



Health and Safety Policy

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Introduction

At Cameron and Cooper Limited, we are committed to creating a safe, secure, and nurturing environment for everyone—children, young people, adults, visitors, and contractors. Health and safety is not just a legal requirement; it is a reflection of our deep commitment to the values of **Love, Care, and Consistency**. We believe that a safe environment is essential for healing, development, and meaningful relationships.

This policy sets out our commitment to protecting the physical and emotional well-being of all individuals connected with our services. It outlines the systems, responsibilities, and legislative frameworks that guide our work and ensure that safety is embedded into everyday practice.

We recognise that the children and young people we support may have experienced trauma, adversity, or disrupted relationships, and that health and safety measures must always be implemented with sensitivity, clarity, and compassion. Adults at Cameron and Cooper Limited play a vital role in modelling safe behaviours, responding appropriately to risk, and creating environments where children feel safe, respected, and supported.

This policy has been developed in line with the following legislation and guidance, and will be kept under regular review to ensure continued compliance and good practice:

- The Children's Homes (England) Regulations 2015
- The Health and Safety at Work etc. Act 1974
- The Management of Health and Safety at Work Regulations 1999
- The Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- The Regulatory Reform (Fire Safety) Order 2005
- The Manual Handling Operations Regulations 1992
- The Personal Protective Equipment at Work Regulations 2022
- The Display Screen Equipment Regulations 1992
- The Work at Height Regulations 2005
- The Health and Safety (First-Aid) Regulations 1981
- The Smoke-free (Premises and Enforcement) Regulations 2006

This policy should be read in conjunction with:

- Safeguarding and Child Protection Policy
- Promoting Positive Behaviour and Relationships Policy
- Self-Harm Response and Support Policy
- Smoking, Alcohol and Substance Misuse Policy
- Regulation 40 Notifications Procedure

Responsibility for Health and Safety Matters

At Cameron and Cooper Limited, responsibility for health and safety is shared across the organisation, with clear lines of accountability and leadership at every level. We recognise that safeguarding physical safety is intrinsically linked to emotional safety, and we embed this thinking into how we manage our environments, our systems, and our everyday interactions with children and young people.

Organisational Oversight

The **Service and Operations Manager** holds overall strategic responsibility for health and safety across Cameron and Cooper Limited. This includes ensuring that legal obligations are met, that risk is actively monitored and addressed, and that our approach remains consistent with our therapeutic model and values of **Love, Care, and Consistency**.

At an operational level, each **Registered Manager** is responsible for implementing the Health and Safety Policy within their service. This includes ensuring that:

- All adults working in the service understand and follow health and safety policies and procedures.
- Risk assessments are completed and reviewed regularly.
- Environments and equipment are maintained to safe standards.
- Any incidents are recorded, reported, and followed up appropriately.

Day-to-Day Responsibility

Every **adult at Cameron and Cooper Limited** has a shared responsibility for maintaining a safe and nurturing environment. This means:

- Being vigilant about risks and responding proactively.
- Supporting young people to understand safety in a developmentally appropriate way.
- Ensuring that health and safety is always considered alongside emotional well-being and safeguarding.

We expect all adults to model safe behaviours, act immediately if they identify a hazard, and contribute to an open culture where health and safety concerns can be raised and addressed without delay.

Where relevant, we ensure compliance with specialist regulations, including:

- **Control of Substances Hazardous to Health Regulations 2002 (COSHH)**
- **Work at Height Regulations 2005**
- **Manual Handling Operations Regulations 1992**
- **Fire Safety Order 2005**
- **Personal Protective Equipment at Work Regulations 2022**
- **Electricity at Work Regulations 1989**

We are committed to providing training, guidance, and oversight so that all adults feel confident in their responsibilities and supported to act in the best interests of the young people and each other.

Your Responsibilities

Every adult at Cameron and Cooper Limited plays a vital role in maintaining a safe and supportive environment for children, young people, colleagues, and visitors. Health and safety is not a separate task; it is part of how we care, how we relate, and how we protect each other from harm. Your actions, vigilance, and decisions directly impact the safety and well-being of those around you.

As an adult working in our homes or services, you are expected to:

- **Follow all health and safety policies and procedures** relevant to your role, including those outlined in this policy and associated risk assessments.
- **Raise any concerns about safety or hazards without delay**—whether this relates to the physical environment, equipment, infection control, or the actions of others.
- **Use equipment correctly and safely**, following all instructions and using any required personal protective equipment (PPE) appropriately.
- **Maintain a safe and tidy environment**, ensuring that exits and walkways are clear, fire exits are not obstructed, and that spaces are kept clean and orderly.
- **Take responsibility for your own health and well-being**, including reporting health conditions that may impact your ability to work safely or carry out specific tasks.
- **Support children and young people in understanding safety**, using clear, age-appropriate language and guidance.
- **Act as a role model**, demonstrating safe behaviour, calm problem-solving, and a consistent approach to risk and boundaries.

If you are unsure about a health and safety procedure or feel something poses a risk, you must speak to the Registered Manager or a senior member of the team as soon as possible. It is always better to check or raise a concern than to delay action.

We operate within a safeguarding culture where emotional and physical safety go hand in hand. This means all health and safety responsibilities must be carried out with empathy, attentiveness, and professionalism.

Young People and Visitors

Creating safe environments for children and young people is at the heart of everything we do at Cameron and Cooper Limited. We recognise that many of the young people we care for have experienced unsafe or unpredictable environments in the past, and we are committed to ensuring that everyone who enters our homes feels protected, welcomed, and respected.

Young People's Safety and Participation

Young people living in our homes have a right to feel safe and be safe. While the responsibility for creating and maintaining a safe environment lies with adults, we also believe in empowering young people to develop their understanding of safety and contribute to a culture of shared responsibility.

