preamble** Clients may go missing, either by leaving our services without informing us or by not returning after a period of leave or by failing to keep appointments. Whilst our support ends with voluntary departure or failure to appear, we have reporting obligations and an indirect duty in relation to the client's safety.
- Definition** A missing client is someone for whom we are providing support and who leaves a Papa Stour Project without informing us and without leaving information about an onward destination. This may be by walking out, not returning after a period of leave or failing to keep appointments whether at home or in the office.
- Policy** Although our clients are voluntarily staying at our centre and may leave at any time, we have a duty to attempt to ensure their continued safety and well being. -  
In supported housing a client who leaves the service without permission or fails to return after agreed leave may after a reasonable period (not exceeding 24 hours), be deemed to be missing.
- Procedure** A note must be made in the daily log and/or the client's personal file of the date and time that the client was deemed to be missing.  
A senior member of staff should be informed as soon as possible. In Housing Support services out of normal hours this should be the on-call manager.  
The manager should assess the degree of risk to the client and to others of being out of contact with the service. This should take into account previous behaviour, any reasons for being missing, any mental health issues, any recent significant events and any danger there might be to others.  
If the client is believed to be at significant risk of deliberate self-harm or to present a danger to others, the police, next of kin, purchasing authority and any other interested agencies should be notified immediately. This must be confirmed in writing on the next working day.  
All other interested parties should be notified on the next working day (with confirmation in writing) unless a purchase contract requires the purchasing local authority to be notified immediately. The Senior Manager should make a judgment on informing the next of kin. This should only happen where it is considered to be in the clients interest or where withholding the information might put the next of kin or anyone else at risk. (See also the policy on **Client Confidentiality**).  
If the client re-appears or the whereabouts of the client are discovered, those previously notified of the disappearance must be informed on the next working day (unless it is obvious

that they already know). If requested by the client, details of whereabouts may be withheld from next of kin.

The administration department must be informed of all missing clients from Housing Support services no later than the next working day. They must also be informed if the client re-appears and is re-admitted to the service

*Clients who leave Housing Support services without informing Papa Stour Project staff and without giving an onward destination.*

When a client is reported as missing, the premises should be searched and staff and residents questioned to see if the reason for departure and whereabouts are known.

Any property left by the client must be secured in accordance with the policy on **Clients' Property**.

The appropriate staff must be informed at the beginning of the next working day to ensure benefit claims and billing are adjusted accordingly. The manager is responsible for ensuring this happens.

## Practice Guidance

When clients go missing they will have different reasons and motives. There will also often be a pattern to their behaviour or they may have given an indication earlier of their intentions. Therefore it is important to get the reaction into perspective.

In other circumstances we need to bear in mind any statutory requirements placed on the client — such as probation with a condition of residence or release from prison under licence. As the agent of the criminal justice service, we have a duty to report any breach of conditions of probation or licence as soon as practicable.

Funders and care managers also have expectations that we will report to them when clients go missing. We are not bound by confidentiality to purchasers so prompt reporting is essential.

Failure to report promptly may prejudice our credibility and future funding or placements — missing clients is a matter to take seriously.

# Clients Property

- Preamble** All paperwork used with clients states that Papa Stour Project is not responsible for loss or damage to clients property. In addition all buildings and car parks (where these are exclusive to Papa Stour Project) have disclaimer notices. However, if we are negligent, we may be held responsible for any loss or damage of clients property A Small Claims Court (Sheriff Court in Scotland) will consider the contract we have with the client, the circumstances of the loss, our duty to take reasonable care to prevent loss or damage and the degree to which the client can be held responsible.
- Where clients property is stolen as a result of forced entry to our premises, reimbursement may be made through a claim on our insurance.
- Whilst this is primarily concerned with clients in our accommodation, the same duty of care extends to any other client or visitor to our property or participating in activities organised by us.
- Definition** Clients property refers to all personal possessions, clothing, money, valuables etc. that a client brings into Papa Stour Project.
- Policy** All services must have facilities for storage of valuables that are locked, secure and where admission is limited to staff. A register of valuables placed in our care must be maintained. Clients should be made aware of this on admission.
- Personal property is often abandoned when clients leave our services prematurely. Other clients should not be made responsible for securing abandoned property in these circumstances — although they may sometimes do so without the knowledge of staff. Reasonable attempts should be made to contact the former client to make arrangements for the return of the property.
- Property not claimed within one month of being abandoned may be disposed of. Any valuables placed in our care must be kept for six months before disposal.
- No abandoned property can be kept or used by staff, volunteers or other service users.
- Any valuables (where the cash value is estimated to exceed £25) should be handed to the police as lost property. If it is subsequently returned as unclaimed, it should be sold. No staff member or close relative or friend may acquire client's abandoned property in this way.
- Any abandoned property (excluding valuables) should be given to a charity shop.
- Where property is reported as lost, the project must be notified immediately. Every effort must be made to locate the property, including a general search of the building.
- If the property is alleged to have been stolen following forced entry by an outside person, a claim may be made on our insurance policy and the client reimbursed. It will be necessary to inform the police of the incident.

## Procedure

Abandoned property must be listed and stored securely by staff. A letter must be sent to the forwarding address or last known address of the client advising that the property will be kept for 1 month (valuables and money for 6 months).

After 1 month, abandoned property may be disposed of in accordance with the policy outlined in this Operational Procedure.

After 6 months, any money held on behalf of a former client will revert to Papa Stour Project. Project administrators are responsible for ensuring that Finance Procedures are followed correctly in banking and accounting for the money.

Any valuables where the estimated value exceeds £25 should be handed to the police as lost property. Valuables not claimed and returned after six months may be sold. The procedures 'Disposal of Assets' must be followed, except that no staff member, family member or friend may acquire a former client's property.

Where property is stolen following a forced entry, the police must be notified and an insurance incident report completed in accordance with the Finance Department procedures. The client may be reimbursed on settlement of a claim.

From time to time clients, former clients or their relatives will seek the return of or reimbursement for lost property. Every effort must be made to locate the property. If the property cannot be located reimbursement will not normally be given. The client, former client or family member should be advised to use the complaints procedure to seek compensation.

All claims for compensation must be passed to the Director for attention and will only be paid where there appears to be negligence by Papa Stour Project or where we have not followed our own procedures.

## Practice Guidance

We have a duty of reasonable care of clients property. When property is abandoned staff are required to take reasonable care to secure it and return it to the owner. Clients who leave should be advised to take any personal property. Where this is not possible because of the circumstances of the departure, every effort must be made by staff to secure the property as soon as is practicable.

In dealing with client's possessions, staff need to bear in mind that ultimately our actions may have to be defended in a Small Claims Court (England) or Sheriff Court (Scotland). Providing reasonable care has been taken claims are defensible.

# Closure

Preamble	This policy sets out how Papa Stour Project will deal with the closure of one of its services in an unexpected circumstance.
Definition	Closure means the complete cessation of a service, not a temporary shutting of a service for a short period of time. Also, it does not apply to services that are time limited and have come to the end of their set time, since closure procedures will be detailed in the initial project brief at the commencement of the project.
Policy	In the event that the project is forced to cease operating any or all of its services or facilities, as much notice as possible will be provided to everyone concerned, including where appropriate the service of Redundancy notices. Funders will be informed according to procedures set out in the contract. Clients will be informed immediately and alternative arrangements made for the service to be provided by another organisation where possible*. De-registration with Care Commission as part of the conditions of registration must take place at this time.
Procedure	The decision to close a service will be the responsibility of the Director and Secretary of Papa Stour Project. Management will prepare the necessary reports detailing all the issues, including discussion with stakeholders, particularly external funders, and relevant members of staff and clients.

Procedures laid down in agreed Contracts with funding agencies will be followed as per the agreement. Where there is not such agreements, the following procedures will be followed:-

- Full reports will be prepared on the need to close the service, detailing reasons, options considered and recommendations.
- The Director will make a decision based on this information and other details available to them at the time.
- A clear time scale will be instigated for the closure, where possible this will be sufficient to ensure users of the service have an alternative provider to go to, ensuring that disruption to the service user is minimized.
- All financial commitments will be clarified and where possible paid.
- Staff will be given notice as per redundancy requirements if there are no other appropriate employment opportunities within Papa Stour Project.
- Senior Management will ensure that all reports and paper work are up to date and retained on file for future reference, consistent with Data Protection procedures.

\*Clients are accommodated on as **non-tenant occupiers** with a license agreement, not a secure tenancy. So do not have the same legal rights. Under our license agreement which is in accordance with the **Scottish Housing Act 2001 Part 1 Sec 7**. We are legally entitled to give immediate notice to quit, but should give a minimum notice to quite. This notice may vary but should be between 7 – 28 days.

# Complaints Policy

**Preamble** Papa Stour Project is committed to providing an excellent level of service to its clients and the general public. As part of the Papa Stour Project commitment, we recognise the need for a complaints procedure for those individuals who are not totally satisfied with the service. Papa Stour Project will ensure that all clients, members of the public and other organisations are aware of and have access to our complaints procedures.

Papa Stour Project leaflet “How to make a Complaint” is available at our office and hostel. Also contact details for the Care Commission will be available through Papa Stour Project.

Papa Stour Project believes all complaints should be resolved as quickly as possible and will respect all complaints and deal with them in a professional manner within the time scales laid out.

**Definition** A formal protest. To express resentment or displeasure.

**Procedure** Staff at any level can identify a complaint. All staff should aim to resolve any difficulties as soon as possible, but should make it clear that it might be necessary for the matter to be referred onto the formal complaints procedure. It should be noted that Papa Stour Project cannot always resolve the matter the way the client would hope, this is no reflection on the quality of service. It may be appropriate for the issues to be formally dealt with through the Complaint Procedure.

## Stage One

The staff member receiving the complaint is responsible for sending out a copy of the relevant leaflet and completing a complaints form. The matter is then passed onto their line manager for investigation and resolution.

## Stage Two

If the client is not satisfied with the initial investigation of the complaint, it is then passed onto the next level, which in this case is; Gill Hession of the Community Drugs Team for investigation.

## Stage Three

This will only happen with complaints that have been investigated. Where the client is still not satisfied the complaint will go to the local branch of the care commission.

## **Identifying a Complaint**

In the course of their work, the staff will hear criticising regarding the actions of Papa Stour Project. Such feedback must always be taken seriously and staff should ask the person making the comments if they wish to make a formal complaint.

If the person does not wish to make a complaint and the problem can be resolved by explanation or apology, this is the best course of action. Where the person does wish to make a formal complaint, the procedure should be implemented immediately.

A telephone call or letter received, complaining about the project or the staff, should be seen as a formal complaint. If there is any question about whether or not it is a formal complaint, a letter should be sent along with a "How to make a Complaint" leaflet.

If a complaint is about a member of staff, it has to be made in writing. Papa Stour Project cannot take forward complaints about particular members of staff without a written statement. If the complaint is not about a staff member, it can be recorded on the Complaints Form and an investigation started.

## **Stage One**

### **Dealing with a Formal Complaint**

Where a formal complaint has been identified, the manager dealing with it should take the following steps within 7 days:

A copy of the leaflet "How to make a Complaint" should be sent out to the client with a covering letter. The purpose of this letter is to explain the Complaints Procedure. It is important that the member of staff sending out this letter does not make any judgements in the correspondence.

### **Managers Investigation**

As early as possible but at least within 5 working days of receiving a complaint form, managers will:

Assess the nature of the complaint. If it appears to be a serious organisational matter, they will send copies to Gill Hession at the Community Drugs Team.

Investigating the complaint. This may involve speaking to, telephoning or writing to the client to seek further information, interviewing certain staff. Where a complaint is against a particular member of staff, it is imperative they are informed. Also they must be given support and advice as appropriate by their line manager.

Contact the client to inform them the complaint has been received and is/has been investigated. The manager will inform the client of when they can expect a final statement. In all cases this must be not more than 28 working days after receipt of the complaint. Within the statement should be the

outcome of the investigation, the action the Papa Stour Project intends to take to rectify the situation. What the client should do next if they are not completely satisfied. If relevant, they will be given contact details of the external body appropriate to the complaint, The Care Commission. If it seems likely that Papa Stour Project cannot resolve the complaint internally. They should be advised to contact the manager within 10 days of receiving the letter if they intend to take it further.

A Complaint File for each individual case will be opened by the manager to contain all documents and evidence and letters sent out to the client. It is essential that all records, including hand written notes, phone calls are included in this file.

## **Stage Two**

### **Where a Complaint is not resolved**

Where a client is not satisfied and contacts the manager within 10 days of receiving the report, the letter and the file should be passed to the next level in the complaints procedure.

The next level will, within 5 working days of receiving the letter will:

Review the contents of the complaints file and the actions already taken with the relevant line manager and staff.

Identify if any further investigation is necessary and carry this out.

Contact the client in writing and explain that further investigation has been carried out, and the results of previous investigations reviewed. In all cases the client should be informed within 28 working days, the outcome of this further investigation, the action that Papa Stour Project intend to take, how they can take the matter further if they are not satisfied.

## **Stage Three**

### **Where a Complaint is still not resolved after two investigations**

In the third investigation it will be passed onto the local office of The Care Commission.

### **Other Factors**

If during the proceedings, the client involves any external bodies; police, solicitor, media. The complaint should be immediately passed to stage 3 regardless of the stage it is at.

Where the client has suffered a material loss as a result of any alleged negligence by Papa Stour Project, The Care Commission should be informed immediately.

## **Guidelines of Complaints**

The office holds a file of all complaints received and investigated. Where a new complaint is being investigated, it is important to be aware of any previous complaints from the same source.

The following information should be gathered at the time of receiving a complaint:

Nature and detail of complaint.

The outcome being sought by the client.

Whether any specific support is needed by the client to enable them to make the complaint.  
(language, disability)

Consider whether the complaints procedure is the most effective way of handling the complaint or if alternative or additional action may be required; police involvement, legal action.

Consider if there is any way of checking a practice or procedure that has been complained about by, witnessing staff carry out the practice, seeking additional evidence.

