Meeting Date	03 June 2019	Agenda Item	4.1
Report Title	**Health and Safety Arrangements for Support / Hotel Services**		
Report Author	Joanne Jones, Head of Support Services		
Report Sponsor	Darren Griffiths, Associate Director of Performance		
Presented by	Joanne Jones, Head of Support Services		
Freedom of Information	Open		
Purpose of the Report	To provide the Health and Safety Committee with an overview of Hotel/Support Services system for managing Health and Safety. The report also provides a summary of key issues, risks and the plans to address them.		
Key Issues	The Support / Hotel Services Department is a diverse department comprising many departments including domestic, portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry, all have different Health and Safety issues and potential risks. The services are provided on all Health Board premises and therefore linking in and understanding each site's Health and Safety policies and procedures is vital. The department modernised its Health and Safety reporting and governance structure in 2015/16 to reflect the introduction of Service Delivery Units (SDU's). The arrangements were subsequently revised in 2018 as part of the learning gained through operating the original arrangements. The key issues for 2019/20 include: • Implementing the actions required for the HSE (Health and Safety Executive) Improvement Notices • Working with the Infection Control Department to agree the future of Decontamination / cleaning with the use of a specialised system for example HPV (Hydrogen Peroxide Vapour) or UV (Ultra violet) cleaning.		

Specific Action Required *(please choose one only)*	Information	Discussion	Assurance	Approval
	☐	☐	☒	☐

Recommendations	Members are asked to: Note the content of the report

SUPPORT SERVICES HEALTH AND SAFETY ASSURANCE REPORT

1. INTRODUCTION

This report outlines the Health and Safety reporting and assurance arrangements within Support / Hotel Services.

The Support / Hotel Services Department is diverse comprising of many departments including domestic, portering, catering, caretaking, security, accommodation, car parking, switchboard, linen and laundry, which all have different Health and Safety components and risks.

The services are provided on all Health Board sites and the departments range from the largest, Morriston Hospital Domestic Department, which has approximatly180 WTE (220 head count) to the 0.2 WTE (1 head count) in Pontarddulais Health Centre with a lone worker providing a caretaking service.

2. BACKGROUND

2.1 <u>General</u>

The department modernised its Health and Safety reporting and governance structure in 2015/16 to reflect the introduction of Service Delivery Units (SDU's). The arrangements were subsequently revised in 2018 as part of the learning gained through operating the original arrangements.

- An operational (Hotel/Support Services) Health and Safety meeting is held every 3 months on each acute site. The meeting is chaired by a site Support / Hotel Services Manager - The notes of the meetings are shared with the Deputy Head of Support Services who presents the appropriate information at the Support Services Management Board.(SSMB)
- Governance issues for Support / Hotel Services are dealt with on a monthly basis at the SSMB - A Governance report details for example the number and nature of incidents that have occurred that month and any new risks that need to be discussed.
- A Support / Hotel Services management representative attends each of the acute sites (and mental health but not primary care) Health and Safety Committee meetings - The Head of Support Services also attends the Health Board Health and Safety Operational and Health and Safety Corporate Meetings.

2.2 <u>Health and Safety</u>

In 2018/19 after the HSE inspection the department was issued with four improvement notices: -

- Manual handling – Singleton Porters
- Manual handling – Morriston Porters
- Violence and Aggression – Singleton Porters
- Violence and Aggression – Morriston Porters

Additional comments were also made about the levels of security provision, lone working and management of CCTV. An action plan to rectify the situation was developed in April 2019. (**Appendix 1**)

In addition to the HSE notices further work is also required on cleaning / decontamination which will include a review of HPV (Hydrogen Peroxide Vapour) cleaning and UVC (Ultra Violet Cleaning).

2.3 <u>Statistics / Performance</u>
Mandatory Training Compliance at May 2019:

Overall compliance for Support / Hotel Services is at 50.82%

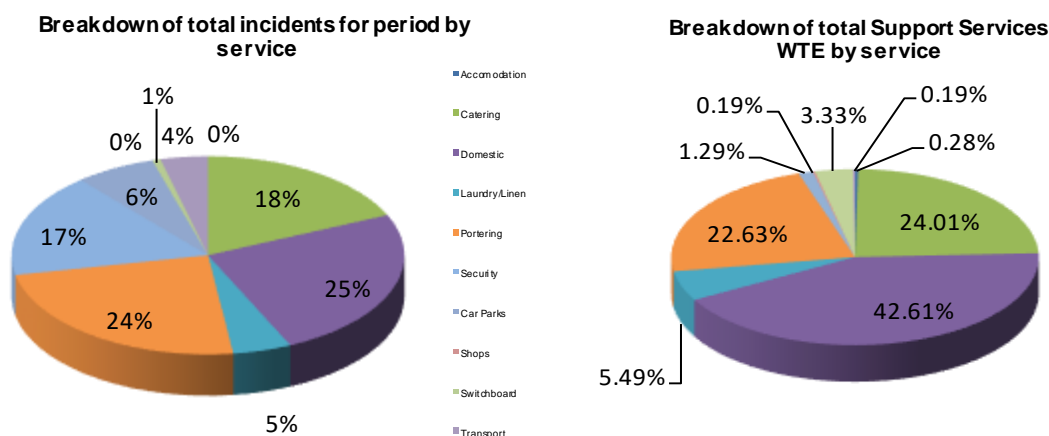| Competence	Compliance %
NHS|CSTF|Equality, Diversity and Human Rights - 3 Years	41.06
NHS|CSTF|Fire Safety - 2 Years	48.06
NHS|CSTF|Health, Safety and Welfare - 3 Years	49.01
NHS|CSTF|Infection Prevention and Control - Level 1 - 3 Years	55.44
NHS|CSTF|Information Governance (Wales) - 2 Years	65.00
NHS|CSTF|Moving and Handling - Level 1 - 2 Years	39.83
NHS|CSTF|Resuscitation - Level 1 - 3 Years	41.53
NHS|CSTF|Safeguarding Adults - Level 1 - 3 Years	40.87
NHS|CSTF|Safeguarding Children - Level 1 - 3 Years	43.52
NHS|CSTF|Violence and Aggression (Wales) - Module A	49.67
NHS|MAND|Dementia Awareness - No Renewal	53.64
NHS|MAND|Social Services and Well Being Act Wales Awareness (2014)	91.11
NHS|MAND|Violence Against Women, Domestic Abuse and Sexual Violence - 3 Years	41.91
Grand Total	**50.82**

Overall compliance by department

Department	No. of Staff	Compliance %
130 P201 Cimla Catering	3	10.26
130 P207 Llwyneryr Domestics	3	33.33
130 P213 NPTH Catering	22	54.90
130 P214 NPTH Community Domestics	14	18.13
130 P216 NPTH Hotel Services Management	2	100.00
130 P217 NPTH Housekeeping	114	55.26
130 P218 NPT Laundry & Linen	5	100.00
130 P220 NPTH Portering & Security	24	100.00
130 P234 Tonna Hotel Services	19	29.55
130 P600 Singleton Catering	113	65.62
130 P602 Cefn Coed Catering	10	43.08
130 P603 Morriston Catering	67	42.02

Department	No. of Staff	Compliance %
130 P610 Community Domestics	15	12.31
130 P611 Singleton Domestics	119	94.57
130 P612 Morriston Domestics	212	17.09
130 P613 West Domestics Management	2	100.00
130 P620 Facilities Management	8	100.00
130 P623 West Income Generation	1	0.00
130 P624 Singleton Newsagent	3	100.00
130 P627 Morriston Car Parking	1	100.00
130 P640 Gorseinon Hotel Services	19	44.94
130 P641 Other Mental Health Hotel Services	1	15.38
130 P643 Cefn Coed Hotel Services	28	41.76
130 P652 Singleton Laundry and Linen	3	35.90
130 P653 Morriston Laundry & Linen	7	42.86
130 P654 Central Laundry	45	63.76
130 P660 Singleton Porters	51	92.61
130 P661 Morriston Porters	108	21.44
130 P662 West Portering Management Team	3	71.79
130 P663 Cefn Coed Porters	2	73.08
130 P671 Morriston Security	6	92.31
130 P680 West & Community Telephonists	27	65.53
Grand Total	**1057**	**50.82**

Summary of Incidents by service for 1st April 2018 to 31st March 2019 is shown in the table below. Includes information relating to staff in Bridgend Locality who have since transferred to Cwm Taf.