Adults must:

- Provide clear, age-appropriate guidance to young people about health and safety expectations, including fire safety, hygiene, and behaviour around equipment or hazardous substances.
- Ensure children and young people are actively supervised, especially during activities that may carry risk (e.g., off-site trips, kitchen use, or physical activities).
- Encourage young people to speak up about anything that feels unsafe, and take their concerns seriously.

Where appropriate, individual risk assessments should include health and safety considerations specific to each young person, including any vulnerabilities, sensory sensitivities, or behaviours that may present a risk to themselves or others. These assessments must be reviewed regularly and adapted in line with the child's needs and development.

Visitors and Contractors

Visitors, including professionals, family members, and contractors, are expected to comply with all health and safety protocols during their time on our premises. All visitors must:

- Be signed in and out in accordance with the home's procedures.
- Follow any instructions given to them by adults on-site.
- Report any hazards, accidents, or concerns to an adult immediately.

Visitors who are not familiar with the environment must be briefed as necessary, particularly in relation to safeguarding measures, fire procedures, or specific risk considerations (e.g., restricted areas, infection control).

Where visitors include external professionals involved in the care of a young person (e.g., social workers, therapists), adults must ensure that any relevant risk-related information is shared in a professional and proportionate manner to protect the safety of the young person and others in the home.

Contractors

At Cameron and Cooper Limited, we work with external contractors to ensure that our homes remain safe, functional, and well-maintained environments for children, young people, and adults. We recognise that any external work carried out on-site—particularly in the presence of young people—must be carefully planned, assessed, and supervised to uphold both safety and emotional security.

Expectations Before Work Begins

All contractors are expected to:

- Comply with all relevant health and safety legislation, including but not limited to COSHH (2002), the Work at Height Regulations (2005), and the Manual Handling Operations Regulations (1992).
- Provide evidence of their qualifications and appropriate insurance, if applicable.
- Be briefed by a designated adult prior to starting work, either in person or in writing, about the specific environment, any known risks, and the presence of children and young people.

Before any work begins, contractors must complete a visual risk assessment of the area and their planned activity. For substantial or multi-day work, particularly where young people will be present, a written risk assessment must be submitted in advance. This must include:

- Identification of all potential hazards.
- Control measures that will be implemented to mitigate those hazards.
- Details of any required personal protective equipment (PPE).
- A plan for supervision, if work is taking place near or within child-accessible areas.

During Work

While on-site, contractors must:

- Follow all instructions given by adults at Cameron and Cooper Limited.
- Work in a way that minimises disruption and does not compromise the safety or emotional well-being of young people.

- Immediately report any incidents, hazards, or concerns to the Registered Manager or most senior adult on-site.

In some cases, work may need to be rescheduled or relocated to ensure that it does not interfere with the emotional safety, routines, or privacy of children and young people in our care.

Any contractor who fails to adhere to agreed safety protocols, disregards instructions, or places individuals at risk may have their contract terminated and be refused future access to our premises.

Information and Consultation

A safe environment depends not only on procedures but on open communication and shared responsibility. At Cameron and Cooper Limited, we are committed to ensuring that all adults are informed, consulted, and supported in understanding and enacting their health and safety responsibilities.

We believe that a culture of transparency, trust, and reflective practice strengthens both compliance and care.

Ongoing Communication

Adults at Cameron and Cooper Limited will be:

- Kept informed about any changes in health and safety procedures, legal requirements, or environmental risks.
- Included in discussions about improvements to working conditions, equipment safety, or policy development.
- Given opportunities to raise concerns, offer feedback, or contribute suggestions relating to health and safety during team meetings, supervision, or other formal and informal forums.

Clear, proactive communication ensures that adults are not only following procedures but are also able to think critically and respond confidently to emerging risks.

Health and Safety Representatives

Where designated health and safety leads or representatives are in place, they will:

- Receive training relevant to their role.
 - Assist in conducting audits or checks.
 - Support the wider team in embedding safe working practices.
- Their role is not one of enforcement but of support and collaboration, helping to foster a positive and proactive safety culture.

Supporting Young People's Understanding

As part of our commitment to participation and empowerment, we will involve young people—where appropriate—in conversations about safety in their homes. This may include:

- Consulting with them during room checks, repairs, or environmental changes.
- Helping them understand fire drills, infection control, and the safe use of space or equipment.

- Creating accessible, child-friendly materials to explain health and safety expectations in everyday terms.

By fostering respectful, informed dialogue across all levels, we ensure that health and safety is lived as part of our ethos—not just enforced through rules.

Training

At Cameron and Cooper Limited, we recognise that high-quality training is essential to ensure that all adults can carry out their duties safely, confidently, and in line with both legal requirements and our therapeutic ethos of *Love, Care, and Consistency*. Health and safety training is not a one-off event—it is a continuous process that supports reflective practice, professional development, and the protection of everyone in our care.

Induction and Core Training

All adults will receive health and safety training as part of their induction, including:

- An overview of key policies and procedures.
- Site-specific information, including fire safety, infection control, and emergency procedures.
- An introduction to the risk assessment framework and reporting systems in place (e.g., Clear Care).

Additional training modules may be provided where relevant to an adult's role, such as:

- Manual handling
- COSHH awareness
- Lone working safety
- First aid and emergency response
- Safe use of PPE and equipment

Ongoing Development and Refreshers

Health and safety training needs will be reviewed regularly and refreshed at intervals appropriate to the subject area. Adults may also receive updated training:

- Following a significant incident or near miss
- When legislation, guidance, or organisational policy changes
- After changes to the environment, equipment, or risk profile of the setting

We are committed to identifying training needs proactively and ensuring that all adults feel competent, informed, and prepared to respond to health and safety matters.