Obtain the originals of all documents. Establish the relevant sequence of events and identify staff most directly involved.

Prepare questions for each person to be interviewed concerning the complaint. This may include the client as well as staff. When interviewing:

Use open, not leading questions.

Do not express your personal opinion.

Ask single questions.

Consider if you need an independent witness. At interview make notes to be recorded in the file later. Ask interviewees to back up their statements with fact, if possible.

Write up a formal report, a copy of which should be sent to the client, and any staff members involved. A copy of the report must be included in the file.

If it is felt that the complaint should be referred to an external body, provide the client with contact details of the Care Commission.

### **The Care Commission**

**01595-696661**

**Charlotte House**

**Commercial Road**

**Lerwick**

**Shetland**

**ZE1 0HF**

**[www.carecommision.com](http://www.carecommision.com)**

# Confidentiality

**Preamble** Clients have a right to expect their dealings with Papa Stour Project to be confidential. There are circumstances, though, where we may or must divulge information to others and clients should be aware of these from the outset.

Where we work in partnership with another agency or care management is undertaken in partnership, information may be shared with partners, where there is knowledge of a serious offence or risk to the public or self information may be shared.

**Definition** Confidentiality is the protection of information from those who have no right of access to it.

**Policy** All information held on clients is confidential to Papa Stour Project. It cannot be disclosed to third parties without the permission of the client subject to the specific exceptions of this procedure.

The relationship of a client is with Papa Stour Project and not an individual staff member. Line Managers and members of the Executive Team have a right of access to all information on clients. Information should be shared with other staff on a need to know basis. All staff are required to respect client confidentiality in accordance with this procedure and a failure to do so may result in disciplinary action.

Service managers and other officers of purchasing authorities should normally have access to all information that we hold on a client other than medical information headed 'Confidential'.

Information must be divulged or access to records given when required through an order from a court or through a legitimate search warrant.

There are circumstances where information may be divulged to a third party without the permission of a client. These include: suspicion that a serious crime has been committed; when disclosures of physical or sexual abuse are made and others may still be at risk from the alleged perpetrator; when allegations are made of a gross breach of trust or misconduct of a professional worker; and in circumstances where withholding information might result in serious harm to self or another. In such circumstances the matter must be discussed with the Manager, who will have responsibility for the final decision.

Information on individual clients held electronically is subject of the Data Protection Act. Requests for electronically held information from third parties should be dealt with in accordance with these procedures but in addition, the staff member providing the information should confirm with the Manager that data protection requirements have not been breached.

Increasingly Papa Stour Project is working in partnership with other agencies. Sharing of information about clients is an inherent part of partnership working. It is not possible to be prescriptive about what boundaries, if any, should be put on disclosure of information to partner agencies because partnerships vary so much. Therefore in negotiating partnership

agreements or contracts, confidentiality should be covered in both contracts and service protocols, but information that is shared must be relevant. Clients should be made aware of the confidentiality policy on entry to the service.

#### Procedure

1. When a new client signs agreements and licence there should be discussion on confidentiality. This should include the circumstances when information may be divulged without permission.
2. Staff access to client records should be limited to staff who have a legitimate need to know and managers.
3. All client records must be stored in lockable cabinets in areas where clients or the public do not have access unless accompanied by a staff member. All electronically held information must be protected by passwords in accordance with the Papa Stour Project IT Policy.
5. All partnership agreements must include confidentiality both in the contracts and the service protocols. Confidentiality clauses must be consistent with this Papa Stour Project policy. If there is any doubt the Manager must be consulted.

#### Practice Guidance

The need to know principal is an important one for staff. By and large, members of the support team should have access to all information held on a client which may be relevant to their day to day work with the client or group of clients.

When a client moves from one part of a Papa Stour Project service to another, all information on that client should be transferred. This includes moving from a Housing Support service to a community service and vice versa.

Family members often seek information on clients or want to discuss their progress. It is legitimate to give very general information but more detailed information should not be discussed without the client's permission. The whereabouts of clients should not be given although it is legitimate to say that we know where the client is and will pass on a message.

The Police often seek information on the whereabouts of a client or confirmation of residence in one of our properties or on activities taking place in services. All police enquiries should be directed to the manager or acting manager if the manager will be unavailable for 12 hours or more.

Disclosure of physical or sexual abuse by clients is a regular feature of our work with them. Staff should note the separate policy on Disclosure of Physical and Sexual Abuse.

There may be circumstances where we hold information that we believe is not known by the family but which may directly expose them to a risk from the client or others. In these circumstances the matter should be discussed with the Manager.

# Death, Serious Injury or Life Threatening Illness

- Preamble** In Papa Stour Project it is unlikely that death, serious injury or life threatening illness will happen frequently or without any warning? In the immediate aftermath there are mostly practical tasks to be undertaken. The medium to long term is concerned with picking up pieces, ensuring those who must be notified have been and making sure any lessons are learnt. See also the **Serious Incident Procedure and Overdose Procedure**.
- Definition** The procedure is concerned with death, serious injury or life threatening illness to people who are receiving support in our accommodation. Serious injuries will invariably require in patient treatment, in addition they may be life threatening, may lead to permanent disability or involve an extended period of unconsciousness. A life threatening illness is an acute condition with no prospect of immediate recovery.
- Policy** Emergency outside help must be obtained immediately. Efforts at resuscitation should continue until outside help arrives even if there are no vital signs present. As far as possible a minimum of one staff member should deal with the victim, including going to hospital if necessary. Other clients should be removed from the scene. Where appropriate next of kin should be informed — this is the responsibility of a senior manager. Detailed records must be kept including details of the incident, circumstances leading up to it, the injuries/illness, details of others present, a chronology of events, details of who attended and who was informed. In accordance with the serious incident procedure, other interested bodies should be informed as soon as possible.
- Managers must ensure that staff, sessional workers and, where appropriate, volunteers are adequately trained in emergency first aid procedures.
- Procedure** A senior manager should be informed as soon as possible, attend the scene of the incident where appropriate and directly supervise the immediate actions being taken by Papa Stour Project
- An incident log should be opened in accordance with the serious incident procedure. In keeping records, it should be born in mind that they may be used at a later date in investigations, to complete statutory reports or as evidence in court or inquests.
- Senior managers will liaise to ensure that all necessary actions to deal with the matter are being taken. This will include notification of next of kin and interested agencies.
- Every effort should be made to safeguard the client's personal possessions. Any possessions remaining in our property after an incident must be listed and stored securely for return to the next of kin.

Nothing should be removed from the scene of the incident without the approval of the police (where they are involved).

Managers should ensure that staff and other clients who may have been involved receive immediate care and support. The possibility of post traumatic stress disorder should be anticipated through the creation of a debriefing structure.

### Practice Guidance

By virtue of the unplanned nature of such incidents, staff need to be aware of the possibility of having to handle a life threatening situation or death of a client. There is no substitute for training and good preparation. All staff must be trained in emergency first aid/resuscitation and familiarised with the relevant Papa Stour Project procedures. Managers must be clear about their responsibilities to manage the immediate situation, support staff or other clients, ensure proper records are maintained and to ensure the good name of Papa Stour Project is not damaged by inappropriate publicity.

# Disciplinary Policy

- Preamble** Papa Stour Project aims to operate a safe and supportive service. It recognises to do this it must operate with a disciplinary system in place for the service users.
- Policy** Papa Stour Project recognizes with the difficult client group that it needs to have a strict and simplistic disciplinary system in place that is easy for all to understand and operate.
- The policy is a two tier offence system, serious and non serious offences.
- Non serious offences will be treated through the warning system, which has three levels before a client's license would be terminated. The first warning is verbal the next written and the final written.
- Serious offences can skip the warning process and the client's Housing Support Contract / License Agreement terminated immediately.
- Procedure** Decisions on what offence is:
- If offence is felt to be serious a decision on its severity will be made at a staff team meeting where a manager will be present. All factors surrounding the offence will be considered including the clients previous conduct.
- Warning system
- Verbal Warning – the verbal warning can be given to a client from any member of staff, but only after the client has been told on two occasions that if their behaviour or pattern of behaviour continues they will receive a verbal warning.
- Once the verbal warning has been given the member of staff will report the incident to the manager, if the manager is in agreement the client's file will then be updated and the incident book updated.
- Verbal warnings should only be given to a client as a last resort, and can be overturned by a manager.*
- First written warning – if a member of staff wishes to issue a written warning then they must first consult with the manager without threatening the client with a written warning. If the manager decides that it is appropriate to give the client a written warning all paperwork will be prepared and client file updated and incident book updated. Then the client will be informed of the decision. At this stage as with all stages of the process clients have the right to appeal the decision. A client can contact the client advocate directly at anytime or any advocacy service at any time, detail displayed on the centre notice board.

Final Warning – the procedure for the final warning will be the same as the first written warning.

Any further incidents may result in the client's license being terminated either immediately or with notice of 24 hours, 72 hours, 7 days, 14 days or 28 days.

The client has the right to appeal any decision and/or contact the client advocate.

### Serious Offences

If an offence is decided to be serious the staff team can decide to give the client a warning at any level of the warning system, or terminate the client's license.

If a warning is decided then the procedures for warnings apply.

If it is decided to terminate the license then this may be either immediately or with notice of 24 hours, 72 hours, 7 days, 14 days or 28 days.

The client has the right to appeal any decision and/or contact the client advocate.

### Appeals

The client has the right to appeal any disciplinary decision the request for the appeal will be made in writing to the manager within three working days of the disciplinary action taking place, this is to help administer the appeals process within any notice period that may have been given. This initial request for an appeal does not have to include all information relevant to the appeal, it is just to indicate a desire to appeal. A further time period will be indicated by the manager hearing the appeal as to when all relevant information should be submitted.

The manager will then interview the client.

A decision will be given to the client within 24 hours of the interview.

Where possible the appeal will be heard by a manager not involved with the original decision. The client will never be told the decision at the interview stage. The manager may choose to consult other managers or staff before making a decision.

# Disposal of Illicit Drugs or Alcohol

- Preamble** From time to time illicit drugs or alcohol may be discovered on our premises, found in searches of personal property or handed to staff by clients. This procedure outlines responsibilities and the action to be taken.
- Definition** Illicit drugs include all illegal substances and substances which, although legally prescribable, are in the possession of a client for the purposes of misuse.
- Procedure**
1. Any illicit drug (or suspected drug) or alcohol should be removed from any area to which clients have access and the find reported to the senior manager on duty. In Housing Support services out of normal working hours this should be the on-call manager.
  2. The illicit drug (or alcohol) must be removed from any area to which clients have free access and after being handed to or discovered by a staff member must at no point be handled by a client.
  3. The circumstances of the discovery, a description of the substance (including the quantity), the date, time and location of the discovery should be recorded in the daily log of the service, which should be signed by the staff member making the entry.
  4. Where the quantity discovered or the circumstances of the discovery of an illicit drug give reasonable cause for suspicion Papa Stour Project premises are being used for drug dealing, the service manager should store the illicit drug securely and inform the police. (See also the procedure Illicit Drug Use and Supply on our Premises)
  5. In all other circumstances the illicit substance should be destroyed either by seeking the advice of the police or at a local pharmacy.
  6. Where illicit drugs or alcohol are stored pending disposal or intervention by the police, they should be placed in sealed, labeled envelopes or sealed, labeled, bags. They should not be stored in medicine cabinets. Project managers are responsible for ensuring that staff on duty should have access to separate, secure storage for illicit drugs or alcohol.
  7. Where Papa Stour Project is providing a service in the premises of another agency, the policy for dealing with and disposal of illicit drugs is the responsibility of the partner agency. Papa Stour Project staff member(s) concerned should ensure that a senior member of staff deals with the matter in the other agency. Any concerns about the action of the other agency should be raised with the Papa Stour Project manager responsible for the liaison with the third party agency.

## Practice Guidance

The procedure **Illicit Drug Use and Supply on our Premises** outlines the responsibilities and potential risks of illicit drugs being in our services. When drugs are discovered or handed in, they should be disposed of as quickly as possible.

Our advice is that they should not be flushed down a toilet but taken to a pharmacy or police station.

# Drug overdoses

Preamble	The risk of overdose is always a factor with our service users. Periods of abstinence will result in reduced tolerance and clients should be made aware at every possible opportunity of the risk of overdosing.
Definition	An overdose produces an excessive physical reaction that may include unconsciousness and can be fatal.
Policy	<p>Treatment requires to be administered as soon as possible when it is suspected or apparent that a client may have overdosed. Speed is of the essence and all clients and staff should be aware of the risk of overdoses and the action to take.</p> <p>In our support services there should be a discussion with the medical practitioner to the service to agree the detail of how overdoses may be handled locally. This may include in extreme circumstances the administration of antidotes by staff - in which case full training must be given.</p> <p>All staff (including sessional and staff on fixed term contracts) are required to undertake emergency first aid training, with regular refresher training.</p>
Procedure	<p>As soon as it is apparent or suspected that a client has taken an overdose, an ambulance should be called using the 999 service, if the client is unconscious emergency first aid should be administered, ensuring the airway is clear and the client is placed in the recovery position.</p> <p>Every effort should be made to ascertain what has caused the overdose. A sample of the substance suspected of causing the overdose should be kept if available.</p> <p>Staff should closely monitor the client condition and the client should not be left alone.</p> <p>Unconscious clients should be placed in the recovery position and continue to be monitored until the ambulance or paramedic arrives.</p> <p>If the client stops breathing, emergency resuscitation should be administered using the appropriate equipment where available.</p> <p>If there is a local arrangement for the administration of an antidote and the staff present are appropriately trained, this should be done as a last resort.</p> <p>The procedures on Death, Serious Injury and Illness and Serious Incidents outline the subsequent and additional action to be taken.</p>
Practice Guidance	Prevention of overdoses should be an inherent part of all drug education with clients. This should include the risk of overdose after periods of abstinence when tolerance has been reduced.

When an overdose is suspected an ambulance should be called immediately, using the 999 service. The client should be kept under surveillance and any emergency first aid treatment given as required.

Staff require training to deal with overdoses in two areas.

