PROMOTE, MONITOR AND MAINTAIN HEALTH, SAFETY AND SECURITY IN THE WORKING ENVIRONMENT

Unit overview

Elements of competence

32a Monitor and maintain the safety and security of the working environment
32b Promote health and safety in the working environment
32c Minimise risks arising from emergencies

About this unit

For this unit you are required to keep yourself, individuals and others for whom you are responsible, safe and secure within your working environment and minimise risks arising from emergencies.

Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

Accidents could be due to: falls; hazards in the environment; illness; disability; weaknesses; sensory and cognitive impairment; frailty.

Incidents could include: intruders; chemical spillages; lost keys, purses etc., missing individuals; individuals locked out; contamination risk; aggressive and dangerous encounters; bomb scares.

Key people include: family; friends; carers; others with whom the individual has a supportive relationship.

Risks could include: the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people.

The working environment could be: within an organisation’s premises; in premises of another organisation; in someone’s home; out in the community.

Working practices include: activities; procedures; use of materials or equipment; working techniques.

Your knowledge and understanding for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and others with whom you work; the nature of the work you are undertaking; your role and level of responsibility within your organisation (eg whether you have responsibility to support the work of others); the individuals, key people and others with whom you are required to work and the degree of autonomy you have for the management of your own work activities.
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Unit overview (continued)

Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement\(^1\), the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit 34. If you are working with adults they can be found in unit 35. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit 34 or unit 35 in your practice and through your knowledge.

\(^1\)The key purpose identified for those working in health and social care settings is “to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care”
This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.

**Accident**
Unforeseen major and minor incidents where an individual is injured

**Emergencies**
Immediate and threatening danger to individuals and others

**Hazards**
Something with the potential to cause harm

**Incidents**
Occurrences that require immediate attention to avoid possible danger and harm to people, goods and/or the environment

**Individuals**
The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter

**Key people**
Are those people who are key to an individual’s health and social well-being. These are people in the individual’s life who can make a difference to their health and well-being

**Others**
Are other people within and outside your organisation that are necessary for you to fulfil your job role

**Right to enter**
Those people who have a right to be on the property, it excludes people who may have a court order against them and those who have no need to be on the premises

**Rights**
The rights that individuals have to:
- be respected
- be treated equally and not be discriminated against
- be treated as an individual
- be treated in a dignified way
- privacy
- be protected from danger and harm
- be cared for in a way that meets their needs, takes account of their choices and also protects them
- access information about themselves
- communicate using their preferred methods of communication and language

**Risk assessments**
A document that identifies actual and potential risks and specifies actions related to specific activities and functions
### Key words and concepts (continued)

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<thead>
<tr>
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<th>Description</th>
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<tr>
<td><strong>Risks</strong></td>
<td>The likelihood of the hazards potential being realised</td>
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<tr>
<td><strong>The working environment</strong></td>
<td>This will include all environments in which you work</td>
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32a Monitor and maintain the safety and security of the working environment

**Performance criteria**

You need to show that:

1. You follow organisational safety and security procedures

2. You check people’s **right to enter**, be in and around the premises and the environment in which you are working

3. You take appropriate actions to deal with people who do not have a right to enter, be in and around the premises and the environment in which you are working

4. Before starting and during work activities, you identify and minimise health, safety and security **risks**, seeking additional support where necessary

5. You monitor work areas and **working practices** to ensure that they:
   - are safe and free from **hazards**
   - conform to legal and organisational requirements for health and safety

6. You take account of **individuals’** needs, wishes, preferences and choices, whilst ensuring your own and the safety of individuals, **key people** and **others** when carrying out your work activities

7. You take appropriate action, following legal and organisational requirements, to:
   - ensure that equipment and materials are used and stored correctly and safely
   - deal with the spillage of hazardous and non-hazardous materials
   - dispose of waste immediately and safely

8. You follow, and support others to understand and follow correct safety procedures

9. You report health and safety issues to the appropriate people and complete health, safety and security records, within confidentiality agreements and according to legal and organisational requirements
32b Promote health and safety in the working environment

Performance criteria

You need to show that:

1. You identify and work with others to identify, minimise and manage potential risks and hazards in the working environment and when undertaking work activities.

2. You operate within the limits of your own role and responsibilities, in relation to health and safety.

3. You use, and support others to use:
   - safe procedures and techniques for moving and handling
   - approved methods and procedures when carrying out potentially hazardous work activities
   - appropriate risk assessments

4. You identify and report, encourage and support others to identify and report any issues in the working environment, that may put yourself and others at risk.