Supporting Therapeutic and Trauma-Informed Practice

Training also includes guidance on how to implement health and safety responsibilities in a way that is:

- Sensitive to the emotional needs of children and young people
- Responsive to trauma-related behaviours or vulnerabilities
- Consistent with the wider safeguarding and relational responsibilities of the role

We expect all adults to engage in learning with openness and professionalism, recognising that their knowledge and conduct directly influence the safety, trust, and stability of the home environment.

Accidents and First Aid

At Cameron and Cooper Limited, the physical safety and emotional well-being of children, young people, and adults are always our priority. We recognise that accidents can happen despite our best efforts, and our approach to first aid is guided by care, competence, and calm, well-coordinated responses.

First Aid Provision

We ensure that:

- Every home has access to fully stocked and regularly checked first aid kits.
- A sufficient number of adults are trained in Emergency First Aid at Work or equivalent.
- First aiders are clearly identified within each service and are confident in responding to both minor and more serious incidents.
- First aid equipment is accessible, clearly signposted, and maintained in accordance with relevant guidance.

Where a child or young person requires medical attention beyond basic first aid, the responsible adult must seek appropriate medical help (e.g., NHS 111, emergency services, or local GP), and notify the Registered Manager/on-call manager immediately.

Responding to Accidents

In the event of an accident involving a young person, adult, or visitor:

- The nearest trained first aider must respond promptly and calmly.
- Immediate care must be provided, and the emotional well-being of the individual must be considered throughout.
- The incident must be recorded in Clear Care in a timely and factual manner.
- The Registered Manager (or on-call manager) must be notified in line with organisational procedures.

Where a child or young person is involved, adults must offer comfort, reassurance, and clear communication, ensuring the child feels safe and supported throughout and after the incident.

Promoting a Culture of Reporting and Learning

Every accident—however minor—provides an opportunity to reflect, learn, and improve practice. We encourage:

- Prompt and transparent reporting of all incidents.
- An open culture where mistakes or near misses are explored without blame.
- Regular reviews of accidents and injuries to identify patterns or emerging risks.

By embedding first aid and accident response into our wider safeguarding and therapeutic approach, we ensure that children and young people not only receive the care they need in an emergency but also feel held, valued, and reassured throughout the experience.

Reporting Accidents / Appropriate Notifications

Cameron and Cooper Limited has a clear, transparent process for reporting all accidents, injuries, and dangerous occurrences. Timely and accurate reporting not only ensures legal

compliance but also supports learning, reflection, and continuous improvement across our services.

We approach all incidents with sensitivity and professionalism, ensuring that both physical and emotional needs are addressed, and that young people feel safe and supported throughout.

Internal Reporting Requirements

All accidents or near misses involving children, young people, adults, contractors, or visitors must be:

- Reported immediately to the Registered Manager or the on-call manager.
- Recorded accurately in Clear Care, including time, location, circumstances, actions taken, and any injuries sustained.
- Followed up with appropriate documentation such as a body map, witness accounts (if relevant), and any photographic evidence where required.

In the case of children and young people, it is essential that their voice is captured as part of the incident record where appropriate, including how they experienced the event and what support they need moving forward.

External Notifications (RIDDOR and Ofsted)

Under the **Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)**, we are legally required to notify the Health and Safety Executive (HSE) of certain incidents, including:

- Deaths
 - Specified injuries (e.g., fractures, amputations, serious burns)
 - Injuries requiring hospital admission for more than 24 hours
 - Incidents resulting in more than seven consecutive days off work for an employee
 - Dangerous occurrences or near misses that could have caused serious harm
- Reportable incidents must be submitted to the HSE as soon as practicable and within the statutory timeframe. Guidance and submission forms are available at: [RIDDOR](#)
- In addition:
- The **Registered Manager** must notify **Ofsted** without delay for any serious incidents involving a child or young person, as defined under Regulation 40 of the Children's Homes (England) Regulations 2015.
 - Parents, carers, or relevant professionals (e.g., social workers) must also be informed in a timely and appropriate manner, respecting the child's care plan, legal status, and best interests.

Learning and Review

Following any significant accident or near miss, a reflective review should be carried out involving the adults on duty, the Registered Manager, and, where appropriate, the Head of Safeguarding. This review should:

- Identify any systemic issues or gaps in supervision, environment, or training.
- Lead to revised risk assessments or control measures if needed.
- Ensure that young people's views and experiences inform any changes.

By responding to incidents with clarity, compassion, and accountability, we reinforce our commitment to safe, therapeutic, and well-managed care environments.

Fire Safety

At Cameron and Cooper Limited, we take fire safety extremely seriously. Preventing, detecting, and responding to fire risks is a critical part of keeping children, young people, and adults safe. Our approach ensures that every person in our homes understands their role in maintaining a fire-safe environment, while recognising that the emotional impact of fire drills or alarms must be managed with care and consistency.

Fire Prevention and Awareness

All adults at Cameron and Cooper Limited are responsible for:

- Keeping escape routes clear at all times.
- Ensuring that fire doors are not wedged open.
- Being alert to any fire hazards, such as blocked exits, unsafe use of electrical equipment, or unattended cooking.
- Following safe practices for the storage and use of flammable substances.

Children and young people are supported to understand the importance of fire safety in ways that are age-appropriate, reassuring, and emotionally attuned. Our aim is to build awareness without creating unnecessary fear or anxiety. Each child and young person has a Personal Emergency Evacuation Plan (PEEP), tailored to their individual needs and recorded in the relevant section of Clear Care.

Fire Safety Equipment and Checks

We ensure that:

- All fire alarms, extinguishers, emergency lighting, and fire doors are checked and maintained regularly by competent persons.
- Monthly in-house checks and routine fire drills are conducted in every home and recorded appropriately.
- All adults know how to safely use fire extinguishers, if trained to do so, and when not to attempt to fight a fire.

Each home has a clearly displayed fire evacuation plan, and fire assembly points are identified and communicated to all adults, children, and visitors.