First, it is a requirement that all staff who have client contact must undertake emergency first aid training.

Secondly, they should be given a specific input on the signs, progress and treatment of overdoses.

In Housing Support services, the manager should discuss the management of overdoses with the medical practitioner for the service. This should include discussion of antidotes. Antidotes should only be used under the following conditions, all of which MUST be satisfied:

- The medical practitioner has approved their use
- The staff member dealing with the emergency has been trained in the administration of the antidote
- The client is unconscious and respiration has stopped or is very irregular
- Emergency resuscitation is having no effect
- The staff member is reasonably sure that unconsciousness is as a result of a drug overdose
- The ambulance or paramedic has not arrived
- There appears no other course of action open to save the life of the client

As in any emergency situation, it is important to keep detailed, accurate records of events.

# Drug Testing

- Preamble** Drug testing is a valuable tool in the management of abstinence. In Papa Stour Project drug testing is a means to an end and not an end in itself.
- Definition** Drug testing is the analysis of blood, urine, saliva or hair to ascertain the presence of specific substances.
- Policy**
1. Papa Stour Project uses drug testing in helping service users achieve and maintain abstinence. Service users must be informed on entry to a service of the policy on drug testing. Consent must be obtained before each drug test.
  2. Failure to consent to a drug test or testing positive should not necessarily result in exclusion from a service unless specified in a Court Order. A decision to exclude a service user should be taken through a review with a service manager taking a range of factors (including drug testing) into account.
  3. Urine testing is our principle means of drug testing. Analysis may be by instant chemical means or later laboratory analysis. Where the result of a drug test is disputed, laboratory confirmation should be used to resolve the dispute if practicable.
  4. Collection of urine samples must balance between dignity and preventing attempts to pervert the purpose of the test. Hygiene and health and safety considerations must be taken into account in the physical management of the collection and analysis of urine samples.
- Procedure**
1. Drug testing must be part of the overall structure of systems to help service users become and remain abstinent.
  2. All service users in services where drug testing is used must have a written and signed contract or agreement consenting to drug testing. The agreement must specify the method of drug testing, the procedure by which samples are acquired and the circumstances under which drug testing will be administered.
  3. Service users must be asked for and give consent to each individual drug test.
  4. Refusal to consent to being tested is not in itself sufficient reason to exclude a service user from a service. If the service user is making satisfactory progress and there is no obvious evidence of the use of drugs, there should be no grounds for administering any sanction. If refusal to be tested is assessed to be harmful to the broader aims of the service or directly contrary to specific care plan aims of the individual (e.g. in the case of a Drug Treatment and Testing Order), a review involving the care manager should be called to decide what action to take.
  6. Testing will be of urine samples.

7. Collection of urine samples must balance control with dignity. Urine samples must be collected under the direct supervision of staff. The staff must be of the same gender as the service users. Other service users may not be used to supervise the collection of urine samples. Adequate receptacles must be provided together with private toilet facilities and facilities for washing immediately after collecting the sample. Disposable protective gloves must be offered to service users and must be worn by staff handling receptacles containing urine.
8. Training must be given to all staff in the administration of urine testing. Where instant result tests are used (strips or cups), training should be sought from the supplier. This should cover both the procedures for collecting the samples, the procedures for analysis and interpretation of results.
9. A record must be kept on a service users case notes of the results of all drug tests both positive and negative.
11. Where as a result of urine testing there is a possibility that a service user participation in the service, might be prejudiced, any positive urine test must be subject of a second test 1 hour later.
12. Unless it is specified in a service users personal development plan or as part of a court order, a positive drug test result is not in itself sufficient reason to exclude the service user from a service, except it is a clear condition of participation in that service to be 'drug free'. If the service user is making satisfactory progress otherwise, there is no obvious intoxication and there is a willingness to work on relapse, even in the face of denial of drug use. work should continue with the service user.
13. Suspicion of or actual adulteration, substitution or dilution of a urine sample should be dealt with as if either the service user had refused consent or had provided a positive test.
14. Where there are a number of successive positive drug tests it is reasonable to question the value of the support for the service user. In this case, a review should be called with a view to making it a requirement that drug tests after a specified date should be clean or the programme may be terminated.
15. If a positive drug test is assessed to be harmful to the broader aims of the service or directly contrary to specific personal development plan aims of the individual, a review involving the service manager should be called to decide what action to take.

## Practice Guidance

Drug testing is a minefield. We use urine analysis in full knowledge that:

- Other than blood testing (which we would not consider for health and safety reasons) none of the alternatives to urine analysis can yet demonstrate comparable levels of accuracy or reliability.
- Collecting urine samples impinges on dignity — both of the person providing the sample and the person supervising its collection.

# **EQUAL OPPORTUNITIES & DIVERSITY POLICY**

## **1 POLICY STATEMENT**

Papa Stour Project unreservedly accepts the spirit and intention of the various legislation, regulations and codes of practice which separately and collectively outlaw certain kinds of discrimination in employment and, in particular, discrimination on grounds of race, sex, marital status, disability, sexual orientation and religion or belief.

- Therefore in all its areas of work and responsibilities, Papa Stour Project recognises the need for and supports wholeheartedly the following policy of equal opportunities and diversity.

## **4 EQUAL OPPORTUNITIES & DIVERSITY POLICY**

This Equal Opportunities & Diversity Policy reflects both the Aims and Objectives of Papa Stour Project and the spirit and intentions of legislation that outlaws discrimination. Papa Stour Project recognises that people from different backgrounds can bring fresh ideas and skills and is committed to build and reinforce a culture where people value each other and treat each other with dignity and respect.

As an employer of paid staff and an organisation which has volunteers, Papa Stour Project aims to ensure that no individual receives less favourable treatment on the grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, sexual orientation, religion, gender or responsibility for dependants or is in any way disadvantaged by conditions or requirements which cannot be shown to be justified.

Papa Stour Project aims to ensure that people with disabilities are given equal opportunity to enter employment or to become Volunteers. In so doing, it will fully consider making reasonable adjustments to operating practices, equipment and premises to ensure that disabled persons are not put at a substantial disadvantage due to their disability. In addition, where someone becomes disabled, every effort will be made through reasonable adjustment, retraining or redeployment as appropriate to enable them to remain in the service of Papa Stour Project.

Entry to employment and promotion or change of post for paid staff, or the equivalent for volunteers, within Papa Stour Project is determined by personal merit and ability relevant to the Aims and Objectives of Papa Stour Project.

Papa Stour Project is committed to keep requirements and practices under review and to take action where necessary in order to facilitate the recruitment, involvement and development of paid staff, and Volunteers from all sections from the community. It welcomes difference and recognises that action may be needed to give everyone a chance to contribute on equal terms within the aims and Objectives of Papa Stour Project.

The Aims and Objectives of Papa Stour Project express its ethos as a Christian project. Accordingly all those in roles which are assessed to be central in promoting the project's Christian ethos and enabling people to experience, explore and express the faith-based motivation of its work, are required to demonstrate a commitment to the Christian faith. People in all other roles are expected to respect the project's faith-based ethos and uphold its values. For these roles we welcome people of all faiths and none.

It is the responsibility of every individual, both staff and volunteer, to eliminate discrimination by ensuring the practical application of the equal opportunities policy and reporting incidents of discrimination to an appropriate senior person.

All allegations of discrimination will be treated seriously. Any discrimination is totally unacceptable to Papa Stour Project and anyone found to be discriminating would face disciplinary action.

Harassment on the grounds of sex, race, sexual orientation and religion or belief is a form of discrimination. This and any other harassment are totally unacceptable to Papa Stour Project and any such behaviour is considered a disciplinary offence. All allegations of harassment are treated seriously and all practicable steps will be taken to prevent the behaviour continuing.

## **B. POLICY IMPLEMENTATION**

The success of an Equal Opportunities and Diversity policy depends on the commitment of all those who have responsibility for staff members and of staff members themselves. As expressed in the policy statement, it is the responsibility of every individual to eliminate discrimination and to ensure the practical application of this policy.

It is one of the prime tasks of the Executive Committee and all staff to promote and encourage effective and ongoing implementation of the Equal Opportunities and Diversity policy.

Implementation is principally about two things – making the policy known and understood and ensuring that the principles are applied in all areas of work.

To this end Papa Stour Project recognises that successful implementation means adherence to the following aspects:-

- the designation of responsibility for the oversight of the policy.
- the communication of the policy to make it known and understood; the provision of training for all.
- the implementation of procedures to ensure that discrimination, however slight, does not occur – harassment, employment of the disabled.
- the implementation of a procedure for handling complaints of discrimination, including harassment, and ensuring that people are aware of it, how it works and how to use it.
- giving proactive consideration to ways of promoting and facilitating the employment, development and contribution of staff\* from all sections of the community.
- keeping requirements and practices under review and to take action where necessary in order to facilitate the recruitment, involvement and development of staff\* from all sections of the community.
- the collation of statistics and analysis of them in order to monitor the effectiveness of the policy and to determine the nature of any corrective action.

It is recognised that embracing diversity is primarily about examining and changing attitudes and organisational culture; policies and procedures alone will not address the issues involved. Staff and employers need to be aware of the less obvious types of discrimination which result from general assumptions and pre-conceptions about the capabilities, interests and characteristics of individuals.

*\*the policy implementation principles apply equally to the treatment of volunteers.*

# Fire Procedures

## Visitors' book

To facilitate the smooth evacuation and accounting for people, all visitors must register their presence within any of Papa Stour Project premises by signing in and out in a visitors book. At some sites visitors may also be asked to wear visitor's badges. This includes members of Papa Stour Project staff who are not normally based at those premises.

## Fire Officers

The designated person at each site is charged with the task of ensuring that there are adequate numbers of Fire Officers and that regular training is arranged.

In an evacuation staff should co-operate with Fire Officers and follow their instructions.

A fire officer fulfils the following roles:

- Maintains an up to date list of people for their area.
- Ensures that people evacuate the building safely and that everyone is accounted for
- Checks that fire appliances eg extinguishers are in their correct place and are in good condition and notifies the designated person of any deficiencies.
- Liaises with the Fire Brigade

Fire Officers are volunteers and no special legal liability is assumed by these procedures. Should any Fire Officer be sued for any reason in connection with assisting someone in the workplace, this will be covered by Employers Liability Insurance.

## Fire Evacuation

In the event of a fire the following general fire procedures will apply though staff should check the procedure relevant to their particular office. These will be given to staff as part of their Health and Safety induction and will be found on the poster entitled "Fire action" which is displayed at each site.

On discovering a fire:

1. Immediately operate the nearest fire alarm to alert colleagues/clients to the danger.
2. If possible attempt to extinguish the fire using the available appliance BUT WITHOUT TAKING ANY PERSONAL RISK.
3. Leave building immediately and report to person in charge of assembly point.
  - DO NOT USE THE LIFT (if there is one in your building)
  - DO NOT STOP TO COLLECT PERSONAL BELONGINGS

- DO NOT RE-ENTER THE BUILDING UNTIL YOU HAVE BEEN INFORMED THAT IT IS SAFE TO DO SO
4. Fire officers will assist staff to evacuate the building as quickly as possible and ensure that all persons have been accounted for.

### Fire Drills

Fire drills will be organised at least twice yearly by the designated person.

### Fire Alarms

All staff must familiarise themselves with the location of fire alarms in their office. Fire alarm systems will be maintained and tested regularly.

### Fire Extinguishers/Blankets

All staff must familiarise themselves with the location of the fire extinguishers and fire blankets within their office.

Suppliers will demonstrate the use of the equipment and as far as possible all staff should be able to use the equipment.

Fire fighting equipment will be checked and maintained annually. Any discharged or damaged fire extinguishers should be reported to the designated person at the site immediately.

### Fire Escapes

Fire escapes will be clearly sign-posted. Escapes and escape routes should be kept clear at all times.

### Evacuation and people with Disabilities

Where staff or visitors have a disability, Papa Stour Project will respond in the most appropriate manner to their request of how she/he wishes to get out of the building together with any guidance given by the fire brigade.

# Guidance for Staff on Promoting Privacy, Dignity, Independence, Choice, Fulfillment, Citizenship.

- Preamble      Papa Stour Project needs to provide its staff with guidance on the promotion of privacy, dignity, independence, choice, fulfillment and citizenship in their work with clients.
- Policy          Where clients are asked to accept restrictions on their normal civil and human rights we should aim to minimise the effects of these restrictions. We should only impose restrictions when we have the prior consent of the client through the client contract, client handbook or service contract.
- Procedure      No specific procedures are provided. This procedure gives overall guidance in handling situations or making decisions where rights are restricted. For specific circumstance see other procedures —searches, urine testing, medication, access to records, confidentiality

## Practice Guidance

### *Promotion of Privacy*

This applies predominately in Housing Support services. Although clients of Papa Stour Project often share rooms and agree that staff can search their rooms or belongings for illegal substances, staff should be aware of ones need for privacy. This can be promoted in the following ways:

- Staff should only discuss personal matters with clients on a one-to-one basis, not in front of other clients
- Searches or urine sampling should be done in private away from other clients and with sensitivity to gender or other cultural issues. Staff should ensure that bathrooms and toilets are lockable to preserve privacy.

### *Promotion of Dignity:*

The dignity of an individual or group of clients should be maintained and promoted at all times. This could include:

- Speaking to people in a calm, professional and respectful way
- Encouraging the community to respect each other
- Developing a community that is tolerant towards people from a range of backgrounds and cultures

### *Promotion of independence:*

Papa Stour Project Services provide independence and responsibility in clients as part of the overall programme.

This includes:

- Helping clients to develop interpersonal or social skills
- Helping clients to take responsibility for the running of the project
- Helping clients to identify housing or education opportunities
- Helping clients to move on to more independence within Re-Entry before they leave the programme

### *Promotion of Choice:*

Although much of the programme is prescriptive due to support reasons, choice can be promoted in the following ways.