5. You act as a role model in promoting health, safety and security.

6. You take appropriate action where there is the likelihood of an accident or injury.

7. You ensure that the appropriate people know where you are at all times.

8. You support others to complete health and safety records correctly.
32c Minimise risks arising from emergencies

Performance criteria

You need to show that:

1. You take appropriate and immediate action to deal with health and environmental emergencies and incidents, summoning assistance immediately when this is necessary.
2. You identify and make informed decisions about actions to take when risk factors and hazards may cause an incident or emergency.
3. You provide ongoing support and assistance within your own competence until someone who is qualified to deal with the emergency is available.
4. You make the area around the person with the emergency as private and safe as possible.
5. You follow, and help others to follow, the correct safety procedures in incidents and emergencies.
6. You offer appropriate support to others involved in the incident and emergency.
7. You record and report on incidents and emergencies accurately, completely, within confidentiality agreements, and according to organisational and legal requirements.
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Knowledge specification for the whole of this unit

Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

Values

1. Legal and organisational requirements on equality, diversity, discrimination and rights when working with individuals, key people and others when monitoring and promoting health and safety
2. How to provide active support and promote individuals’ rights, choices and well-being whilst promoting healthy and safe working practices and minimising risks from incidents and emergencies

Legislation and organisational policy and procedures

3. Codes of practice and conduct, and standards and guidance relevant to your own and the roles, responsibilities, accountability and duties of others in relation to health, safety and dealing with incidents and emergencies
4. Current local, UK and European legislation and organisational requirements, procedures and practices for:
   • data protection, including recording, reporting, storage, security and sharing of information
   • risk assessment and management
   • the protection of yourself, individuals, key people and others from danger, harm and abuse
   • monitoring and maintaining health, safety and security in the working environment
   • dealing with incidents and emergencies
5. The purpose of, and arrangements for supervision when involved in incidents and emergencies

Theory and practice

6. How and where to access information and support that can inform your practice on health, safety and dealing with incidents and emergencies
7. The effects of stress and distress on yourself, individuals, key people and others
8. Conditions and issues you are likely to face in your work with individuals and key people
9. Methods of supporting individuals to:
   • express their needs and preferences
   • understand and take responsibility for promoting their own health and care
   • assess and manage risks to their health and well-being
10. How to work with, and resolve conflicts that you are likely to meet
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Knowledge specification for the whole of this unit (continued)

11 Methods of:
• monitoring activities and the environment to minimise risk and keep the environment free from hazards
• storing different equipment and materials safely and securely
• minimising the risk of contamination and infection

12 How to deal and work with hazardous and non-hazardous materials, equipment and waste, in order to minimise the risks of contamination and danger to yourself, individuals, key people and others with whom you work and are responsible for procedures, techniques and the differing types of equipment to enable you to lift, move and handle people, materials and items safely

13 How to assess risks to yourself, individuals, key people and others

14 The type of security and health incidents and emergencies that might happen in your area of work and working environment

15 The appropriate action to take for different security and health incidents and emergencies

16 Your own capabilities to deal with an accident and emergency, and when and how to summon additional help

17 How to promote health and safety to others, including the modelling of good practice
Evidence requirements for this unit

- Prior to commencing the unit you should agree and complete an assessment plan with your assessor regarding the assessment methods to be used.
- You must provide your assessor with evidence for ALL the performance criteria, all knowledge requirements and relevant parts of the scope that relate to your work practice.
- Simulation **may be appropriate for part of element 3** of this unit.
- The evidence must, at all times, reflect the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.

Preferred methods to demonstrate competence for this unit are:

- Direct observation: your assessor must observe you in real work activities which provide a significant amount of the performance criteria for most elements in this unit.
- Reflective accounts: of your real work practice, which explain your actions in the promotion and maintenance of working safely, and your knowledge of the relevant policies and legislation.
- Work products: will show your involvement in the preparation of formal and informal risk assessments. Identification of reports/records etc, which you have prepared and the assessor has access to, but must not be held in the portfolio for reasons of confidentiality eg accident reporting.
- Certificates: eg First Aid, COSSH, REHIS may provide knowledge evidence to support competence, provided some actual assessment has taken place and can be demonstrated.
- Questioning: may provide evidence of knowledge, legislation, policy and procedure. A record must be held in the portfolio.
- Witness testimony: can be confirmation of an activity you have been involved with and how you dealt with it eg a first aid emergency, security emergency. This could come from your line manager, another assessor, a member of the care team or an individual receiving care.
- APL/assignment/projects: you may already have completed a formally assessed qualification, some of which relates to Health and Safety, which may provide your assessor with evidence of your competence/knowledge in some aspects of this unit.
- Simulation: is acceptable to demonstrate knowledge of emergency procedures.