Service	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Accommodation	0	0	0	0	0	0	0	0	0	0	0	0
Car Parks	0	0	0	3	1	5	2	4	2	1	9	2
Catering	8	7	4	9	5	9	9	4	5	9	3	8
Domestic	9	7	3	14	11	8	5	18	7	12	10	4
Laundry/Linen	1	1	0	3	2	3	4	4	1	1	0	1
Portering	13	10	11	2	9	8	5	11	8	7	13	7
Security	2	5	9	12	7	11	5	9	9	2	3	0
Shops	0	0	0	0	0	0	0	0	0	0	0	0
Switchboard	0	0	0	0	0	1	1	0	0	0	0	1
Transport	0	0	0	0	3	5	1	1	0	0	1	6
Total	**33**	**30**	**27**	**43**	**38**	**50**	**32**	**51**	**32**	**32**	**39**	**29**

The charts below show the breakdown of Incidents by service, and the breakdown of Support Services total WTE by service WTE.

Breakdown of total incidents for period by service

- Accomodation
- Catering
- Domestic
- Laundry/Linen
- Portering
- Security
- Car Parks
- Shops
- Switchboard
- Transport

Breakdown of total Support Services WTE by service

Summary of Incidents by type for 1st April 218 to 31st March 2019 is shown in the table below. Includes information relating to staff in Bridgend Locality who have since transferred to Cwm Taf.

Incident type (tier 1)	No.
Accidents/Falls	193
Administrative Processes (Excluding Documentation)	6
Behaviour (Including Violence and Aggression)	45
Blood/Plasma Products	11
Communication	9
Diagnostic Processes/Procedures	9
Documentation	2
Exposure to Environmental Hazards	16
Medical Devices, Equipment, Supplies	2
Medication/Biologics/Fluids	2
Nutrition Food/Meals from Kitchen	3
Patient Accidents/Falls	3
Personal Property/Data/Information	3
Property	15
Public Order/Crowd Control	1
Security of Organisation's Property, Data and Buildings	39
Service Disruptions (environment, infrastructure, human resources)	62
Grand Total	**421**

3. GOVERNANCE AND RISK ISSUES

3.1 Health and Safety Risks on Risk Register

There are currently 7 risks relating to Health and Safety on the departmental risk register, these are monitored through the Support Services Management Board (SSMB). These are as follows:

Title	Site	Dept	Risk (in brief)	Risk rating
CCTV	Morriston	Security	Due to an upgrade some of the servers are not working making surveillance 'patchy'.	9
Security cover SAU	Singleton	Security	Security staff are not available so the porters are potentially exposed to any security risks.	9
Car parking	Singleton	Car parking	Too few spaces leading to V&A incidents against staff	20
Mandatory training	All sites	All depts.	Training at 50% compliance	15
Slips / trips / falls	All sites	All depts.	Slips and trips by patients staff and visitors due to water, liquids spillages	9
Removal of HPV cleaning	All sites	All depts.	Infection risk due to lack of specialised cleaning.	9
Movement of Linen Bags	Morriston	Portering	Weight issue due to amount of linen put in bags	6

3.2 <u>Governance</u>

A monthly report is shared with the SSMB detailing the Health and Safety position. The following 5 points highlights the issues considered: -

- Governance and management
- Risks
- Mandatory and statutory training
- Incidents
- Current issues

3.2.1 Governance and management

The department has had to update its reporting arrangements to reflect the units they are based in as they are fundamentally linked. The updated governance arrangements are working reasonably well but further work is still required to ensure that each of the site hotel/support services meetings take place on a regular basis.

The meetings are not as successful as envisaged because the catering concerns are for example so different to the car parking concerns that there is little consistency between departments.

Secondly, many of the issues are raised with department heads or at the unit site meeting so duplication often takes place, as often this is regarded as a further tier of meetings.

Staff side like the opportunity to feedback and discuss their concern at a local level. Concerns should only be escalated if not resolved at the local level.

3.2.2 Risks

There are 7 health and safety risks and actions are being considered to minimise the risk in each case.