- Choice about meals and food available
- Choice about activities that are optional
- Choice about clothing, hairstyles and personal belongings
- Choice about voluntary activities and education

### *Promotion of Fulfillment:*

The promotion of fulfillment is harder to quantify but could include the following:

- Access to phone to keep in touch with children and other relatives
- Individual and group sessions to promote self- confidence and self-esteem
- Referral to other agencies for counseling where appropriate

### *Promotion of Citizenship*

Papa Stour Project programme should promote citizenship throughout its service

This includes:

- Promotion of health and healthy lifestyles
- Promotion of harm minimisation to self and others
- Discussion and counselling about offending behaviour and its effect on others as well as the self
- Promotion of self-actualising experiences to develop a new less-harmful lifestyle

## **Health and Safety Policy 2006**

### **Forward**

Good health is one of the most prized possessions that any of us can hope for and the health and safety legislation is aimed at preserving this possession by requiring that our activities be carried out without risk to health or safety.

In achieving this, it is important that our acts and omissions do not cause injury or ill health to any of our colleagues, fellow workers, residents or visitors while attending or staying in Papa Stour Project premises. Failure to comply with the requirements can impose penalties on employers and employees alike.

Whilst some may feel that regulations are an intrusion into personal liberty, they are provided and designed to protect our health and safety in the long term.

Every manager, employee, volunteer or contractor, so far as is reasonably practicable, is responsible in his or her own right for their own safety and for the safety of others, who either visit, work or reside in Papa Stour Project premises.

Consequently, it is essential that all adhere strictly to the laid down procedures identified in the Policy Documents and Operational Codes of Practice.

### **POSITIONAL STATEMENT**

The purpose of this local health and safety policy is to identify areas of specific responsibility. The Officer Manager needs to clearly understand that the Health and Safety Executive (HSE) see him or her as the person responsible for ensuring that the necessary procedures, practices and controls are firmly in.

### **MANAGEMENT OF HEALTH AND SAFETY**

Papa Stour Project aims to fulfill its duty in the management of health and safety by having an effective structure with:

- a comprehensive health and safety policy,
- organisation and arrangements which fulfil the spirit and letter of the law,
- full implementation of policy requirements and
- health and safety considered at all levels of business decision making and practice.

This aim is to develop a management structure and culture that supports basic risk control and secures the full participation of all members of the organisation to minimise ill health and unsafe activities and situations.

### **HEALTH AND SAFETY ARRANGEMENTS**

The following sections briefly identify the methods that the Papa Stour Project has in place to deal with activities and potential risk situations so that health and safety issues are controlled. Where relevant, there are places for the local responsible persons name/position to be inserted.

Amendments to this Health and Safety Policy Document will be made, when necessary, through the resources of the management who may invoke the assistance of a specialist or competent person in health and safety matters before making such changes.

It is of critical importance that all the holders of this Health and Safety Policy document are recipients of the updated information and changes, which it has been found necessary to make. It also needs to be understood that such changes may affect the holders of local policy statements.

### **OUTSIDE AUTHORITIES**

The Manager or, in their absence, an appointed deputy will be responsible for dealing with visits from local authority inspectors, fire officers or consultants with regard to health and safety issues, Staff will be made aware that all health and safety enforcement authorities have comprehensive powers and must be afforded all reasonable co-operation and assistance during their visit and provided with facilities to carry out any investigation,

### **CONSULTATION WITH EMPLOYEES**

The Health and Safety (Consultation With Employees) Regulations 1996 require that employers must consult all employees on matters affecting their health and safety at work. This consultation must either be with the employees directly or with elected representatives. To ensure that there is effective communication of health and safety matters, the Manager will provide opportunities for employees to discuss matters affecting their jobs with those to whom they are responsible. Whilst Papa Stour Project, in most cases, does not have any negotiable or consultative arrangements with any of the recognized trade unions under the Safety Representatives and Safety Committee Regulations 1977, it would be prudent to consider the use of Safety Action Group members or other safety representatives. These would work alongside the Manager to promote and develop the measures and arrangements for the health and safety of employees.

In order that employees and volunteers are aware of the Papa Stour Project duties under Health and Safety Law, the poster, required to be displayed by the Health and Safety Information for Employees Regulations 1989, will be placed in a suitable location on the premises.

### **EMPLOYEE RESPONSIBILITIES**

Each Employee has a duty to read and understand the Company's Health and Safety Policy, to co-operate at all times in complying with statutory and company safety requirements and to take reasonable care for the health and safety of themselves and any other person who may be affected by their actions or omissions.

## **DOCUMENTATION AND RECORDS**

In order to fulfil the requirements of health and safety administration there will need to be made available at all properties both Papa Stour Project and statutory documentation. This will be the responsibility of the Manager, It will be made available to all those who are likely to need access.

Documentation, where applicable, is likely to include:

1. Papa Stour Project Health and Safety Policy, Accident book, Fire Safety Logbook, F2508/F2508A report form for major injuries, diseases and dangerous occurrences.
2. Health and Safety meeting minutes, H&S inspections of activities and premises, risk assessments of hazardous situations or products.
3. Safe working procedures indicating measures needed to avoid exposure to risks identified in the risk assessments.
4. Inspection and examination reports of electrical installation, lifts, hoists, portable electrical appliances and items of equipment which are legally required to comply with legislation.
5. Chemical register of all products used.
6. Contractors Health and Safety File for new build properties.

Records that need to be kept on file, where applicable, are likely to include:

1. Certificate of test for the fire alarm system, Certificate of test for emergency lighting system, Certificate of annual fire fighting equipment service, Certificate and schedule of portable electrical appliance tests,
2. Report of the annual servicing of gas appliances. Report of Asbestos Survey findings.
3. Records of training and instruction given to employees and volunteers, induction training packages for new starters. Copies of employee/volunteer qualifications.
4. Visitor attendance at project.

A library or list of websites for applicable health and safety legislation and relevant codes of practice or guidance should be established as an initial reference point for employees and/or volunteers.

## **ACCIDENT REPORTING**

Employees and management must ensure that all accidents/injuries at work are recorded in the projects accident book as soon as practical after any incident. Any accident/injury occurring away from the project whilst on Papa Stour Project business must be reported in to the project by telephone immediately.

Any instance of a serious incident as listed in the schedules of the Reporting of Injuries, Diseases and Dangerous Occurrences Regulation 1995 (RIDDOR) must be reported to the Manager immediately so that appropriate action can be taken. In such cases, the Manager will ensure that the site is not disturbed until an investigation of the accident has been carried out;

Serious incidents include death, major injury (Schedule 1), an over 3-day injury, a dangerous occurrence (Schedule 2) and a work related disease (Schedule 3).

In the event of a serious incident, the Manager will inform the RIDDOR Incident Contact Centre by telephone (0845 300 9923), fax (9924), Internet ([www.riddor.gov.iik](http://www.riddor.gov.iik)) or E-mail ([riddQr@natbrit.com](mailto:riddQr@natbrit.com)) without delay. A copy of the F2508 or F2508A accident report form will be returned from the Incident Contact Centre for verification.

## **CONTRACTORS**

Apart from the duty to ensure that no activities are prejudicial to the safety of others, Papa Stour Project has a duty of care under the Occupiers Liability Acts of 1957 and 1984 to all visitors, which includes contractors, with respect to the safety of the premises.

Contractors working on or in Papa Stour Project premises are required to comply with 'in house' safety and hygiene rules and these will be made available before work commences. All contractors must produce copies of their health and safety policy arrangements with regards to the work being undertaken.

The engaging Manager will ensure compliance with the under mentioned requirements:

1. Signed acceptance of the Papa Stour Project health and safety policy and procedures,
2. Any failure to comply with either statutory health and safety regulations or the Papa Stour Project Policy document may lead to suspension of work at the contractor's own expense or termination of the contract.
3. All accidents and injuries to contractor's employees must be reported to the Manager, although the legal responsibility for reporting any such accident is clearly that of the employer.
4. Where contract employees work on a daily basis inside or outside any Papa Stour Project premises then, apart from the instructions given out on the health and safety rules, more detailed information will be given out regarding fire evacuation, assembly points, the fire alarm sound and asbestos survey findings, where applicable.

## **PLANT AND EQUIPMENT**

The objective of the Provision and Use of Work Equipment Regulations 1998 is to ensure that any equipment provided for use at work will be safe and not give rise to any risks to health and safety. This is in amplification of Section 2 of the Health and Safety at Work Act 1974. Work equipment covers any machinery, appliance or tool in use at Papa Stour Project premises, (e.g. petrol driven lawn mower, vacuum cleaner, photocopier, hand-held drill).

The Manager will ensure that, in the selection of equipment, due regard is given to working conditions/hazards existing on the premises, including the health and safety issues posed by the use of work equipment.

The Manager will ensure that all 'work equipment' is recorded in an equipment register with the details of necessary maintenance, checks and inspections required to keep the equipment in working order and good repair as required by Part II, Regulations 5 and 6. Some of the plant and equipment may need periodic inspections to meet statutory requirements. The Manager will ensure that the necessary inspections are carried out and that the safeguards provided on any work equipment are effectively maintained to prevent risk of injury. Repairs, modifications, maintenance, and servicing will only be carried out by people who have received adequate instruction and training relating to the work equipment.

Any mobile work equipment (e.g. fork lift truck, tractor) provided for use in Papa Stour Project premises will comply with the requirements of Part III of the regulations.

The Manager will ensure that persons using work equipment have adequate health and safety information and training/instruction with regards to the use of the equipment. Persons using work equipment where the use of that equipment may give rise to a specific hazard shall be authorised in writing and adequate measures shall be taken to minimise the effects of the hazard,

## **COSHH**

The Control of Substances Hazardous to Health Regulations 2002 (COSHH) and the Control of Substances **Hazardous to Health (Amendment)** Regulations 2003 and 2004 not only cover the use and storage of chemical cleaning products but also paints, solvents, oils, emissions of dusts and fumes or any product that can be hazardous to health.

Wherever possible, non-hazardous products should be used in preference to those displaying a hazard label. Where hazardous products cannot be avoided, the Safety Data Sheet must be obtained and the information made available to persons using the product. All chemicals should be stored in a locked cupboard or storeroom.

In order for Papa Stour Project to comply with these regulations, the under mentioned procedures have been established and should be implemented and kept under constant review.

1. A chemical register will be compiled at each premises, which identifies all the chemicals and substances used on the premises, identifying those that require an assessment of risk to be carried out.
2. A written assessment of the potential hazards will be carried out of the substances in use, outlining the risks that might exist and identifying any controls that may be considered necessary,
3. Every member of the work force (including volunteers, new starters and temporary staff) will be given induction training on the COSHH regulations, including the use of the chemicals at their specific location.
4. The introduction of new chemical substances will be strictly monitored and refresher training arranged as applicable.
5. There will be a strict responsibility for keeping training records.
6. All control measures including systems of work and supervision shall be reviewed at suitable intervals.

## **DISPLAY SCREEN EQUIPMENT**

Where persons make regular use of display screen equipment as part of their work, the requirements of the Health and Safety (Display Screen Equipment) Regulations 1992 and the Health and Safety (Miscellaneous Amendment) Regulations 2002 will be implemented with regards to minimum health and safety requirements in order that potential ill health effects are minimized.

The assessment will consider the display screen equipment, the suitability of the workstation and the environment of the office. Where concerns are identified in postural problems, visual problems or fatigue and stress the appropriate action should be taken to correct them.

## **ELECTRICAL SAFETY**

The Electricity at Work Regulations 1989 identify fundamental principles of electrical safety that should be applied to all electrical equipment, systems and work activities in order to prevent danger and risk of injury. The Regulations require safe conditions to be established wherever danger may arise from electric shock, electric burn or electric arc, fire or explosion initiated by electricity. Employers, self-employed people and employees all have duties of compliance with the regulations so far as they relate to matters within their control, and these persons are all known as duty holders. Additionally, employees are required to co-operate with their employer so far as is necessary for the employer to comply with the Regulations.

The Manager will ensure that maintenance and testing will be carried out at regular and prescribed intervals by competent and experienced personnel. The frequency and type of maintenance of equipment will depend on the type of equipment and when and where it is used. Only properly trained and suitably qualified people will be employed to install, maintain, test and examine electrical circuits and apparatus.

## **GAS SAFETY**

The Gas Safety (Installation and Use) Regulations 1998 deal with the installation, maintenance and use of gas systems and appliances in most type of premises. In particular, the Regulations are intended to reduce the incidents of carbon monoxide (CO) poisoning from badly installed and/or poorly maintained gas appliances and flues which historically have accounted for around 30 deaths every year.

The Regulations require persons in control of premises requiring work to be done on a gas appliance, or in control of any such work, to take steps to ensure that the person doing the work or the employer is approved by HSE. (i.e. CORGI registered). All gas appliances and pipe work installed in Papa Stour Project property must be maintained in a safe condition so as to prevent risk of injury to any person.

Part F of the Regulations is concerned with miscellaneous provisions and covers the maintenance of appliances and the Landlord's duties. Where the Papa Stour Project acts as a landlord of any property, the person in charge must ensure that any gas appliance, relevant gas fitting and flue is maintained in a safe condition so as to prevent risk of injury to any person and that each appliance is checked for safety at intervals of not more.

## **FIRE SAFETY**

Fire safety is the subject of several pieces of legislation that are aimed at preventing and controlling fire on the premises that may pose a risk to people and property. These include the Fire Precautions Act 1971, the Workplace (Fire Precautions) Regulations 1997 as amended in 1999, Management of Health and Safety at Work Regulations 1999 and Building Regulations 2000 Part B. Fire Safety Regulations are enforced by the Fire Authority.

Between them, the Workplace (Fire Precautions) Regulations and the Management of Health and Safety at Work Regulations (as amended) require a specific fire risk assessment of the premises and people using them in the event of fire,

To ensure fire safety on Papa Stour Project premises, the Manager or appointed fire officer will:

- \* Ensure that a fire risk assessment of the premises is carried out considering all employees and all other people who may be affected by a fire in the premises;
- \* Identify the significant findings of the risk assessment and the details of anyone who might be especially at risk in case of fire (these must be recorded if more than five people are employed);
- \* Provide and maintain adequate fire precautions as are necessary to safeguard those who use your premises; and
- \* Provide information, instruction and training to employees/volunteers about the fire precautions in the premises,
- \* The risk assessment is reviewed regularly to ensure it is up to date.

