



What Happened Here? Health and Safety Report November 2018

Background

Nine customers reviewed 11 health and safety incidents on 20th November 2018 in Reading and gave their views on how we can learn from incidents and improve health and safety at Home Group.

Fire in flat incident

What could have been done differently?

- Always prioritise safety of the customer before safety of the property. Fire brigade should have been called straight away and the affected flat evacuated

How can we prevent this happening again in the future?

- Ensure each property has a clear, efficient plan of what to do in case of a fire.
- Have hazards highlighted by fire service

What would have been a better outcome for the customer/s involved?

- Update fire safety equipment in the property – have an on/off light switch on the cooker

What support should we be offering to those involved?

- Regularly go over fire evacuation plans and ensure they are tailored to each customer group and support customers to learn from mistakes
- Have evacuation information on toilet doors (in schemes with shared bathrooms)
- Ensure all customers have an up to date fire evacuation plan
- Offer counselling or follow up support – have flags on the system if there is a possibly a customer may have a degenerative illness

Fire in flat started deliberately by customer in supported accommodation

What could have been done differently?

- Ensure risk assessments are up to date
- Review records of smoke alarm,

How can we prevent this happening again in the future?

- Ensure risk assessments are up to date for all customers.,
- Ensure all smoke alarms are regularly tested and replaced if necessary
- Conduct random spot checks to ensure customers are not disabling smoke alarms
- Review sign up procedure to ensure accommodation is suitable for customers

What would have been a better outcome for the customer/s involved?

- Customers supporting each other and better collaboration between Home Group and Social services.
- Make sure there is adequate support for customer in place.

What support should we be offering to those involved?

- Counselling to other customers and the person removed or at least reassurance to all other customers that they are well supervised

Customer slipped on stairs and sprained ankle

What could have been done differently?

- Was there appropriate signage and was the person wearing suitable footwear

How can we prevent this happening again in the future?

- Get customers to be more personally aware, slow down, check what they were carrying,

Colleague injury by customer

What could have been done differently?

- Ask person politely to stop making noises / without antagonising
- Identify these type of behaviours and triggers at support planning and reduce stimulus

How can we prevent this happening again in the future?

- Adequate supervision at mealtimes / customers having different meal times
- Reassess how the tables are set up – possibly separate the two people involved. Identify these behaviours at support planning / update support plan with identified triggers / Review of medication
- Warning for customer

What would have been a better outcome for the customer/s involved?

- Discussion with customers involved make sure they understand and share why the situation was handled the way it was to prevent any future confrontation or bad feeling
- Minimise the noise around him rather than isolating him further. Could he be with quieter people?

What support should we be offering to those involved?

- First aid for staff member, one to one support, supervised meal times, counselling and monitor dynamics between the customers and see how the situation progresses

Foot Injury

What could have been done differently?

- Advise customers to wear appropriate footwear and add to risk assessment.

How can we prevent this happening again in the future?

Regular garden checks, signs, personal protective equipment, risk assessments

What would have been a better outcome for the customer/s involved?

Hazards removed prior to anyone gardening, appropriate risk assessment done, personal protective equipment provided

What support should we be offering to those involved?

Medical and personal protective equipment advice

Electrical incident

What could have been done differently?

Unplugged the appliance first, not calling fire brigade and ask Home Group to do an electrical check

What support should we be offering to those involved?

Review process to ensure customers know what to do if something sparks in the future and the fire plan with all customers at house meetings

Cooking fire

What could have been done differently?

Switch off appliance and establish the cause of problem and keep oven and trays clean

How can we prevent this happening again in the future?

- Discuss near misses at house meetings
- Give customers leaflets reminding them of risks

What would have been a better outcome for the customer/s involved?

Reduced smoke damage

What support should we be offering to those involved?

- Sending leaflets to remind customers of fire risks and review near misses
- Supply sticker to remind customers to turn off the oven when finished

Storm damage

How can we prevent this happening again in the future?

- Homegroup to get advice on the trees in the garden and ensure they know the condition / health of trees
- Cut back large branches / review garden / tree management
- Weekly visual checks on trees

What support should we be offering to those involved?

Ensure customers cannot access area until made safe and building removed and tree inspected and ensure there is adequate fencing / signage

Injury – cut finger on filing cabinet

What could have been done differently?

- Regularly check draw contents and kept neat
- Storage space needs to be addressed
- Ensure all staff have health and safety training

How can we prevent this happening again in the future?

- Keep working area neat and tidy
- Remind staff about safety protocols.
- Remove damaged filing cabinet

Injury – staff walked into glass door

What could have been done differently?

- Kept stickers on the door so people could see it was glass until new ones were ready
- Risk assess before the stickers were removed

How can we prevent this happening again in the future?

Have stickers on all doors

What support should we be offering to those involved?

Check the person is ok as they may have an injury not identified at the time

Injury – Slip trip hazard

What could have been done differently?

- The well filled before carpet fitted so that the surface was even
- Wood clearly identified – black and yellow tape?

How can we prevent this happening again in the future?

- Remove the trip hazard or make it easily identifiable
- Better quality checks each day/week and ensure staff know what to look for

What would have been a better outcome for the customer/s involved?

No accident / injury

What support should we be offering to those involved?

Ensure the customer gets appropriate medical attention