



HEALTH AND SAFETY

SERVICE USER GUIDELINES

Liver Care considers all Health and Safety issues a priority in all their services. We try to ensure the safest possible accommodation for all our Service Users.

Regular Health and Safety checks are undertaken in every Service. We have a Health and Safety Policy which is reviewed regularly that you are welcome to look at – please contact support Staff.

We would ask you to report immediately any concerns you may have either: -

- ❖ **By recording it in defects/maintenance book if not urgent, and the issue will be dealt with as soon as possible.**
- ❖ **In person or by phone, if there is immediate danger. Staff will assess the situation and take any necessary action needs to be taken.**

Liver Care staff will also carry out a walkaround every 2 weeks, to check for maintenance and repair jobs and to set the smoke alarm system and to carry out water hygiene checks.



Fire



- ❖ **Always respond if alarm sounds**
- ❖ **Know where equipment such as fire extinguishers and fire**

blankets are located

- ❖ **Keep Fire Doors closed – never prop open and always keep clear**
- ❖ **Know where the emergency exits are**
- ❖ **In the event of fire leave the premises and CALL 999**



SMOKING

- ❖ **Ensure all cigarettes are completely put out – especially at night**
- ❖ **Empty ashtrays regularly and safely**
- ❖ **Only smoke in designated smoking areas**
- ❖ **Sorry, but we do not allow any candles, oil burners or incense sticks to be used in bedrooms because of the fire risk.**



PERSONAL APPLIANCES



- ❖ **Do not overload sockets**
- ❖ **Make sure appliances are not faulty (such as frayed wires)**
- ❖ **If in doubt ask a member of staff**
- ❖ **Make sure appliances such as the TV are turned off and unplugged overnight or when you are away**



Security



- ❖ **Report all lost keys to a member of staff**
- ❖ **Do not get keys cut without the permission of the Manager**
- ❖ **Never allow your keys to be used by anyone other than yourself or a member of staff**
- ❖ **Never allow entry to the Service of people you do not know – ask for identity or advice from a member of staff**
- ❖ **Make sure all doors and windows are securely locked when you are away from your accommodation**
- ❖ **Inform staff if you are going to be away**

- ❖ **Keep valuables such as money and jewellery locked in your room – Liver Care insurance does not cover the loss of personal items**
- ❖ **Keep your mobile phone with you**

KITCHEN SAFETY

- ❖ **Ensure all kitchen equipment such as cookers are switched off when not in use**
- ❖ **Spills should be wiped immediately to avoid falls**
- ❖ **Kitchen surfaces should be cleaned thoroughly to avoid germs.**



Repairs and maintenance

- ❖ **Any repair requiring attention should be passed to a member of staff in person or recorded in the defects/maintenance book**
- ❖ **If you notice any hazard such as a frayed carpet, faulty light switch, blocked toilet or sink you should report the details to a member of staff immediately**
- ❖ **All reports taken by staff will be investigated**
- ❖ **All reported repairs and maintenance will be undertaken in priority as follows: Emergency – within 24 hrs; Urgent – within 4 days; Routine – within 28 days. (Staff will inform you of the priority of each job if you ask).**
- ❖ **Help from service users is welcomed. Such help is accepted on a strictly voluntary basis, and each service user must satisfy himself/herself that the task is safe and carried out entirely at his/her own risk. Liver Care accepts no liability for any personal**

injury that may result.



MEDICATION/CHEMICALS



- ❖ Ensure all medication and any dangerous chemical such as bleach or cleaning materials are safely stored, preferably in a locked cupboard.



FURTHER INFORMATION



- ❖ If you require any further information, have questions or would like to read our Health and Safety Policy please contact a member of staff who will be pleased to help.

You can contact us by the following methods –

- ❖ On call mobile number - **07834 164505**
- ❖ Head office telephone number - **0151 474 1090**
- ❖ Our head office address - **68 Walton Vale, Liverpool, L9 2BU**
- ❖ Hello email – hello@liver-care.org.uk