The risk assessment will help to decide the nature and extent of existing fire precautions and any which need to be provided. The results of a fire risk assessment must be discussed at the project safety meeting.

In order that all persons using Papa Stour Project premises are aware of the fire safety arrangements, a written fire action procedure will be produced at each premises and issued to all responsible persons and a copy kept available on the notice board. This fire action procedure will include a plan of the premises indicating the location of fire fighting equipment and the means of escape.

#### Providing for Disabled People

Adequate provision should be made for people with special needs who may be present in the premises. Consider employees, visitors, people who have restricted mobility and also those who have poor hearing, poor sight or any other form of disability,

The arrangements to cover this premises are as follows:

Fire alarm system is tested weekly by:

Fire fighting equipment and means of escape are checked by:

### FIRST AID PROVISIONS

The Health and Safety (First-Aid) Regulations 1981 provide a framework for first aid arrangements that can be suited to different types of premises and activities. The objective is that adequate and appropriate first aid facilities are provided to cover the number of persons on the premises and the activities taking place and to provide treatment for the purposes of preserving life and minimising the consequences of injury or illness until medical help can be obtained or provide treatment of minor injuries which do not require the help of a medical practitioner or nurse.

Whilst first aid provisions are made predominantly for the benefit of employees, Papa Stour Project will ensure that suitable provisions are made for all clients volunteers and members of the public who may visit the project.

The minimum first aid provision at any location is:

- \* A suitably stocked first aid box;
- \* An appointed person to take charge of first aid arrangements.

It is also important to remember that accidents can happen at any time. The first aid provision needs to be available at all times that people are on the premises.

The arrangements to cover this project are as follows:

Qualified First Aiders  
**Andy Holt**  
**John Jarrett**

Appointed Persons

## **HOUSEKEEPING**

The Workplace (Health, Safety and Welfare) Regulations 1992 require, either directly or indirectly, that the management of premises ensure that it is maintained in a clean condition.

Poor housekeeping is a contributory factor in many accidents and can be an indicator of poor managerial control. The carrying out of inspections, to ensure the appropriate levels of housekeeping are maintained, is an important factor in preventing accidents and also preventing fire risks that might arise,

Housekeeping inspections should take account of obstructed fire exits and gangways, liquid and other spillages that have not been removed, the incorrect storage of flammable substances, including packaging materials such as wood waste, evidence of smoking in restricted areas, evidence of infestation, abandoned equipment in internal and external areas and incorrect refuse storage.

## **LIFTING AND LIFTING EQUIPMENT**

The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) require the safe use of all work The Manager will ensure that all such lifting equipment is suitable for its purpose by taking account of the design of the equipment, where it will be used and the purpose for which it will be used. Lifting equipment will be clearly marked to indicate its safe working load.

The Manager will ensure that all lifting equipment is thoroughly examined to ensure its continuing safe operation. Passenger lifts provided in the premises will be thoroughly examined and tested by a competent person at the specified statutory intervals. A copy of the reports on the thorough examination will be kept on file for inspection purposes.

If a lifting operation is to be carried out, the Manager must ensure that a competent person is available to plan the lift, adequately supervise and carry it out in a safe manner.

Any defects in lifting equipment must be reported to the Manager so that actions can be taken to correct the defect or withdraw the equipment from service until such defect is rectified.

## **MANUAL HANDLING**

Manual handling is 'the transporting or supporting of loads by hand or by bodily force' The Manual Handling Operations Regulations 1992 impose a duty on Papa Stour Project to avoid, wherever possible, the need for manual handling tasks that involve a risk of injury. Where this is not reasonably practicable, a risk assessment of the tasks must be undertaken and appropriate steps taken to reduce the risk of injury to the persons involved in the task.

Training, information and support should be given to all staff and volunteers in the area of manual handling.

## **LONE WORKING**

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 Papa Stour Project have responsibilities for the health, safety and welfare at work of specific employees and those affected by the activities on Papa Stour Project premises, (i.e. lone workers such as support workers, cleaners,

maintenance persons and contractors who they may engage.) In order to fulfil these responsibilities the Papa Stour Project will:

- \* Identify those persons who are likely to work alone,
- \* Assess the risk(s) to them whilst at work
- \* Take steps to avoid or control the risk(s), where necessary, and
- \* Provide information, instruction and training to those workers with regards to safe systems of work.

Employees also have a responsibility to take reasonable care of themselves and other people affected by their work activity and to co-operate with their employers in meeting their legal obligations.

Mobile phones are provided to assist lone workers in keeping in touch with the office or to summon help. Panic Alarms are also issued, to be used in extreme situations. Staff working on their own, visiting clients homes or isolated sites, must follow the calling in procedure. Staff who have contact with members of the public in the course of their duties will be trained in how to deal with threatening or aggressive behaviour.

It is important that there are effective communication systems between staff working alone with members of the public, clients and their office. This involves leaving full details of appointments for each day with the designated person in the office. This person's task is to confirm the whereabouts and safety of the lone worker. Arrangements should be made for the lone worker to phone in before and after an appointment or at a designated time. All lone workers should have access to a mobile phone.

If the lone worker fails to phone in at the allocated time, efforts should be made to contact them immediately. If this call does not elicit a satisfactory response then the police should be contacted immediately.

Staff should familiarise themselves with the checking in procedure.

If you sense something is wrong, it probably is. Trust your intuition.

Be prepared, do you know who to contact and what to do if a situation arises?

Be observant. Notice things around you – exit doors, sources of help, windows. This will help you if you need to escape quickly.

Assess potential risks.

Make sure you have all the relevant information on the person you are visiting, is there a known problem with this person or area?

Lone working applies to whether or not a worker is on Papa Stour Project premises including offices or not. It applies in all situations when they are the sole worker with a client or service user.

## **DEALING WITH AGGRESSION AND VIOLENCE**

Aggression can include verbal abuse, discrimination, sexual harassment etc.

- It is important, even if someone is trying to provoke you, not to respond in kind. Meeting aggression with aggression leads to confrontation, making the situation worse.
- Stay calm, speak slowly gently and clearly. Do not argue or try to outsmart the person verbally. Breathe slowly to control your own tension.

- Avoid body language which may be misinterpreted, such as looking down on the aggressor, hands on hips. Do not touch someone who is angry. Keep your balance and your distance.
- Are you the best person to deal with the situation? Going to get someone else can be helpful, particularly if they can solve a problem you can't.
- Get on the same level as the aggressor, if they are standing, so should you be. It makes you feel less vulnerable and easier for you to get away if necessary.
- Don't let your escape route become blocked, keep yourself between an escape route and the aggressor. If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.
- If you cannot get away, use your panic alarm.
- If you are attacked physically in an absolute last resort use whatever force necessary to be able to flee the situation.

Violent or aggressive incidents should be reported to your manager and recorded in the incident book.

## **OFFICE SAFETY**

Office environments are generally low risk but just as susceptible to accidents as other places of work and some of these can be serious, Slips, trips & falls and manual handling injuries are the main contributors. Where offices are situated on Papa Stour Project premises they shall be treated with the same degree of importance as any other work area. This includes the need to provide and maintain good housekeeping and tidiness adequate lighting, sufficient workspace, a healthy environment and unobstructed access and egress.

The Manager will ensure that all statutory assessments with regards to Display Screen Equipment, Manual Handling etc. are carried out to identify any potential problems and to minimise the risk of injury or ill health. Safety inspections of the office will be carried out annually.

Administrative/clerical personnel will be made aware of any hazards within their office environment (e.g. display screen equipment, manual handling) and provided with suitable training to make them aware of good working practices and the procedures to be followed, Supervisors shall ensure that good standards are maintained. The health and safety provisions shall also cover trainees, visitors and anyone else affected by the activities of the office. All office accidents will be recorded in an accident book.

## **RECREATIONAL ACTIVITIES**

Where recreational activities take place both in Papa Stour Project premises and off site, Papa Stour Project have a legal responsibility for that activity, there will be adequate supervision of those activities provided to ensure the safety of the participants. In protecting the health, safety and welfare of people attending the activity, a risk assessment of the potential hazards will be undertaken and the Manager shall ensure that the risks are adequately managed and controlled so far as is reasonably practicable. Persons managing the activity will have the necessary competence and experience to back up their responsibilities.

Recreational and exercise equipment used inside gymnasiums and buildings and those used in outdoor activities must be checked for safety on a regular basis to ensure that it remains fit for purpose,

As in all activities, adequate first aid facilities will be provided and somebody will be appointed to organise the arrangements to suit the activity.

At outdoor events, an effective means of communication in the case of emergency will be provided. This could be mobile telephone or walkie-talkie, where the recreational and physical activities are a distance from any permanent building,

## **RESTRICTED AREAS**

A number of restricted areas may exist in any Papa Stour Project premises. This refers to locations where access is restricted to authorised personnel in the interests of safe working practices. These specific areas, where applicable, will be listed and identified by safety signs. Examples are:

1. Chemical storage cupboard;
2. Kitchen and catering area;
3. Boiler room;
4. Plant room;
5. Electrical switchgear and
6. Confined spaces

## **RISK ASSESSMENT**

In order that Papa Stour Project fulfils its responsibility under Section 2 of the Health and Safety at Work Act 1974 and the Management of Health and Safety Regulations 1999 in ensuring the health and safety of all persons involved in or affected by its activities, a suitable and sufficient risk assessment will be carried out of the premises, activities and materials involved. There are many hazards that are a feature of the premises rather than of the activities within them. All Managers must ensure that, initially, a hazard assessment is completed for their premises to identify the significant risks to health and safety. This document can be found attached to this policy.

Where potential hazards are identified, a documented risk assessment will be carried out to detail any required actions. The first priority is to eliminate the hazards, so far as is reasonably practicable, and thereby remove the risks. Where hazards cannot be eliminated, control measures must be put in place to minimise the risks.

The results of any risk assessment must be discussed at the project safety meeting and brought to the attention of employees/volunteers involved in the situation so that the measures can be effectively implemented.

Where there are no persons at the project trained in risk assessments then advice and assistance may be required. This advice and practical guidance on carrying out these risk assessments will be sourced by the project manager.

## **SAFETY MEETINGS**

Papa Stour Project will hold periodic safety meetings that will be attended by all managers and key staff. These meetings may be held as part of the regular staff meetings. The purpose of these meetings is to review the projects health and safety issues. Minutes will be taken and the senior manager will be responsible for ensuring that any agreed action is taken within the agreed time scale.

## **SLIPS, TRIPS AND FALLS**

Slips, trips and falls are a major contributor to non-fatal accidents at work. The Manager will identify areas of risk and put control measures in place to manage them. Supervisors and employees/volunteers will be encouraged to report all such defects in the premises, Cleaning and maintenance workers will be trained in the correct use of cleaning and safety equipment so that additional slip and trip hazards are not introduced into an area,

All premises will be adequately lit to avoid stumbling. Good housekeeping will avoid obstructions to pedestrian areas. Where temporary hazards are likely to exist then adequate warning signs or barriers must be used. If weather conditions create an additional hazard outside, suitable precaution will need to be taken to minimise the risk of injury.

## **STEPS AND LADDERS**

In order that all step ladders, fixed and extending ladders are maintained in a safe usable condition, all components will be regularly inspected for signs of damage or weakness. The painting of wooden steps and ladders should be discouraged as this could so easily cover up defects and weaknesses.

Ladders ideally should only be used for access and not as a working platform. Where a ladder is used, all necessary precautions shall be taken to prevent incidents arising. The foot of the ladder should be supported on a firm and level surface and the top should be securely fixed.

## **STRESS MANAGEMENT**

Illness due to work related stress can arise out of many situations. Whilst most jobs create varying degrees of pressure in meeting the demands of the job, it is the prolonged exposure to excessive demands that can lead to mental or physical illness.

Employers and employees both have a role to play in recognising and managing stress within themselves and others. Papa Stour Project will assess all risk situations so that those likely to result in stress can be identified and steps taken to avoid or reduce the risk before it creates a problem at the workplace.

Actions required by management include:

1. Raising awareness, gaining and demonstrating commitment
2. Benchmarking to assess the current situation
3. Identifying the causes and assessing the risks
4. Avoiding and reducing the risks
5. Reviewing the situation

## **TRAINING (HEALTH AND SAFETY)**

Papa Stour Project has a firm commitment to health and safety training in order to meet the requirements of current legislation and to maintain the effectiveness of its health and safety policy. To ensure that employees and volunteers are competent in the activities being undertaken, the Manager will, identify the training needs and organise courses to include such things as induction training, basic health and safety awareness, risk assessment and first aid training.

It is the responsibility of the Manager to ensure that adequate training is made available and that accurate records of training are kept for each individual employee in the work force.

## **TRANSPORT SAFETY**

The Workplace (Health, Safety and Welfare) Regulations 1992 require that vehicle movements do not create hazards to pedestrians and that adequate measures are taken to ensure the safety of any pedestrians. Since vehicle movements can create risks, a suitable and sufficient risk assessment will be carried out of the work activities associated with vehicles. All personnel will be informed of the arrangements for safety.

Wherever possible, pedestrians should be separated from any vehicle movement areas. Parked cars should not be allowed to create a hazard for other vehicle movements. Where vehicle activities take place during the hours of darkness, the areas shall be adequately illuminated to be prevent accidents.

Only authorised persons will be permitted to drive vehicles. These persons must hold a full licence relevant to the vehicle being used. Drivers of vehicles exceeding 16 passengers must have a valid Public Services Vehicle licence. No person will be allowed to drive a forklift truck or other plant vehicles unless they are trained, certificated and authorised for that type of vehicle. Employers must ensure that the weekly working time of employed drivers is logged and that it does not exceed the limits set by the Road Transport (Working Time) Regulations 2005.

All Papa Stour Project vehicles will be maintained in a safe condition and, where applicable, shall be fitted with the appropriate seat belts.