Personal Emergency Evacuation Plans (PEEPs)

Every young person in our care has an individual **Personal Emergency Evacuation Plan (PEEP)** that:

- Considers their emotional and physical needs.
- Identifies any support or adaptations they require in the event of a fire.
- Is shared with all relevant adults and reviewed regularly.

Where a child is known to be distressed by alarms, routines will include preparation and reassurance before drills wherever possible.

In the Event of a Fire

If a fire is discovered or the alarm sounds:

1. **Evacuate immediately** using the nearest safe exit. Do not stop to collect belongings.
2. **Support children and young people with calm and clear communication.** Use familiar language and tone to reduce distress.
3. **Call 999** as soon as safely possible—even if the fire appears extinguished.
4. **Do not re-enter the building** until authorised to do so by the fire services or designated person in charge.
5. **Provide emotional reassurance and support** to all young people during and after the event.

After any evacuation, the Registered Manager must ensure a debrief takes place, including a review of how young people experienced the event and whether any changes to their PEEP or emotional support are needed.

Risk Assessments and Measures to Control Risk

At Cameron and Cooper Limited, we believe that risk management is not simply about compliance—it is about creating environments where children and young people feel safe, seen, and supported. Risk assessments are a vital tool in safeguarding everyone in our homes/school, ensuring that potential hazards are identified early and addressed with care, consistency, and professional judgement.

Approach to Risk Assessment

Risk assessments are carried out across all areas of service delivery, including:

- The physical environment (e.g., fire risks, maintenance issues, infection control)
- Activities (e.g., outings, lone working, physical interventions)
- Equipment and substances (e.g., electrical safety, COSHH, manual handling)

Assessments must:

- Identify the hazard
- Evaluate who might be harmed and how
- Assess the level of risk
- Identify control measures to reduce or eliminate risk
- Assign responsibility for action
- Be regularly reviewed and updated, particularly after any incident, environmental change, or updated guidance

Adults at Cameron and Cooper Limited are expected to understand the purpose of risk assessments and contribute to their development and implementation.

Supporting Young People Safely

Where risks relate to individual young people—such as behaviours, emotional needs, or health concerns—bespoke risk assessments are developed and kept under regular review. These are created with:

- Input from key professionals
- Oversight from the Registered Manager
- A clear focus on balancing protection with participation and dignity

Risk management strategies must be proportionate, therapeutic, and responsive, avoiding overly restrictive measures unless absolutely necessary to prevent serious harm.

Examples of Control Measures

- Use of PPE when handling hazardous substances (COSHH)
- Mandatory training in manual handling and Team Teach
- Restricting access to high-risk areas or equipment where appropriate
- Regular environmental checks and maintenance schedules
- Clear guidance and supervision levels on outings or transport

We also place a high value on **preventative culture**: encouraging adults to notice early signs of wear, deterioration, or emotional distress and respond before a risk escalates.

By embedding thoughtful, proactive risk management into our everyday practice, we uphold our duty of care while nurturing safe and developmentally appropriate experiences for children and young people.

Equipment

Safe use, storage, and maintenance of equipment is essential to the day-to-day running of Cameron and Cooper Limited's homes and services. Equipment must be treated with care and attention to reduce the risk of injury and to support the safety of both adults and young people.

We understand that some young people may associate certain equipment with distress or may be more vulnerable around specific tools or devices. For this reason, all equipment use must be considered through the lens of safety, emotional regulation, and supervision.

Use of Equipment

All adults at Cameron and Cooper Limited must:

- Only use equipment they have been trained or authorised to use.
- Follow manufacturer guidance and safety instructions at all times.
- Ensure equipment is only used for its intended purpose.
- Supervise young people appropriately when equipment is in use, in accordance with individual risk assessments.

Young people must not operate electrical, maintenance, or cooking equipment unless it is safe to do so and appropriate risk assessments and permissions are in place.

Maintenance and Storage

We ensure that:

- All equipment is maintained in line with manufacturers' recommendations.
- Faulty or damaged equipment is taken out of use immediately, reported, and repaired or replaced by a qualified person.
- All equipment is stored in designated areas with clear signage and safe access.
- Hazardous tools or materials (e.g., sharp objects, cleaning fluids, maintenance tools) are stored securely and out of reach of children and young people unless being used in a supervised and planned way.

Electrical Equipment

Electrical items are subject to regular Portable Appliance Testing (PAT), and only competent persons are permitted to install, service, or repair electrical equipment. Adults must:

- Visually check plugs, cables, and sockets for signs of damage before use.
- Never use electrical items with wet hands or in damp conditions.
- Report any malfunctioning or hazardous equipment without delay.

If a young person uses electrical equipment as part of their daily life (e.g., gaming consoles, music systems), this must be risk-assessed and monitored with appropriate boundaries in place.

By managing equipment safely and attentively, we reduce harm, protect our homes, and ensure that everyone—especially young people—can participate in daily life with confidence and security.

Computers and Display Screen Equipment

At Cameron and Cooper Limited, we recognise that many adults use computers or display screen equipment (DSE) as part of their roles. We are committed to ensuring that this use is safe, comfortable, and does not negatively impact physical health or emotional well-being.

While children and young people may also use screens for education or recreation, this is managed separately in line with individual care plans, risk assessments, and screen time agreements.

For Adults Using Display Screen Equipment

If you use DSE as a regular part of your work (e.g., logging into Clear Care, writing reports), you are entitled to appropriate support to reduce the risk of strain or discomfort.

This includes:

- A **DSE workstation assessment** to ensure your desk, chair, screen, keyboard, and lighting are set up correctly.

- Advice on **breaks and movement**—you should aim to take frequent short breaks away from the screen to prevent eye strain and musculoskeletal discomfort.
- Access to a **free eye test** if you use DSE regularly (typically more than 20 hours per week). If the optician confirms that you require specific corrective lenses for DSE work, the organisation will cover the cost of basic lenses for that purpose.

