

MRA Health & Safety at Work Policy

1. Policy Statement

Marice Recruitment Agency Ltd (MRA) is committed to ensuring, so far as is reasonably practicable, the health, safety, and welfare of all employees, agency workers, service users, contractors, and members of the public who may be affected by our activities.

We aim to create and maintain safe working environments across all placements, including care homes, supported living services, NHS wards, and community settings.

MRA complies with:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Manual Handling Operations Regulations 1992
- COSHH Regulations 2002
- RIDDOR 2013
- Provision and Use of Work Equipment Regulations 1998
- CQC Fundamental Standards

MRA promotes a culture of responsibility, accountability, and safe practice in all aspects of care delivery.

2. Purpose of This Policy

This policy aims to:

- Prevent workplace accidents, injuries, and ill health
- Promote safe working practices across all client settings
- Ensure that staff understand their health and safety responsibilities
- Provide clear procedures for reporting incidents, hazards, and risks
- Comply with legal and regulatory requirements
- Support clients in maintaining safe, compliant environments

3. Scope

This policy applies to:

- All MRA employees
- All agency Healthcare Assistants, Support Workers, and staff placed in external settings
- Contractors, trainees, and volunteers
- Any person acting on behalf of MRA

4. Responsibilities

4.1 MRA Management Responsibilities

MRA will:

- Provide clear health and safety information and guidance
- Ensure all staff receive mandatory Health & Safety training

- Assess risks and implement necessary control measures
- Ensure all placements are safe and appropriate for workers
- Provide supervision and support where necessary
- Maintain systems for reporting accidents, incidents, and near misses
- Respond to health and safety concerns promptly
- Cooperate with client organisations, CQC, and regulatory bodies

4.2 Employee & Agency Worker Responsibilities

All staff must:

- Take reasonable care of their own safety and the safety of others
- Follow training, policies, and instructions provided
- Use equipment safely and correctly
- Report hazards, unsafe practices, or faulty equipment immediately
- Report all incidents, accidents, or near-misses
- Adhere to safe moving & handling practices
- Maintain infection prevention & control standards
- Follow fire safety procedures and site-based protocols

Failure to follow safety procedures may result in disciplinary action.

5. Key Health & Safety Areas

5.1 Infection Prevention & Control (IPC)

Staff must follow:

- Hand hygiene procedures
- PPE guidance
- Standard and transmission-based precautions
- Cleaning and waste disposal procedures

5.2 Fire Safety

Workers must:

- Know the fire exits and evacuation routes
- Follow the site's fire safety procedures
- Report alarm or equipment faults immediately

5.3 Manual Handling

MRA requires:

- Mandatory Moving & Handling training
- Use of hoists and equipment only when trained
- Avoiding unsafe lifting practices
- Reporting faulty equipment

5.4 Incident Reporting

All incidents must be reported to:

- On-site management
- MRA via incident form
- RIDDOR reporting where applicable

5.5 Lone Working

Workers must:

- Follow lone-working procedures
- Keep their phones charged
- Inform managers of any risks
- Never put themselves in danger

5.6 COSHH (Hazardous Substances)

Staff must:

- Use cleaning or clinical substances safely
- Follow COSHH data sheets on site
- Wear PPE where required

5.7 Workplace Stress & Wellbeing

MRA promotes:

- Fair working hours
- Mental health support
- Safe workloads
- Supportive communication

6. Risk Assessments

MRA ensures that:

- All client settings complete risk assessments
- Staff read and follow these assessments
- Any new or emerging risks are reported immediately
- Adjustments are made for staff with health conditions

7. Training Requirements

All staff must complete:

- Health & Safety Awareness
- Fire Safety
- Moving & Handling
- Infection Control
- Lone Working
- Safeguarding
- COSHH (where applicable)

Annual refresher training is mandatory.

8. Accident, Incident & Near-Miss Reporting

Staff must:

- Report the event immediately
- Record factual information only
- Cooperate in investigations
- Follow RIDDOR guidelines if required
- Notify MRA within **1 hour** of an event



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9. PPE & Uniform Policy

All workers must:

- Wear appropriate PPE as required
- Ensure uniforms are clean and professional
- Remove uniforms before travelling home
- Follow infection control guidance

10. Monitoring & Review

This policy will be:

- Reviewed annually
- Updated after any accident or major change in legislation
- Available to all staff via onboarding and internal systems