## **VISITORS - BUSINESS**

For the safety of everyone, business visitors to Papa Stour Project premises are required to observe certain rules:

1. In the interests of safety and security, including the purposes of emergency evacuations due to fire all visitors should sign in on arrival and sign out on departure.
2. Visitors should not be allowed to walk around Papa Stour Project premises unless escorted or authorised to do so by the Manager.
4. Visitors should be made aware of the arrangements in the case of an emergency evacuation. They should leave the building by the quickest available route, following the fire exit signs and go at once to the nominated assembly point.

5. In order to maintain Papa Stour Project's commitment to standards of safety and hygiene, visitors must comply with any local safety and hygiene rules for the premises.
6. Where vehicle movements may arise,, visitors need to be made aware of the hazards that this introduces and the measures to avoid them.
7. Drivers calling at Papa Stour Project should exercise great care when manoeuvring their vehicles since there may be pedestrians or other vehicles moving around the premises, Where reasonably practicable, a maximum speed limit of 15 mph should be observed.

## **WASTE STORAGE AND DISPOSAL INCLUDING CLINICAL WASTE**

All organisations produce some form of waste, both solid and liquid, this may include clinical waste. Much will depend upon the activities undertaken, materials used and volume of waste produced as to the range and extent of waste storage and disposal arrangements.

In the Workplace (Health, Safety and Welfare) Regulations 1992, Reg. 9(3) specifies that: "so far as is reasonably practicable', waste material shall not be allowed to accumulate in a workplace except in suitable receptacles'. This requirement prohibits, so far as is reasonably practicable, the storage of loose refuse and liquid wastes in workplaces and the dumping of waste materials on land adjacent to a workplace. Employers must provide suitable receptacles for the storage and disposal of waste.

The Manager will ensure that suitable and sufficient waste containers are located in the premises and that these are emptied regularly into refuse skips or lidded containers in a suitable place outside in preparation for waste disposal. They must also ensure that all waste is securely stored, and that, where applicable, different categories (i.e. controlled waste, special waste - clinical waste -, ) are segregated and identified.

In the case of clinical waste it will be put into clearly identifiable waste bags which will be stored in a secure area that is not accessible to clients and then incinerated on site at the first opportunity by a manager of key staff. In the instance of sharps, they will be stored in a sharps container in a secure area not accessible to clients and deposited with the local needle exchange at the first opportunity.

The Environmental Protection (Duty of Care) Regulations 1991 have been made under the Environmental Protection Act 1990. These regulations specify the ways that various categories of waste must be collected and disposed of. Waste created by Papa Stour Project may be classed as domestic waste and collected by the Local Authority along with all other domestic property waste. All waste created at commercial premises is deemed to be "controlled waste"; even if it contains rubbish such as the everyday content of waste paper baskets. More hazardous materials may constitute "special waste", for which there are much more stringent procedures.

The Manager will ensure that approved methods of waste disposal are carried out.

## **WORK AT HEIGHT**

The new Work at Height Regulations 2005 are concerned with minimum health and safety requirements when persons work at height and apply to all work at height situations where there is a risk of a fall liable to cause personal injury. Employers, the self-employed and any person who controls the work of others, eg facilities managers or building owners who may contract others to work at height have duties under the legislation to ensure that those activities are carried out safely.

The Manager or person in control of the work, needs to ensure that;

- all work at height is properly planned and organised
- those involved in work at height are competent
- the risks from work at height are assessed and appropriate work equipment is selected and used
- the risks from fragile surfaces are properly controlled
- equipment for work at height is properly inspected and maintained

## **YOUNG PERSONS**

As an equal opportunities employer Papa Stour Project in conjunction with good practices and considering the unique nature of the project, may in some instances employ young people. Young People may be considered for work at Papa Stour Project as work experience placements, general croft working or/and volunteering. At the time of considering hiring a young person in any role a suitable job description would be compiled and careful consideration of all factors relative to employing a young person would take place.

In accordance with Regulation 19 of the Management of Health and Safety at Work Regulations 1999, young persons (under the age of 18 years) are identified as a vulnerable group and should be protected from any risks to their health, safety and welfare due to their lack of experience, awareness and maturity in the workplace.

In order that young persons who are employed by or on work experience with Papa Stour Project are protected from risks to their health, safety and welfare, a risk assessment will be carried out before the person is employed or taken on placement to identify the risks and implement the necessary measures to ensure their health, safety and welfare whilst at work. There are certain categories of work that young persons should not be employed in. However, young persons who are above school leaving age can do any task if it is part of their training and a competent person adequately supervises them.

## General Policy Statement

**The Manager** will continue to take care of the health and safety of all employees and other persons who attend the various activities in the premises, having regard to his or her statutory obligations under the Health and Safety at Work Act 1974, including any other regulations made under this legislation.

**The Manager** will also pay due attention to the need for conducting his or her undertaking in such a way to ensure, so far as is reasonably practical, that persons not in Papa Stour Project employ who attend these premises or who may be affected by its influence and work activities, are not exposed to risk.

In respect of the moral responsibilities to employees and persons, for whom he or she has a special duty of care, **the Manager** will Endeavour to provide the best possible conditions of work and service facilities, which affect the health, welfare and safety of all who work in and use these premises.

**The Manager** will make maximum use of any guidance or arrangement to consult with employees on matters concerned with health, safety and welfare of people who may at any time come directly within the centre.

Signed:

Date:

Name Manager

Signed:

Date:

Name of line manager

# **House Rules**

- 1. NO ALCOHOL OR ILLEGAL DRUGS TO BE BROUGHT INTO THE PROJECT OR USED OR SUPPLIED WITHIN THE PROJECT.**
- 2. CONSIDERATION FOR OTHERS AT ALL TIMES.**
  - No intrusion of others personal space.
  - No comments or jokes of a racial, sexual, religious or discriminatory nature.
  - No swearing at or with others.
  - No obscene gestures.
  - No incitement to or threats of violence.
  - No violence.
  - No intimidating behaviour – physical or verbal.
  - No use of others property without prior consent.
  - No theft of others property.
  - No wilful destruction or damage to others property.
- 3. MUSIC OR FILMS WITH LYRICS OR CONTENT THAT PROMOTES OR SUPPORTS ANY SUBJECT FOUND TO BE OFFENSIVE OR UNHELPFUL TO OTHERS WILL NOT BE PERMITTED.**
- 4. THE TV MAY ONLY BE USED AT THE DESIGNATED TIMES AND THEN ONLY IF IT IS NOT GOING TO DISTURB OTHERS.**
- 5. FOOD WILL ONLY BE CONSUMED IN THE KITCHEN OR DINING AREA. IF DRINKS ARE TAKEN TO THE LOUNGE THEN CUPS MUST BE RETURNED TO THE KITCHEN, CLEANED AND PUT AWAY. ANY SPILLAGES WILL BE CLEANED UP IMMEDIATELY.**
- 6. NO FOOD OTHER THAN FRUIT OR SUITABLE SNACKS (THAT IS PROVIDED BY PAPA STOUR PROJECT) MAY BE EATEN BETWEEN MEALS.**
- 7. PERSONAL ROOMS**
  - Rooms must be kept clean and tidy.
  - Only personal stereos to be used to listen to music in rooms.
  - Be aware of health and safety issues.
- 8. YOU WILL BE EXPECTED TO HAVE GOOD PERSONAL HYGIENE.**
- 9. YOU ARE EXPECTED TO COOPERATE WITH ALL HEALTH AND SAFETY POLICIES AND PROCEDURES.**
- 10. ALL MAIL WILL BE OPENED IN FRONT OF A STAFF MEMBER MAIL WILL NOT BE READ OR EXAMINED, BUT ENVELOPES WILL BE TIPPED OUT TO CHECK NO DRUGS HAVE BEEN POSTED TO A CLIENT.**

**11. ALL MONEY WILL BE KEPT FOR YOU IN THE PROJECT'S BANK ACCOUNT AND WILL ONLY BE RETURNED WITH 3 DAYS NOTICE AND AGREEMENT. SMALL AMOUNTS WILL BE ADVANCED BY THE PROJECT WITH A MAXIMUM OF £10.00 BEING AVAILABLE WITHOUT THE 3 DAYS NOTICE.**

**12. ANY OTHER ACT OR OMISSION THAT WAS FELT TO BE A RISK TO SELF OR OTHERS OR BE IN CONFLICT WITH THE ETHOS OF PAPA STOUR PROJECT COULD RESULT IN DISCIPLINARY ACTION.**

*A breach of any of the above rules may be taken very seriously and could lead to disciplinary action being taken and in some instances lead to immediate termination of Licence. Please see Client Disciplinary Policy.*

# Illegal Drug Use and Supply

Preamble	<p><b>Section 8 of the Misuse of Drugs Act</b> could expose us to the risk of criminal prosecution where drug dealing might be taking place on our premises. This procedure provides instruction and guidance to managers and staff in such circumstances.</p>
Definition	<p>Illegal drug use is the use of any substance not legally obtained by prescription or available as an over the counter remedy. Supply is providing illegal drugs or legally prescribed controlled drugs for the use of others whether or not money changes hands. Our premises are any premises or grounds owned by the project, any offices or any other property or grounds for which we have legal responsibility and anywhere we are providing a service to clients.</p>
Policy	<p>a) <i>Illegal drug use</i>: Where we know or have reason to suspect that illegal drug use is taking place on our premises, we must take every reasonable step to stop it and deal with the perpetrators. This may include temporary or permanent exclusion from the service.</p> <p>b) <i>Supply of Drugs</i>: Supply of drugs on our premises (whether or not money changes hands) is unacceptable. We are responsible for ensuring our premises are not used for the supply of drugs and must act on any suspicion. Other than isolated and controlled incidents, we should inform the police if we know or suspect that our premises are being used for the supply of drugs. This should include giving all necessary information to assist the police to identify those responsible.</p>
Procedure	<p><b>A. Illegal Drug Use:</b></p> <ol style="list-style-type: none"><li>1) The client contract makes it clear to clients that illegal drug use in our services is not acceptable and may lead to exclusion and/or termination of the clients license.</li><li>2) A distinction should be made between coming on to our premises under the influence of drugs and injecting, inhaling, taking drugs orally or smoking drugs on our premises.</li><li>3) Where the drug use takes place on our premises the matter should be investigated. In particular it should be established where and from whom the drugs were obtained.</li><li>4) Detailed records should be maintained of the incident and the investigation.</li><li>5) Normally a sanction should be applied where illegal drug use has taken place on our premises - this will include exclusion from the service and termination of the clients license. The procedure for applying a sanction must be followed, allowing the client the opportunity to hear the evidence and respond to the allegations.</li><li>6) If there are suspicions that this is not an isolated incident, the matter should be reported to the Operations Manager with a view to informing the police. All known illegal activities should be reported to the police.</li><li>7) Where we are providing a service in the premises of a partner agency. illegal drug use must be reported to a manager of that partner agency with confirmation in writing. Where necessary, we should assist in dealing with the incident, guided by this procedure.</li></ol>

## **B. Supply of Drugs on our premises:**

- 1) Any suspicions of supply of drugs (whether or not money has changed hands) on our premises must be reported immediately to a senior manager (using on-call arrangements out of working hours).
- 2) The senior manager should take steps to ensure that the supply of drugs on our premises is stopped immediately. This may include confiscation of any drugs discovered, isolation of individuals concerned, immediate exclusion from the premises, calling the police to deal with the matter and/or any other reasonable action to ensure the immediate risk is removed.
- 3) Any substances which come in to the possession of staff as a result of the action taken should be logged, placed in a sealed envelope and held securely as possible evidence in the event that the police are involved. See also the procedure for the disposal of illegal drugs.
- 4) All instances of supply of drugs on our premises will be reported to the police. The senior manager on duty should make a judgment on whether this should be done immediately or on the next working day. Due to the isolated nature of Papa Stour Project it is not reasonable to expect the police to respond in person. (Local police quote an 8 day response time to non emergency situations.) This does not negate our legal responsibility.
- 5) Where we are providing a service in the premises of another agency, all instances of supply of drugs on those premises must be reported to a senior manager in the partner agency and the Papa Stour Project manager responsible for the contract or service. The report must be confirmed in writing and should include advice on the action that we would take in similar circumstances.

### Practice Guidance

All staff and managers have a responsibility to prevent Papa Stour Project premises being used for supply and use of illegal drugs.

It is legitimate to continue to take decisions with the best interest of our clients as the paramount concern. Within that we must be able to demonstrate we are acting responsibly, in good faith and within the public interest.

## **Infection Control Policy**

- Preamble** As identified in risk assessment and reports due to the nature of our client group Papa Stour Project Managers, staff, volunteers, clients and visitor are at risk to blood borne viruses – BBV - such as; HIV, Hepatitis A,B,C. Some of these infections can be terminal, it is of the utmost importance that Papa Stour Project does all it can to minimise risk of infection.
- Definition** Blood borne viruses – BBV- for the purpose of this policy are diseases that can be passed by bodily fluids or are and classified as life threatening or terminal, such as HIV, Hep A,B,C. Infection control is a means by which the risk of transmitting these diseases can be minimised.
- Policy** In the case of having to work in an area where bodily fluids have been spilt, or when working directly with body fluids, ie blood, urine, all staff and volunteers must wear the provided protective gloves, and other protective equipment as required.
- If clothes become contaminated at any time they should be changed and washed immediately after an incident is dealt with.
- Staff and volunteers are to assume that all body fluid is infected and work in a way that minimises the risk to them and to others.
- In the case of body fluids being spilt the infected area will be cleaned with the provide specialist cleaner for body fluid spillages as per instructions.
- All staff and volunteers will be trained in procedures relating to infection control as part of their induction.
- If changing clients bedding (the only time this will happen is if a client leaves unexpectedly or is hospitalised in an emergency.) precautions should be take to prevent infection as laid out above.
- If a member of staff or volunteer does not feel safe in any related situation they should not feel they have to continue in that task, and the manager or other staff will take over.
- In all situations if members of staff or volunteers are unsure of anything they will assume the worst. And proceed with caution at all times.
- Any clinical waste will be disposed of according to the clinical waste procedures laid out in Papa Stour Project Health and Safety policy. This includes sharps.
- If handling sharps staff and volunteers should use the provided sharps kits. Always take the kit to the sharps, not the sharps to the kit to minimise risk.
- In the case of feted materials the disposal will be treated in the same manner as clinical waste with the added precautions of incorporating the practises used in the case of bodily fluid spillages to decontaminate infected areas.
- For use with feted soiled bedding red disposable wash bags are available and an external sluice area is available in conjunction with washing machine facilities.