If you experience discomfort, headaches, back pain, or eye strain that you believe is related to screen use, you must inform your manager so adjustments can be made.

Best Practice Reminders

- Sit with your screen at eye level and keep your posture supported.
- Keep your feet flat on the floor or on a footrest.
- Use wrist supports or ergonomic tools if needed.
- Adjust screen brightness and contrast to suit your environment.

By taking small, proactive steps to look after your body while using display screen equipment, you can prevent longer-term issues and stay comfortable in your role.

Lone Working

While most of our work at Cameron and Cooper Limited is carried out in teams, there may be occasions where adults work alone—either on-site, during transitions, or in exceptional circumstances. We recognise that lone working can present additional risks, and we are committed to ensuring that those risks are carefully assessed, minimised, and monitored.

Lone working must never compromise the safety of adults or young people, and decisions around working alone must always consider emotional as well as physical risk factors.

Definition and Examples of Lone Working

Lone working may include:

- Being the only adult on shift during a planned handover or late finish.
- Carrying out a home visit or escorting a young person independently.
- Travelling alone for work-related tasks.
- Working alone in offices or outbuildings, especially after hours.

Lone working must only take place if a risk assessment confirms it is safe and appropriate.

Expectations and Safety Measures

Adults must:

- Inform a colleague or manager of their location, expected return time, and contact method (e.g., mobile phone).
- Have access to a working phone or means of communication at all times.
- Avoid undertaking high-risk tasks while working alone (e.g., physical intervention, handling volatile substances, or working at height).

- Immediately report any incident, concern, or unexpected delay to their manager or on-call manager.

The Registered Manager is responsible for ensuring:

- A lone working risk assessment is completed and reviewed regularly for all relevant roles and scenarios.
- Adults are confident, competent, and appropriately supported before working alone.
- Lone working is limited to low-risk situations and is never used as a cost-saving or default staffing model.

Where lone working does occur, emotional well-being must also be considered—particularly if the task involves supporting young people in distress or managing heightened risk. Follow-up support or supervision must be offered in these situations.

Working at Height

Working at height carries a significant risk of injury and must always be planned, assessed, and carried out with extreme caution. At Cameron and Cooper Limited, we take a zero-compromise approach to safety when it comes to any task that involves working above ground level.

Given the vulnerabilities of the young people in our care, any work at height must also consider emotional safety and be conducted discreetly and professionally to avoid unnecessary distress or curiosity.

What Counts as Working at Height?

Working at height includes any task where a person could fall and be injured, such as:

- Using ladders or step stools
- Accessing roofs, lofts, or raised platforms
- Cleaning or maintenance involving elevated areas

Working at height must only be undertaken when absolutely necessary and by adults who are competent, confident, and have completed the relevant training or instruction.

Key Safety Measures

- A **visual check** of any ladder or access equipment must be completed before use. Damaged equipment must be reported and taken out of service immediately.
- Ladders should only be used for **short-duration, light work**, and must be placed on a stable surface, fully extended and locked into place.
- Adults must wear **appropriate footwear** and ensure the area below is clear of obstacles or people.
- Work at height must never be completed alone. A second adult must be present to support, observe, or assist as needed.

Young People and Working at Height

Young people must never be allowed to access equipment or areas that involve working at height. If their involvement in an activity (e.g., decorating or gardening) requires access to elevated areas, this must:

- Be risk-assessed in advance.
- Be directly supervised by an adult.
- Use safe, stable, and age-appropriate methods.

Access to high-risk areas such as roofs, lofts, or elevated maintenance points must be restricted and secured to prevent unauthorised access.

Manual Handling

Manual handling—lifting, carrying, pushing, or moving objects—can pose a serious risk of injury if not done safely. At Cameron and Cooper Limited, we prioritise safe and sensible manual handling practices to protect both adults and young people from preventable harm.

We also recognise that certain physical tasks may affect adults differently depending on health, age, or ability, and that emotional pressure or time constraints should never override safety.

Responsibilities of Adults

All adults at Cameron and Cooper Limited must:

- Assess the task before lifting—consider the size, shape, weight, and destination of the object.
- Use proper technique: bend the knees, keep the back straight, and hold the object close to the body.
- Ask for help or use a mechanical aid (e.g. trolley or barrow) for awkward, heavy, or large loads.
- Ensure the path is clear and the destination space is ready before starting.
- Stop immediately and seek support if pain or discomfort occurs during lifting.

Adults are expected to complete manual handling training appropriate to their role and must follow the guidance provided in that training when moving equipment, furniture, or deliveries.

Young People and Manual Handling

Children and young people should not be asked or expected to lift or carry heavy or awkward objects. Where a young person chooses to help with a task (e.g., tidying or moving chairs), the adult must:

- Supervise the activity closely.
- Ensure the object is light, manageable, and safe for the young person to handle.
- Use it as an opportunity to model safe lifting and encourage helpful participation in a positive, low-risk way.

By applying thoughtful, proportionate manual handling practices, we protect the health of our teams, avoid injury, and foster a culture of safety and collaboration.

Off-Site Visits

Off-site visits and activities are an essential part of creating positive experiences and memories for the children and young people we care for. Whether it's a walk to the park, a day trip, or an educational outing, these opportunities support relationship-building, confidence, and connection to the world beyond the home.

However, off-site visits also carry risks that must be carefully planned for and managed with the same level of attention and compassion as on-site care. Safety must never be compromised, and the needs of each individual child must be considered throughout.

Planning and Preparation

Before any off-site visit:

- A **risk assessment** must be completed, covering the activity, environment, travel arrangements, and the needs of the young people attending.
- The risk assessment must be approved by the Registered Manager (or on-call manager in their absence).
- Adults must review all relevant information for each young person involved, including:
 - Individual risk assessments
 - Medical needs
 - Behavioural and emotional considerations
 - Supervision requirements
- Emergency contact numbers, first aid kits, and any necessary medication must be taken.

