



What Happened Here? Health and Safety Report January 2019

Introduction

Nine customers from across Cumbria reviewed nine health and safety incidents on 22nd January 2019 at Fairview Court at Wigton. Customer recommendations will be shared to improve services.

Recommendations

1. Fall in the garden (1905)

What could have been done differently?	Child taken to Accident and Emergency or insisted on an earlier appointment with the GP
How can we prevent this happening again?	Provide customers in the service with advice about health and safety risks to reduce future incidents
What support should we be offering to those involved?	Review customer's support needs, explore the incident together and run through the risk assessment around supervising children to help them identify the risks

2. Filing cabinet drawer incident (1714)

What could have been done differently?	Display First Aid kit in an appropriate place which is accessible
How can we prevent this happening again?	Remind colleagues not to overfill drawers; display First Aid kit in an appropriate place which is accessible and advise colleagues
What support should we be offering to those involved?	Make sure the colleague is supported during their recovery If applicable, give colleague lighter duties whilst recovering

3. Visitor who Tripped (1890)

What could have been done differently?	Regular checks of the paving to identify and health and safety risks
How can we prevent this happening in the future?	Ensure paving is in good condition and if hazards are identified during checks, make good and safe as a priority Erect signage to 'keep dogs on leads' this will hopefully prevent such an occurrence from happening again

4. Sparking Lamp (1725)

What could have been done differently?	Appropriate follow up actions to ensure the lamp was safe and in good working order
How can we prevent this happening in the future?	PAT test all electrical appliances annually- especially if this is a house / scheme with multiple occupants
What support should	Make sure that all customers are aware of fire safety and provide

we be offering to those involved?	advice on what to do if they are unclear about electrical safety – not overloading sockets and keeping electric appliances away from potential hazards
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5. Smoking Cooker (1692)

How can we prevent this happening in the future?	Create cooking safety guide for customers highlighting importance of switching on extractor fans (where applicable) and cleaning cookers to reduce risks of smoke
What support should we be offering to those involved?	Support Worker already provided great support to customer including helping them to clean the cooker and proving them advice to prevent such incidents from happening again

6. Intruder on Scaffolding (1903)

What could have been done differently?	Guards/barriers erected and signs deterring anyone from climbing onto the scaffolding; inspected the scaffolding when it was erected to identify and check for any potential health and safety risks; scaffolder adhering to safety regulations without any prompt from Home Group
How can we prevent this happening in the future?	Provide schemes with guidance about scaffolding safety; inspect scaffolding when it is erected to ensure contractors are health and safety compliant; review scaffolding on a weekly basis

7. Storm Damage (near miss 1784)

What could have been done differently?	Tree checked on a regular basis; all trees monitored for hazards by the grounds maintenance contractor and removed if necessary
How can we prevent this happening in the future?	Inspect trees on a regular basis and remove damaged / diseased trees; incorporate tree surveys into grounds maintenance contract

8. Door accident (near miss 1719)

What could have been done differently?	Colleagues should have been advised about the removal of vinyl's to help prevent the accident from happening Vinyl's should not have been removed until rebranding is ready to
How can we prevent this happening in the future?	Do not remove vinyl's from doors as they are there for a reason Vinyl's should only be removed if they can be replaced the same

9. Fall due to trip hazard (1705)

What could have been done differently?	Checked the work when the carpet was fitted; check all entrances thoroughly on a regular basis for accessibility and hazards
How can we prevent this happening again?	Post inspect all carpet / flooring renewals before customers use Incorporate thorough check of flooring into weekly checks
What support should we be offering to those involved?	More empathy shown as it appears customer was blamed for the type of shoes they were wearing; why did the customer not report the incident straight away? Are there other underlying issues which the customer needs support for; provide customer with feedback on what has been done to resolve the trip hazard

Customers will receive feedback on outcomes via a 'you said, we did' report