## Lone Worker Policy

Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 Papa Stour Project have responsibilities for the health, safety and welfare at work of specific employees and those affected by the activities on Papa Stour Project premises, (i.e. lone workers such as support workers, cleaners, maintenance persons and contractors who they may engage.) In order to fulfil these responsibilities the Papa Stour Project will:

- \* Identify those persons who are likely to work alone,
- \* Assess the risk(s) to them whilst at work
- \* Take steps to avoid or control the risk(s), where necessary, and
- \* Provide information, instruction and training to those workers with regards to safe systems of work.

Employees also have a responsibility to take reasonable care of themselves and other people affected by their work and to co-operate with their employers in meeting their legal obligations.

Mobile phones are provided to assist lone workers in keeping in touch with the office or to summon help. Panic Alarms are also issued, to be used in extreme situations. Staff working on their own, visiting clients homes or isolated sites, must follow the calling in procedure. Staff who have contact with members of the public in the course of their duties will be trained in how to deal with threatening or aggressive behaviour.

It is important that there are effective communication systems between staff working alone with members of the public, clients and their office. This involves leaving full details of appointments for each day with the designated person in the office. This person's task is to confirm the whereabouts and safety of the lone worker. Arrangements should be made for the lone worker to phone in before and after an appointment or at a designated time. All lone workers should have access to a mobile phone.

If the lone worker fails to phone in at the allocated time, efforts should be made to contact them immediately. If this call does not elicit a satisfactory response then the police should be contacted immediately.

Staff should familiarise themselves with the checking in procedure.

If you sense something is wrong, it probably is. Trust your intuition.

Be prepared, do you know who to contact and what to do if a situation arises?

Be observant. Notice things around you – exit doors, sources of help, windows. This will help you if you need to escape quickly.

Assess potential risks.

Make sure you have all the relevant information on the person you are visiting, is there a known problem with this person or area?

Lone working applies whether a worker is on Papa Stour Project premises including offices or not. It applies in all situations when they are the sole worker with a client or service user.

## **DEALING WITH AGGRESSION AND VIOLENCE**

Aggression can include verbal abuse, discrimination, sexual harassment etc.

- It is important, even if someone is trying to provoke you, not to respond in kind. Meeting aggression with aggression leads to confrontation, making the situation worse.
- Stay calm, speak slowly gently and clearly. Do not argue or try to outsmart the person verbally. Breathe slowly to control your own tension.
- Avoid body language which may be misinterpreted, such as looking down on the aggressor, hands on hips. Do not touch someone who is angry. Keep your balance and your distance.
- Are you the best person to deal with the situation? Going to get someone else can be helpful, particularly if they can solve a problem you can't.
- Get on the same level as the aggressor, if they are standing, so should you be. It makes you feel less vulnerable and easier for you to get away if necessary.
- Don't let your escape route become blocked, keep yourself between an escape route and the aggressor. If the situation is dangerous, then get away as fast as you can. Never remain alone with an actively violent person.
- If you cannot get away, use your panic alarm.
- If you are attacked physically in an absolute last resort use whatever force necessary to be able to flee the situation.

Violent or aggressive incidents should be reported to your manager and recorded in the incident book.

# Medication Policy

- Preamble** Our clients occasionally require medication. In our service detailed procedures are required for the holding and dispensing of medication.
- Definition** Medication refers to all prescribed and non-prescribed medicinal products.
- Policy** As a registered supported housing provider, we are not responsible for the prescription of or dispensing/administering of medication. However we have a duty to ensure that all medication is safely stored.

- Procedure** *Storage and Record Keeping*
- All medication should be kept in a individual lockable cabinet or box – one for each client - in an area where clients do not have normal day to day access unless accompanied by a member of staff - the managers office-. The cabinets or boxes will be labeled with the clients name. Keys for the cabinets or boxes will be labeled with the clients names and hung in a key box or on a key rack.
- Details of a clients individual use of medication (prescribed or non-prescribed) should be recorded on the clients file.

## *Over-the counter medications*

Services should maintain small supplies of basic over the counter medication for general use. This should include non-opiate based analgesics, cough medicines of a non-addictive nature, medication for mild digestive disorders and medication for mild skin, eye or ear conditions.

Clients must purchase this medication themselves, it will not be provided by Papa Stour Project, as informed of during their application interview.

## *Prescribed Medication*

Prescribed medication will be held in the clients medication cabinet..

If a client is not taking the medication as prescribed, staff should draw the matter to the client's attention and advise the Doctor.

Methadone will not be kept at Papa Stour Project and no client will be accepted into the project whilst being prescribed methadone.

### *Access to Clients Cabinets*

Clients will only have access to the key to their own cabinet from the office when accompanied and observed by a member of staff or volunteer. The client will take their own key from the key box or rack and will open their own box. They will take the medication and lock the box and return the key.

If a member of staff or volunteer suspects a client of misusing their medication they will note it on the clients file and inform a manager as soon as possible, if no manager is available they will inform medical or emergency services immediately and act on the advice given.

At no time will a member of staff or volunteer try to physically stop a client from misusing their medication.



## **Policies and Procedures Reviews**

Papa Stour Project recognises that it is good working practice to periodically take stock of all aspects of the organisation, especially policies and procedures. As a new organisation it is essential that we get our operational procedures correct, and in the initial period of the organisations life learn from stakeholder feedback and adapt from any positive feedback.

All current policies and procedures will be reviewed after 3 months and then after 6 months and then on an annual basis.

Policies and procedures may be reviewed and changed at any time if it is felt through events, that they do not adequately cover or deal with any given situation, and/or there is a change to legislation or guidelines that make a policy or procedure illegal or contravening.

# Record Keeping (Client Information)

- Preamble** Good record keeping is an essential part of sound professional Supported Housing practices. This procedure should be read in conjunction with the procedures on Confidentiality and access to Records.
- Definition** Individual case records contain all information, correspondence and reports relating to clients.
- Policy** **Client Records**
- The client file will be opened by staff team prior to admission.
- All information, correspondence, reports and records on a client must be placed in the client file.
- The key worker is responsible for keeping the client file.
- Managers may determine the detailed practice for maintaining client files.
- All client files should be securely stored in lockable filing cabinets and, after use, immediately returned to the filing cabinet.
- When a client leaves, files should be securely stored for 6 years. Files may then be destroyed, however they should be checked first to ensure that they contain no material that might have a future use.
- Where services are provided jointly with other agencies**
- Increasingly services are being provided jointly with other agencies (e.g. in prisons). Such services should have a contract specifying respective responsibilities and working protocols. These should make specific reference to responsibility for record keeping, boundaries of confidentiality and access to records.
- Procedure** The key worker is responsible for maintaining the client file.
- Where possible, entries to the client file should be made on the same working day. No client file should be more than one week out of date.
- Managers should sample client files on a regular basis to ensure recording is of a satisfactory standard and up to date.

## Practice Guidance

All client files must have sections for assessments, all admissions data, Support plans, records of key work sessions, correspondence, reports, documents giving notice, the original signed licence agreement, other signed agreements/waivers, letters giving notice and narrative recording of the client's day to day involvement in the service where appropriate. It is helpful in a complex file to have a running index of contents. Work undertaken by the client as part of the therapeutic programme should normally be kept separately or in its own section in the client file.

Staff should bear in mind that clients have a right of access to their files (see the procedure Access to Files). Material on the file should be factually accurate. Where opinions are reached or judgments made about the client, they should be clear and backed up with evidence. Recording of incidents should include a clear chronology, separating fact from opinion. Material which should not be disclosed to the client should be clearly flagged in accordance with the procedure on access to files. All entries on files should be dated, legible and signed.

## **Papa Stour Project Staff Recruitment Policy**

**Preamble:** Papa Stour Project recognises that its success and performance depends on the quality and commitment of its employees. Emphasis should be placed on careful and objective assessment of skills, abilities and other characteristics of the individual which are relevant to the performance of the job. This is intended to result in the appointment of the most suitable and satisfactory candidate. Papa Stour Project is also aware that the scheme receives public support and that the recruitment process must be open and must not allow relationships or personal matters to influence the final selection of staff.

**Definition:** Selection should be made only by those people who have been suitably trained or who are suitably skilled and knowledgeable. In addition to furthering Papa Stour Project's Equal Opportunities Policy, the recruitment process should discriminate on the basis of ability but should not discriminate against disabled candidates simply because they have a disability. Applications are therefore welcomed from disabled people who have the appropriate skills and abilities for the job.

**Policy Procedure:**

Papa Stour Project may choose to use resources provided by partner agencies for recruitment when it is felt that this will add in a positive manner to the Papa Stour Projects recruitment process. These resources may include; Advertising through a partner agency, using their recruitment policies and procedures and using skilled and trained staff on interview panels.

Papa Stour Project will:-

1. Provide a Job Description

Describe the main tasks and responsibilities which make up the job. It will include:

- main purpose of the job
- main task(s) of the job
- scope of the job

2. Provide a Person Specification:-

Describe the ideal person to fill the job. Form a profile of the personal skills and attributes required in the ideal candidate.

3. Use Formal Application Forms:-

Use of Application Forms can assist with the hiring process and give all applicants an equal opportunity as they have to answer the same questions.

Key points to put in the application form are:-

- Name and address and telephone number
- Date of birth
- Present occupation and salary
- Educational qualifications
- Previous employment history
- Names, address and telephone numbers of two referees, one should be the current or most recent employer
- Period of notice required
- General information in support of application

4. Advertise the Vacancy:-

Good advertising should attract the right number of candidates of suitable calibre and qualifications at reasonable cost.

- Identify the most appropriate method, local or national press, Job Centre, block advertising etc. Do not restrict advertising to internal candidates unless doing so would be justified by preventing redundancy
- Set a suitable time scale
- Prepare advertisement copy using Job Description and Person Specification, taking account of the effect the image presented will have on candidates and the public
- Ensure that the advertising material adheres to the principles set out in the Papa Stour Project's Equal Opportunities Policy and the law.

5. Shortlist the Candidates:-

Using the job specification, application forms and supporting material, the interviewing panel will select suitable candidates to be interviewed. The panel will record the criteria used for selection - especially the Committees' Equal Opportunities Policy - and note the reasons why candidates are rejected.

6. Gather Information:-

- Obtain written references prior to the interview
- Run tests to measure abilities, aptitude or personality traits (if appropriate)
- Medical questionnaire
- Character clearance (if appropriate)

Plan the interview. Have all information available to ensure the interview is productive.

## 7. Conduct the Interview:-

The main purpose of the interview is to provide an opportunity to assess a candidate's suitability for the job. Interviewers must be competent and must not be related to the candidate. Interviews should be planned and they will run smoothly if:-

- The interviewers are prepared and all the information is available.
- There are no interruptions
- The candidate is made to feel relaxed
- 'Open' ended questions are asked (avoid questions which will result in a yes/no response)
- Time is allowed for candidates to ask questions
- Candidates are informed when a decision is likely to be made

## 8. Select the Successful Applicant:-

The decision to appoint or not to appoint will be made based on all relevant information gained from the recruitment process. The Person Specification criteria will be closely adhered to and no applicant will be rejected for any reason other than their ability to carry out the job as described in the job description.

As always check references and apply for Disclosure before making an appointment and inform unsuccessful candidates of the decision as early as possible.

## **Induction Process**

As with recruitment Papa Stour Project may choose to use resources provided by partner agencies and let partners fully induct new staff if this is felt appropriate and will add in a positive manner to the new staffs induction.

All new staff within Papa Stour Project are subject to a 3 month probationary period. In order to ensure a consistent and fair induction for all staff these procedures should be followed:

### **Aims**

1. To furnish the new staff members with skills, knowledge and confidence to start the job.
2. To give the new staff member an opportunity to understand the structure and work of the organisation.
3. To clarify the standards of work and conduct expected of the staff member.

### **Factors**

1. It is important that the induction is followed, as successful completion of a probationary period is dependant on a good induction.
2. The line manager should act as central reference point for the induction period.
3. The programme needs to be balanced to avoid overloading, but to provide enough essential information.
4. The focus of the induction should be the duties and responsibilities of the job description and most, not all of the time, should be spent where the job is located.
5. The induction provides an opportunity for the line manager and the staff to check what they both want from the job.
6. Weekly supervision should be provided in the first month and fortnightly supervision provided for the last two months.

### **Preparation for the Induction**

The line manager must be available on the employee's first day and should put the first morning aside to talk about:

- All departments of the project.
- Plans
- Person's role
- Equal opportunities
- Relevant Health and Safety
- Induction meeting should be set up with relevant staff, external groups as appropriate.

They should meet:

- All Managers
- Other staff members
- Health and Safety Representative

### **Objectives in Week 1**

- Tour of the building/offices
- Roles and responsibilities and organizational structure.
- Check they are aware of holiday procedure, sickness policy, pay, pension, training.
- Introduce procedures and policies.
- They should be aware of basic financial procedures, eg petty cash, postal arrangements and when the building is open/closed.
- Assess basic training needs.
- Line managers should offer standard basis training as required.
- Read Papa Stour Project general information
- Meet with other staff and managers

## **Objectives in Month 1**

- Meet with other staff within the organisation as appropriate to the duties of the post.
- Check this has been done and they understand what other departments do.
- The aims and objectives of the organisation.
- Agree one achievable task to be done by the end of the month.
- Agree objectives for the probationary period.
- This should include individual role and responsibilities as well as team work, based on the job description.
- Allow the staff member to talk about their impressions and what they understand their work to be. Ensure they are clear of what is expected of them and they agree objectives and deadlines.
- Assess their contribution to staff meetings. Assess their integration into the team and whether they have started to establish working relationships.
- It is important that at each supervision the line manager makes notes.