Parental responsibility, consent, and delegated authority arrangements must be reviewed and respected before any significant or high-risk activity takes place.

During the Visit

- Appropriate **adult-to-young person ratios** must be maintained at all times.
- Adults must remain alert, present, and responsive to both environmental risks and the emotional needs of young people.
- Children must never be left unsupervised or separated from the group unless specifically agreed in their care plan or risk assessment.
- A designated lead adult must hold responsibility for managing the activity, including responding to any incidents or changes.

After the Visit

- Any incidents, near misses, or concerns must be recorded in Clear Care and reviewed as part of ongoing risk management.

- Children and young people should be given the opportunity to reflect on the experience, share their views, and contribute to future planning.

By combining structure, care, and reflection, off-site visits become meaningful and enriching experiences—underpinned by a culture of safety, inclusion, and love.

Violence at Work

At Cameron and Cooper Limited, we are committed to maintaining a safe and respectful environment for everyone. We do not tolerate any form of violence, aggression, or threatening behaviour—whether directed at adults, young people, visitors, or between peers.

We recognise that some of the children and young people in our care have experienced trauma, neglect, or instability, and may express distress through behaviour that challenges. Our approach is always grounded in understanding, de-escalation, and relational safety—not blame or control.

Definition of Violence at Work

Violence at work includes:

- Verbal abuse, threats, or intimidation
- Physical assault or attempted assault
- Damage to property motivated by anger or aggression
- Any incident where an adult feels unsafe, threatened, or at risk while carrying out their role

These behaviours may come from young people, visitors, or—in rare cases—other adults.

Preventing and Responding to Incidents

All adults at Cameron and Cooper Limited are trained in **Team Teach**, which focuses on:

- Preventing escalation through non-restrictive strategies
- Using trauma-informed communication to reduce conflict
- Implementing safe and proportionate physical intervention only when necessary to prevent serious harm

If an incident of violence occurs:

- The adult involved must ensure their immediate safety and that of others.
- The incident must be reported to the Registered Manager or on-call manager without delay.
- The incident must be recorded in Clear Care, including antecedents, triggers, and responses.

Where physical intervention is used, this must follow the organisation's **Behaviour Management and Positive Relationships Policy** and be reviewed as part of the young person's Individual Positive Behaviour Support Plan (IBSP).

Post-Incident Support

We acknowledge that experiencing or witnessing violence at work can be emotionally distressing. Support is available to all adults involved through:

- Debrief and reflective supervision
- Access to the Employee Assistance Programme (EAP)
- Additional training or guidance where needed

Serious or repeated incidents will also be reviewed through multi-agency meetings or safeguarding processes to ensure that support plans remain robust, safe, and effective.

By fostering a culture of respect, consistency, and relational care, we create spaces where difficult emotions can be managed safely—and where everyone feels protected, heard, and valued.

Smoking and Vaping

Cameron and Cooper Limited operates a **strict no-smoking and no-vaping policy** inside all buildings and vehicles, in line with the **Health Act 2006** and **The Smoke-free (Premises and Enforcement) Regulations 2006**. This includes all homes, offices, outbuildings, and any enclosed or partially enclosed spaces used by children, young people, or adults.

Our approach is grounded in safeguarding and modelling healthy, respectful behaviour—both legally and relationally.

Expectations for Adults

- Adults must not smoke or vape on the premises or in view of children and young people, including near entrances, exits, or gardens.
- Smoking or vaping during working hours is only permitted during designated breaks, in **off-site, non-visible** areas, and must never compromise supervision or duties.
- Smoking materials, e-cigarettes, lighters, and vapes must be securely stored and kept out of reach of children and young people at all times.
- Adults are expected to model responsible behaviour and must never offer, share, or trivialise smoking or vaping in conversation with young people.

Expectations for Children and Young People

Many young people in our care have been exposed to smoking, vaping, or substance misuse in previous environments. We take a **non-judgmental, educational, and supportive** approach to these issues.

Where a young person smokes or vapes:

- This will be clearly documented in their care plan and risk assessments.
- A **Smoking and Substance Use Plan** may be developed, focusing on harm reduction, education, and building healthier coping mechanisms.
- We will work in partnership with health professionals, the local authority, and the young person to promote cessation where appropriate.

- Smoking or vaping will only take place in **designated external areas**, under supervision, and only where legally permissible (i.e., over 18 and with agreement from the placing authority).

No child or young person under the age of 18 is permitted to smoke or vape in accordance with UK law. Any possession or use will be addressed through **key work**, not punishment—focusing on relationships, health, and long-term outcomes.

By setting clear boundaries and maintaining consistency, we protect not only physical health but also the culture of safety, care, and dignity within our homes.

Infection Prevention and Control

Maintaining high standards of hygiene and infection prevention is essential to safeguarding the health, dignity, and well-being of everyone at Cameron and Cooper Limited. Many of the children and young people we care for may have underlying health vulnerabilities, sensory sensitivities, or heightened anxiety around illness and personal care. Our infection control measures are therefore implemented with professionalism, empathy, and attentiveness to both physical and emotional safety.

We approach infection control not just as a matter of compliance, but as a relational act of care—protecting young people through calm, consistent routines that promote confidence and trust in the environments around them.

Core Standards

We follow the guidance set out in:

- **The Health and Social Care Act 2008 (Code of Practice on the prevention and control of infections)**
- **COSHH Regulations 2002**
- **UKHSA guidance on communicable diseases**
- Local authority and NHS infection control protocols

All homes and services must have clear, accessible procedures in place for:

- Hand hygiene and personal protective equipment (PPE)
- Managing bodily fluids and clinical waste
- Cleaning, disinfecting, and laundry
- Reducing cross-contamination through safe food handling, personal care routines, and infection control zoning where needed

These procedures are reviewed regularly, and training is provided to ensure that adults can implement them confidently and consistently.