Title	Update on actions taken	Date (by when action is expected)	Issue included in HSE Report/
CCTV	A report on the current CCTV has been undertaken by an external security company and actions will be able to be highlighted when the report has been received	01/06/19	yes
Security cover SAU	A report is being prepared which will highlight the cost of security provision in Singleton SAU. Increased training is already being offered to Singleton portering staff to limit any risk	01/07/19	yes
Car parking	Alternative car parking options are being considered.		no
Mandatory training	Training compliance is increasing a few percentage points each month as a result of changing working arrangements	01/03/20	yes
Slips / trips / falls	A digital monitoring system is being considered to ensure the areas is routinely checked	01/09/19	no
Removal of HPV cleaning	A multidisciplinary task and finish group has been established to propose future arrangements	01/09/19	no
Movement of Linen Bags	Bag size reviewed and links with nursing staff enhanced to ensure bags are not over filled Procedure put in place to ensure movement of bags if bags are overfilled Further work required to ensure linen bag movement is included in inanimate load refresher training	01/09/19	yes

3.2.3 Mandatory and statutory training
Mandatory training compliance has increased from 19% in 2018 to 50.82% in May 2019. The risk table above anticipates that the expected date of full compliance is March 2020. This is based on a worst case scenario for large departments with a low compliance at the moment and a targeted increase of approximately 25% every three months.

Some of the barriers to achieving the mandatory training target include the availability of IT equipment, IT and literacy skills, password retention, difficulty of accessing ESR training and time away from a task orientated role.

3.2.4 Incidents
Incidents are considered and trends analysed by the senior management team. Ordinarily the health and safety work plan for the following year is determined by the incidents. However that is not the case in 2019/20 because of the HSE improvement notice which will take precedence

3.2.5 Current issues for 2019/20
There will be 2 overarching issues for 2019/20:
- Adherence to appendix 1 HSE action plan
- Review of future decontamination and cleaning processes'

4. HSE IMPROVEMENT NOTICES
The improvement notices primarily covered two main areas, manual handling and violence and aggression training. The action plan devised as a result of the inspection is included at **Appendix 1**.

In relation to manual handling training the porters are already compliant with the Health Board requirements, but it was agreed that further work was required to enhance refresher and competence training particularly for inanimate loads. Manual handling coaches have been appointed and will participate in developing the refresher training

Violence and aggression training has been reviewed and a risk assessment will be completed so that staff receive the appropriate training for their role. For example a porter in A&E might receive more intense V&A training than a medical records porter.

Two reviews have been undertaken as a result of the notice, security on all the acute sites and CCTV coverage in Morriston Hospital.

The department did have concerns about the accuracy of elements of the HSE report, particularly as many issues were not reflected in the local H&S meetings but it was agreed to take a proactive and positive approach to enhance training and assessment of risk.

5. FINANCIAL IMPLICATIONS
Additional resources were authorised to support the HSE improvement notices work for the portering department, Morriston Hospital.

A review of security is currently nearing completion to determine if additional support is required.

6. RECOMMENDATION
Members are asked to:

- Note the content of the report

Governance and Assurance

Link to Enabling Objectives *(please choose)*	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	☐
	Co-Production and Health Literacy	☐
	Digitally Enabled Health and Wellbeing	☐
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	☒
	Partnerships for Care	☒
	Excellent Staff	☒
	Digitally Enabled Care	☐
	Outstanding Research, Innovation, Education and Learning	☐

Health and Care Standards

(please choose)	Staying Healthy	☐
	Safe Care	☐
	Effective Care	☐
	Dignified Care	☐
	Timely Care	☐
	Individual Care	☐
	Staff and Resources	☒

Quality, Safety and Patient Experience

Health and Safety is a core value to which managers and staff at all levels in the organisation have key roles to play. It is recognised that there are vital links to partners such as trade unions colleagues, by working closely with them to support good standards of safety for all.

Patients, families and staff require safe facilities within the Health Board in which to provide the required care which should add to a positive patient, family and staff experience.

Financial Implications

No additional funding for the general Health and Safety issues is required as it is already budgeted (required and relevant staff already working for the Health Board), although additional resources may be required to provide enhanced security cover.
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Legal Implications (including equality and diversity assessment)

The development of effective an Health and Safety Policy is a key requirement of the Health and Safety at Work Act 1974 (HASAWA)

Staffing Implications

Adequate staffing levels within all services is essential. A review of security is being undertaken as part of a service review to determine if enhanced security provision is required.

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)

Long term – acting now by managing and identifying Health and Safety risks protects staff and patients.
Integration – The Health and Safety Group may meet with Local Authority staff for some environmental issues.

Involvement – of staff and experts will support and engage staff who feel valued and valued staff who are happy have improved patient outcomes.

Collaboration – the Health and Safety Group will work collaboratively engaging with all to improve the health and safety and well-being of those who work and use our services.

Report History	No previous report history to this committee.
Appendices	Action Plan Appendix 1