# Referral Policy

**Preamble** Papa Stour Project is involved in both receiving referrals of clients to the services operated by the Trust and in making referrals to other organisations.

**Policy** Papa Stour Project is open to and encourages referral of clients from any and all local and national organizations, church leaders and from individuals.

The project will also be involved in referring clients on to other organisations, either for additional services or in place of the service offered by the Papa Stour Project.

To achieve both these tasks the project staff will develop a network of contacts to facilitate the process, as well as providing a formal process by way of application forms and information.

**Procedure** Referrals to Papa Stour Project:

The project will consider all referrals to their services and seek to accommodate referrals where possible and appropriate.

Any verbal referrals are to be followed up by a written referral, either on a referral form, or by letter that contains the same information as required on the form.

Receipt of a referral will be acknowledged by the project and followed up by a letter once a decision is made, i.e. yes and when to start, yes but on the waiting list, yes if ....., or a clear no it is not possible for Papa Stour Project to help the client.

Agreed and contractual arrangements with other organisations will be implemented throughout the process of dealing with referrals.

Referral to other organisations

When staff are involved in referring a client to another organization the Trust staff will obtain the permission of the client in regards to what information can be shared with the other organization.

Papa Stour Project staff will ensure that the client understands what is proposed and is in agreement with the referral. If the referral is as a result of an inability by Papa Stour Project to continue to offer the service to the client and the client is not happy with the proposed change/referral a third party will be brought in to resolve the situation. This may be the Supporting People Team, a family member/neighbour or another organisation.

# Restraint of Clients

- Preamble** Papa Stour Project does not allow the use of physical restraint except in exceptional circumstances to prevent harm to staff or other residents. This policy and procedure outlines those circumstances and provides for the recording and review of each incident.
- Definition** Physical restraint is any action involving the positive application of force by staff to prevent self harm or harm to others.
- Policy** Physical restraint may only be used when it is a last resort and other measures have failed and there is an immediate risk of injury or harm to the client or another person  
It must not be used to prevent damage to property, prevent a person leaving a room or a service or to impose sanction on an individual. It should never be used routinely or as part of a planned intervention.
- Procedure** Staff should take steps to avoid the use of physical restraint through dialogue and diversion.  
Every effort should be made to secure the assistance of other staff before restraint is used. One member of staff should assume control of the incident, other clients should be asked to leave the area and every effort should be made to assist the client to regain self control without the application of physical restraint.  
Physical restraint may only be used when  
(a) It is a last resort and other methods have failed  
(b) There is an immediate risk of injury or harm unless physical control is exercised  
Only the minimum force necessary to prevent serious injury or damage should be applied  
Record the incident on the pro-forma attached  
Contact the service manager who will review the incident.  
Report the incident to the Operations Manager (or other appropriate officer).
- Practice Guidance**  
It is acknowledged that on very rare occasions it may be necessary for staff to use physical restraint to prevent serious harm to a service user or others.  
The action must be:  
(a) deliberate  
(b) controlled  
(c) with the aim of defusing a dangerous situation

(d) involve the minimum amount of force

It should never involve hitting, punching, kicking or any other aggressive act

Staff should aim to restrain arms and legs - if possible from behind. Neck holds should not be used. Avoid excess weight being placed on any area but particularly stomach, chest or head and neck.

Restraint should be released as soon as possible when the individual has gained control

Individuals whose behaviour is such that restraint is needed may be asked to leave the service after a review by the service manager.

## **Risk Assessment Policy**

**Preamble** Papa Stour Project understands that in providing the services that it does there are health and safety issues and risks involved. And as a responsible agency and employer it has an obligation to all stakeholders and the general public to identify and reduce these risks as much as is reasonably practicable. Out of this recognition has come the need to develop this policy.

**Definition** All activities undertaken by Papa Stour Project incorporate an element of risk. This Risk Assessment Policy is to guide managers, staff, volunteers in the best way to highlight, and minimize these risks.

**Policy** The need to minimise risk of harm or danger to all Papa Stour Project stakeholders and the general public is essential. To assist in this Papa Stour Project risk assessment policy and risk assessment forms along with HSE – Health and Safety Executive - legislation and guidelines and Papa Stour Project related policies need to be understood by all managers, staff and volunteers. - Training will be required by managers and key staff in highlighted areas to meet the requirements of this policy and HSE legislation. As a matter of good practice all staff and volunteers will have training opportunities.

This policy operates along side Papa Stour Project policies for;

- Fire.
- Health and Safety.
- Infection Control.
- Client Working and Lone Working.
- Restraint of Clients.
- Serious Incidents.
- Medication.
- Disposal of Illicit Drugs.

**Procedure** Three Main areas of risk have been identified;

- Property Management and Maintenance.
- Fire.
- Client Working and Lone Working

Each identified area of risk has its own unique issues when it comes to risk and the assessment of risk. This policy outlines the tools and processes needed to identify these risks in conjunction with above mentioned policies.

**Property Management and Maintenance.**

All Properties that the Papa Stour Project operates from including and grounds will be inspected by senior Managers and/or key staff – Health and Safety Officers. - and Fire Department officers.

The inspection will be based on HSE Legislation and HSE Five Step guidelines on Risk Management – details can be found at; <http://www.hse.gov.uk/risk/fivesteps.htm> or by contacting the HSE on 0845 345 0055.- HSE website resources will be used to assist with the risk assessment and report development, as will direct advice where and when necessary. A copy of the Five Step guide is available to all Papa Stour Project stakeholders.

A Papa Stour Project risk assessment report incorporating the HSE Five Steps will be produced by the inspecting manager or key staff member. This report will be kept on file and be reviewed and updated on a regular basis, or as and when necessary to comply with legislation or good working practices.

## **Fire**

All Properties that the Papa Stour Project operates from including and grounds will be inspected by senior Managers and/or key staff – Health and Safety Officers. – and Fire Department officers.

Papa Stour Project will adhere to all current fire legislation and guidelines with a continued view to planning for future changes and development. Papa Stour Project will only operate services whilst in possession of a current fire safety certificate.

A Papa Stour Project risk assessment report incorporating the HSE Five Steps will be produced by the inspecting manager or key staff member. This report will be kept on file and be reviewed and updated on a regular basis, or as and when necessary to comply with legislation or good working practices.

Fire department guideline literature, direct advice from the fire department and agencies with similar risk issues as ourselves should all be used to help in the assessment and report development process.

## **Client Working including Lone Working**

All Properties that the Papa Stour Project operates from including grounds will be inspected by senior Managers and/or key staff – Health and Safety Officers. – and Fire Department officers.

In assessing the risk of client working and lone working it is essential that all managers, staff and volunteers have read and understood the Client Working and Lone Working Policy and where requested and/or identified training has been provided.

A client risk assessment will be completed with all potential clients of Papa Stour Project by an experienced agent. The risk assessment will be read by a manager and discussed with key staff. Additional information may be needed from external bodies or agencies to satisfactorily complete this stage of the risk assessment. Based on this information a decision will be made whether to interview the client or not.

Interviews will be conducted by two members of staff – where possible-. No decision will be made at the interview stage as to whether or not to accept a potential client. The interviewing staff will decide on the suitability of a client and what if any identified risk factors there may be. The staff may need to gather further information or discuss the client further with a manager. – in the case of only one member of staff interviewing the client, the case will always be discussed with other staff and a manager.- Only after this will a decision be made and the client informed.

It is the responsibility of all staff to familiarise themselves with a clients file and risk assessment before undertaking work with them for the first time. Then to review the file on a regular basis for any added information.

In assessing the risk of working with clients in any given environment it is important to follow the guidelines set out in the Client Working and Lone Working Policy / Health and Safety Policy and take into account anything indicated on the client's personal risk assessment.

All Papa Stour Project risk assessment policies and procedures are organic and designed to grow and develop as and when need, legislation or good working practices demands.

## **SUPERVISION GUIDELINES**

### **General**

Supervisions are for the mutual benefit of the project along with supervisor and supervisee. Each party should equal and represented.

Supervisions should be held every month and treated as a priority.

One hour should be allocated for the supervision and longer taken if needed, but time should be managed.

Supervisions should be held in a confidential space, this can be off site if agreed by supervisor and supervisee. At a time that is convenient to both parties.

All written notes must be agreed by both parties as being an accurate record of the supervision. If the supervisee requests that something is admitted from the record then this request must be respected.

Additional notes can be taken but will not be kept on file.

All agreed notes and supervision forms will be kept on an employees personnel file. In any disciplinary procedure these notes may be referred to.

Supervisions are confidential except between supervisors and their line managers.

Supervisions should be seen as part of a year long process and not in isolation. – Although there will be isolated issues. – The areas to be covered are on a rolling process or/and as necessary.

### **Areas to be covered**

Staff should be aware of Papa Stour Project mission statement and aim and objectives. Address how employee's attitudes and actions – working practises - promote and cooperate with the mission statement and aims and objectives.

Staff should have a working knowledge and good understanding of all Papa Stour Project's policies and procedures. It's important to examine this knowledge and strengthen it where necessary.

Along with annual appraisals supervisions should be used to identify staff development and training needs. Supervisions can be seen as an appropriate environment to offer minor training packages.

Staff should feel confident and safe and able to challenge and address any concerns that they have with the project or their supervisor.

Employees should feel that they have equal ownership of supervision sessions and have equal opportunity to add items to the agenda.

Supervisors should always feed back to staff at the earliest opportunity about any outstanding issues from a supervision session.

It should always be clearly minuted who will be taking an issue forward. And when they will be feeding back.



## Volunteers

- Preamble** Papa Stour Project is committed to using volunteers as we feel that volunteers add to the quality and depth of service we provide.
- A procedure on the use of volunteers is necessary to safeguard the services and their clients and any volunteer who is working with us.
- Definition** A volunteer is anyone who is delivering or helping to deliver a service to our clients. Volunteers are not paid for their involvement, but in some cases traveling expenses may be claimed
- Policy.** It is Papa Stour Project's policy that all volunteers should be treated fairly and appropriately and this includes being clear about their roles and responsibilities.
- Procedure** The following procedure should be followed
- Each volunteer should be asked to fill in an application form which should include references
  - Declarations of criminal records and Enhanced Disclosure Scotland are required. Volunteers should not commence duties until these have been seen by service manager. References should be signed by service manager (as seen and acceptable).
  - The volunteer should then have an informal interview.
- The interview should cover the following issues:
1. What days/times the volunteer can commit to the work.
  2. Whether the work will be supervised and if so by whom.
  3. What training or support the volunteer will need and who will provide it
  4. Any arrangement for expenses to be paid and how these can be claimed
  5. Any emergency procedures to be followed.
  6. Health and Safety information
- Conduct expected from volunteers — this should be in line with staff code of conduct with particular to confidentiality
- When this interview has been conducted a formal offer of voluntary work outlining the agreements reached above should be drawn up and signed by the volunteer and staff member
  - A copy of the Papa Stour Project Code of Conduct for staff should also be given to volunteers and included in the agreement

- Application Forms/References/Police Checks should be held in a Personal File at the service and a copy sent to Human Resources— clearly marked \VOLUNTEER.

### **Volunteers from Abroad**

In respect of the above, the Volunteer Policy applies, with the following exceptions:

- Volunteers from abroad should fill in an application form, including names of referees from their Employer as well as personal ones.
- Police checks / enhanced disclosure cannot be done from this country to some other countries, but where possible will be. In the cases where they cannot. It will be for the volunteer to provide the equivalent from their country of origin and will not be considered without this document.
- Accommodation for volunteers may be available, if there are rooms vacant. There may be a small rent for this.

# Whistleblowing

Preamble	<p>This policy recognises that our staff (paid and voluntary) will very often be the first to see or suspect misconduct or wrongdoing. We wish to encourage all, at all levels, to maintain vigilance and to raise such concerns in a sound way to demonstrate and ensure good practice in all our activities. While very often it may be innocent, it could turn out to be fraud on our organisation, a potential public danger, or some other form of serious malpractice.</p> <p>Papa Stour Project wishes to make it clear to our members and service users that this policy is also relevant to them. It is the intention of Papa Stour Project that this policy is equally made available for their knowledge and use as appropriate. Clearly a founding principle of this policy is that those who attempt to defraud us, compromise the standards of Papa Stour Project, or otherwise are reckless about our good reputation, will themselves be severely dealt with.</p>
Definition	<p>Whistleblowing is the declaration of one person regarding a member of staff's action which are suspected as misconduct or wrongdoing.</p>
Policy	<p>Whistleblowing is seen as a positive and constructive action which assists in the monitoring of the operation of Papa Stour Project.</p> <p>All are encouraged to declare a concern regarding suspected misconduct or wrongdoing within the organization – whether employed, Trustee, user, friend or public.</p> <p>Positive action will be taken to address any issues raised as laid out in the procedures.</p>
Procedure	<p><u>Potential Malpractice</u> For the purpose of this policy, we consider that examples of potential malpractice include:</p> <p><b>Fraud, corruption, breach of contract, breach of confidentiality, known breach of data protection legislation, negligence, danger to health and safety and child protection issues, discrimination, pollution, unethical/unprofessional conduct and the cover up of any of these.</b></p> <p>This policy confirms:</p> <ul style="list-style-type: none"><li>• our commitment to openness and good communications;</li><li>• the establishment of secure procedures for raising concerns;</li><li>• the availability of support to those raising issues of concern;</li><li>• that those who make malicious allegations will themselves face serious consequences.</li></ul>

## Communications and Openness

The policy will be:

- provided to every employee, volunteer and discussed at staff induction
- raised as appropriate at staff meetings
- publicised in the Staff Handbook, department manuals, notice boards and wherever else appropriate.

Other policies that are particularly relevant here include those on code of conduct, child protection, health and safety, financial regulation and equal opportunities.

*This policy statement should not be confused with the Grievance Procedure which should be used where employees are aggrieved with their personal position. Similarly, members and customers who are aggrieved about their individual situations should use the Complaints Procedure.*