Daily Practice and Culture

Infection prevention is embedded into the daily rhythm of care, with adults expected to:

- Model and support effective handwashing with children and young people

- Maintain clean and hygienic environments through safe use of cleaning products
- Store all cleaning and hazardous substances securely and in line with COSHH requirements
- Use PPE appropriately during personal care, cleaning tasks, or when supporting someone with a known infection

Where children and young people are unwell, adults must:

- Monitor symptoms closely and provide reassurance and comfort
- Isolate only where clinically appropriate and always with sensitivity and relational support
- Communicate with health professionals to ensure access to appropriate care
- Avoid any practice that shames, isolates, or punishes illness-related behaviours

Infection Outbreaks or Emerging Risks

In the event of a suspected outbreak (e.g., norovirus, flu, COVID-19), the Registered Manager must:

- Notify relevant health professionals and follow local outbreak management protocols
- Ensure enhanced cleaning, PPE, and infection control measures are implemented
- Provide regular updates to the team and place the emotional needs of young people at the centre of the response
- Liaise with the Service and Operations Manager and Head of Safeguarding where the outbreak may impact service delivery or require regulatory notification

Supporting Young People

Infection control must always be explained in developmentally appropriate, reassuring language. Children and young people must:

- Be involved in maintaining their own hygiene in a way that builds confidence and autonomy
- Be supported to understand any temporary changes to routine (e.g., wearing of PPE, enhanced cleaning)
- Be comforted during times of illness and provided with safe, nurturing care that does not feel punitive or isolating

By embedding infection control within our broader framework of Love, Care, and Consistency, we protect health while promoting trust, reassurance, and emotional security.

National Health Alerts

Cameron and Cooper Limited is committed to responding swiftly, proportionately, and thoughtfully to all national or regional health alerts. Our priority is always to protect the physical health, emotional well-being, and stability of the children, young people, and adults within our services.

Health alerts—such as outbreaks of infectious diseases, environmental hazards, or public health emergencies—can cause anxiety or disruption if not managed clearly and compassionately. We aim to minimise uncertainty by embedding clear protocols, calm leadership, and effective communication at every stage of our response.

Sources of Health Alerts

We monitor guidance and alerts issued by:

- **UK Health Security Agency (UKHSA)**
- **NHS England**
- **Local Authority Public Health Teams**
- **Department for Education (DfE)**
- **Met Office (extreme weather health alerts)**

Types of alerts may include:

- Outbreaks of communicable diseases (e.g., COVID-19, measles, flu)
- Heatwave or cold weather alerts with health implications
- Water, food, or environmental contamination notices
- Vaccination programme updates or public health campaigns

Organisational Response

The **Registered Manager** is responsible for ensuring that all health alerts are:

- Reviewed promptly and actions taken in accordance with the level of risk.
- Shared clearly with adults, using accessible summaries where needed.
- Responded to in a way that aligns with the home's therapeutic culture and values.

Where the alert requires service-wide planning or escalated action (e.g., changes to staffing, PPE use, or visiting protocols), this will be coordinated with the **Service and Operations Manager/Head of Safeguarding** to ensure consistency, proportionality, and regulatory compliance.

Supporting Children and Young People

Our response to health alerts must:

- Avoid panic, restriction, or disruption unless absolutely necessary.
- Be communicated to young people using calm, age-appropriate explanations.
- Be adapted to each child's needs, including emotional support for those with heightened anxiety around illness, loss, or environmental change.
- Involve key professionals (e.g., CAMHS, therapists) where children are particularly affected.

Young people should be encouraged to ask questions, express concerns, and participate in routines that help them feel informed and secure—even in uncertain situations.

Learning and Reflection

After any period of heightened health risk, managers will:

- Review the effectiveness of the response with the team.
- Identify areas for improvement in communication, safety measures, or well-being support.
- Ensure learning is captured and embedded into future planning and training.

By staying prepared, responsive, and emotionally attuned, we ensure that national health risks are managed not only with professionalism, but with genuine care.

New and Expectant Mothers

Cameron and Cooper Limited is committed to ensuring the health, safety, and well-being of new and expectant mothers in the workplace. Pregnancy and early parenthood are significant life stages, and we recognise that they may bring additional physical and emotional needs that must be supported with dignity, sensitivity, and compliance with health and safety law.

Our approach is not just about meeting legal duties—it is rooted in care and respect for the individual, ensuring that adults feel valued and supported throughout pregnancy, maternity leave, and return to work.

Legal Framework

We follow the statutory duties under:

- **The Management of Health and Safety at Work Regulations 1999**
- **The Equality Act 2010**
- **Health and Safety Executive (HSE) guidance for employers on new and expectant mothers**

These duties require us to assess risks and make reasonable adjustments to ensure the safety of pregnant employees, employees who have recently given birth, or those who are breastfeeding.

Risk Assessment and Workplace Adjustments

When an adult notifies us that they are pregnant, have recently given birth, or are breastfeeding:

- A **personalised risk assessment** is completed in consultation with the individual.
- Any risks relating to manual handling, fatigue, exposure to hazardous substances, lone working, or workplace stress will be identified.
- Adjustments may include changes to shift patterns, avoidance of specific tasks, increased breaks, or temporary reallocation of duties.
- The risk assessment is reviewed regularly throughout the pregnancy or return period and updated as needed.

All actions are taken collaboratively, respectfully, and with the adult's full involvement to ensure that their voice is central to any decisions affecting them.

Supportive Practice and Culture

We understand that this period can bring both joy and uncertainty. Our culture aims to:

- Ensure no one feels they must "push through" discomfort or risk to fulfil their role.
- Offer emotional support and check-ins during and after pregnancy.
- Plan phased returns to work or flexible arrangements where needed, balancing the needs of the service with the well-being of the individual.
- Ensure managers are trained and confident in supporting pregnancy-related health and safety needs.

Cameron and Cooper Limited does not tolerate discrimination, marginalisation, or insensitivity toward expectant or new mothers. Instead, we lead with compassion, clear communication, and a focus on sustaining well-being in both personal and professional life.

Occupational Stress

Cameron and Cooper Limited recognises that working in residential care can be both rewarding and emotionally demanding. Supporting children and young people with complex needs, trauma histories, and challenging behaviours requires emotional resilience, reflective practice, and strong team support.

We are committed to preventing, identifying, and responding to occupational stress in ways that protect not just individual adults—but the culture and emotional safety of the wider team. A workforce that feels heard, valued, and supported is essential to delivering the consistent, therapeutic care that children need and deserve.

Understanding Occupational Stress

Occupational stress arises when the demands of a role exceed an individual's perceived ability to cope. It may be triggered or worsened by:

- High emotional load from responding to trauma or safeguarding concerns
- Long or intense shifts without adequate recovery time
- Poor communication, unclear expectations, or role conflict
- Lack of supervision, debrief, or emotional containment following incidents
- Isolation, low morale, or unresolved team tensions

Left unaddressed, stress can lead to burnout, decreased performance, poor decision-making, and a breakdown in team relationships—all of which impact children's safety and care.

Prevention and Early Intervention

We actively promote a culture of openness, reflection, and proactive support. This includes:

- **Regular supervision** with space for emotional processing, not just task review

- **Reflective team meetings** and incident debriefs that allow adults to make sense of events together
- Encouraging adults to speak up early about feeling overwhelmed or emotionally fatigued
- Avoiding normalising overwork or “pushing through” distress
- Ensuring shift planning and role allocation take into account personal strengths, triggers, and recent experiences

Where needed, we will adjust duties, seek additional support, or refer to specialist services to ensure adults feel able to continue in their roles safely and effectively.

Support Systems

All adults at Cameron and Cooper Limited have access to:

- **Line management support** through supervision and informal check-ins
- **Reflective practice spaces** led by managers or therapeutic staff
- **The Employee Assistance Programme (EAP)** for confidential counselling and mental health support
- **Clinical consultation**, where appropriate, to support reflective learning and resilience-building

Managers are expected to monitor team well-being actively, respond to changes in presentation, and lead by example—avoiding defensiveness, dismissiveness, or cultures of blame.

Children’s Safety and Staff Well-being Go Hand in Hand

When adults are supported, emotionally regulated, and well-resourced, they are better able to offer the consistency, empathy, and containment that children and young people require. Addressing occupational stress is therefore not just a workplace issue—it is a safeguarding imperative.

Water Systems and Legionella Risk

At Cameron and Cooper Limited, we are committed to controlling and minimising any risks associated with Legionella bacteria in accordance with:

- The **Health and Safety at Work etc. Act 1974**
- The **Control of Substances Hazardous to Health Regulations 2002 (COSHH)**
- The **Approved Code of Practice (ACoP) L8 – Legionnaires’ disease: The control of legionella bacteria in water systems** (HSE)

Our children’s homes and school site do not operate large or complex water systems. We do not use cold-water storage tanks, evaporative cooling systems, or other features typically associated with higher Legionella risk. All water is supplied directly from the mains through simple domestic-type pipework and fixtures, which are considered **low risk** under HSE guidance.

Current Controls and Proportional Safeguards

While our systems do not meet the threshold for formal Legionella control schemes, we remain vigilant in applying proportionate measures, including:

- **Flushing taps and showers** following periods of non-use (e.g., after school holidays or when rooms are unoccupied)
- **Monitoring hot and cold water temperatures periodically** to ensure they remain within safe operating ranges

These checks help to ensure that water does not stagnate and that temperature conditions are not conducive to bacterial growth.

We do not currently require additional Legionella control measures, given the absence of risk factors such as stored or recirculated water, aerosol-generating systems, or consistently elevated water temperatures.

This position is reviewed informally through ongoing monitoring and maintenance activity, and would be escalated if any significant changes to the water system or building layout occurred.

Monitoring and Review

Cameron and Cooper Limited is committed to ensuring that this Health and Safety Policy remains current, effective, and reflective of both legal obligations and the needs of the children, young people, and adults in our care.

Health and safety is not a static checklist—it is a live, relational practice embedded into every aspect of how we create safe, nurturing environments. To maintain this, we take a proactive approach to monitoring, feedback, and review.

Ongoing Monitoring

- Day-to-day responsibility for monitoring health and safety lies with the **Registered Manager** in each home, supported by the **Service and Operations Manager** and designated leads.
- Routine checks (e.g. fire safety, first aid stock, equipment inspections) are completed as per schedules outlined in internal procedures.
- Adults are expected to report hazards, concerns, or near misses immediately to ensure swift action and shared learning.
- Where applicable, audits or internal reviews may be carried out by the senior leadership team or in partnership with external professionals.

Review of This Policy

- This policy is reviewed **at least annually** or sooner if there are changes to legislation, regulatory expectations, or internal systems.
- Revisions will be informed by:
 - Changes in statutory guidance
 - Learning from incidents or inspections

- Feedback from adults, young people, and professionals
- The review process is led by the **Service and Operations Manager/ Head of Safeguarding**, in consultation with **Registered Managers**, and other relevant stakeholders.

Embedding the Policy into Practice

- Adults at Cameron and Cooper Limited are expected to be familiar with this policy and understand how it applies to their role.
- Health and safety is included in induction, ongoing training, and team discussions to ensure that it is not siloed or overlooked.
- This policy is read in conjunction with key related policies such as Safeguarding and Child Protection, Behaviour Management, and Emergency Procedures.

By continuously reviewing and embedding this policy, we ensure that our homes remain places of safety, trust, and consistency—for both those who live in them and those who support them.