



London Ambulance Service **NHS**  
NHS Trust

**Slips, Trips and Falls Procedure**

## DOCUMENT PROFILE and CONTROL

**Purpose of the document:** To provide information and guidance on the management of slips, trips and fall risks within the London Ambulance Service (LAS)

**Sponsor Department:** Health, Safety and Risk

**Author/Reviewer:** Senior Health, Safety and Risk Advisor. To be reviewed June 2013.

**Document Status:** Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
23/08/10	1.1	Governance & Compliance Manager	Reformat only
02/06/10	0.3	Senior Health, Safety and Risk Advisor; Hd Governance, Audit & Compliance Mgr, Gov & Compliance Mgr	Further changes
23/03/10	0.2	Senior Health, Safety and Risk Advisor;	Revised responsibilities and reporting lines
05/01/10	0.1	Senior Health, Safety and Risk Advisor	First draft

**\*Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

For Approval By:	Date Approved	Version
RCAG	23/08/10	1.0
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23/03/10	Senior Health, Safety and Risk Advisor
Staffside reviewed on	By
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The RIB	10/10	Governance	GCT

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		Administrator	
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<b>Links to Related documents or references providing additional information</b>		
<b>Ref. No.</b>	<b>Title</b>	<b>Version</b>
	Great Britain National Audit Office A safer place to work The Stationery Office 2003. ISBN 0 10 292143 1	
	Slips and trips: Guidance for the food processing industry HSG156 HSE Books 1996 ISBN 0 7176 0832 8	
	Slips and trips: Summary guidance for the food industry Food Information Sheet FIS6 HSE Books 1996	
	Health & Safety at work Act 1974	
	Health Safety and Welfare Regulations 1992	
	Workplace Health Safety and Welfare Regulation 1992	
	Health & Safety Organisation Policy	
<b>TP035</b>	Risk Assessment Procedure	
<b>HS006</b>	Workplace Inspection Procedure	
	Serious Untoward Incidents (SUI) and Notifiable Incidents (NI) procedure	
<b>HS011</b>	Incident Reporting Procedure	
<b>TP/055</b>	Learning from Untoward incidents, PALs, Claims and Complaints Policy	
<b>TP056</b>	Core Training Policy (inc. TNA)	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled or substantive.

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## 1. Introduction

Slips and trips resulting in falls, including falls from height, are common causes of injuries, some of them major, in workplaces.

The London Ambulance Service NHS Trust (the Trust) recognises and accepts its responsibilities as an employer to provide a safe and healthy environment for patients, staff and others under: The Health & Safety at Work etc. Act 1974; The Workplace (Health, Safety and Welfare) Regulations 1992 and The Management of Health and Safety at Work Regulations 1999.

Working together with staff and patients, the Trust is committed to addressing these risks, by employing good risk management systems and practice.

## 2. Scope

This document defines the Trust's approach to identifying potential slip, trip and fall hazards, to staff, patients or third parties whilst on Trust premises, its vehicles, or incident locations.

## 3. Objectives

The purpose of this policy is to:

1. Acknowledge the risk presented by slips, trips and falls hazards to staff, patients and third parties on Trust premises, vehicles or other working environments
2. Define a requirement for staff to undertake appropriate risk assessment for the management of slips, trips and falls (including falls from height).
3. Define and describe the practices in place within the Trust to monitor the management of slip, trip and fall incidents

## 4. Responsibilities

- 4.1 The **Chief Executive** has overall responsibility for Health & Safety. The Director of HR and Organisation Development is the Executive Director with delegated responsibility for managing Health, Safety and Risk Management.

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- 4.2 The **Clinical Quality, Safety and Effectiveness Committee** will review incident trends reported to the Corporate Health and Safety Group.
- 4.3 The **Corporate Health and Safety Group (CHSG)** has responsibility for reviewing the incident statistical reports that are submitted to the group. The incident report submitted to the CHSG will be an account of all reported Incidents, including slips, trips and falls involving staff, patients and third parties.
- 4.4 The **Health, Safety and Risk Department** is responsible for collating reported slips, trips and falls incidents and reports to the Corporate Health & Safety group.
- 4.5 The **Estates Department** is responsible for completing an annual inspection of all LAS premises. Survey records are kept in premises condition survey registers.
- 4.6 The **Assistant Directors of Operations (ADO)** are responsible for the management of slips, trips and falls incidents within specific areas under their control. ADOs are to ensure that investigations/assessments are carried out by appropriate line managers, where necessary, in line with Trust policies and procedures.
- 4.7 The **Ambulance Operations Managers** or **Heads of Department** are responsible for implementing the investigation of slips, trips and falls incidents in their area of responsibility, and submit detailed investigation reports with recommendations via an LA52 (Incident Report Form) in line with the Trust's Incident Reporting & Incident Investigation Procedures.
- 4.8 The **Senior Safety and Risk Advisor** is responsible to the Assistant Director, Employee Support Services for the development of effective health and safety policies and procedures. The Assistant Director, Employee Support Services reports to Director of Human Resources and Organisational Development.
- 4.9 **Line Managers** are responsible for undertaking and signing off incident investigations prior to being forwarded to the Safety & Risk Department and for ensuring any remedial actions identified by the investigation are implemented,
- 4.10 **Line Managers** are also responsible for undertaking, jointly with **local staff side (Trade Union) safety reps**, quarterly premises inspections.
- 4.11 **Staff**  
All Trust employees will receive guidance and advice on reducing foreseeable slips, trips and falls as part of their induction and refresher training. In addition, they will:

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- Participate, whenever required, in the risk management process.
- Comply with all Trust Policies and Procedures.
- Work safely in compliance with the Health and Safety at Work etc Act 1974.
- Not intentionally or recklessly interfere with or misuse any equipment provided for the protection of safety and health (Section 8 Health and Safety at Work etc Act 1974).
- Report any identified areas of foreseeable risk immediately to a line manager, and via the Trust's Incident Reporting Procedures (LA52).

## 5. Risk Assessment Process

All staff are required to undertake risk assessments for the management of slips, trips and falls involving patients, staff and others (including falls from height) as set out in the Risk Assessment Procedure (TP035).

Slips, trips and falls risk assessments will be carried out as part of the quarterly Workplace Inspection and follow the process as defined in the Workplace Inspection Procedure (HS/006).

Assessments are undertaken by trained staff during the premises inspection. Training will be provided by the Safety and Risk Department, as defined in the Training Needs Analysis.

Where local managers assess a hazard as requiring immediate attention they must take action to reduce the risk to an acceptable safe level. Action should be taken to safeguard the area immediately. It is a manager's responsibility to ensure that the necessary action has been taken and the hazard controlled. Managers should record the incident as a near-miss on Incident Form LA52 with details of actions taken, and forward a copy to the Safety and Risk Department.

Line Managers undertake quarterly premises inspections with local staff side (Trade Union) safety representatives. Findings will be forwarded to the relevant departments and copied to the Area Health & Safety meeting and the Corporate Health & Safety meeting.

Staff often work in places where the Trust has no or little control over the potential slips, trips and falls hazards that may be present. In these instances, staff must take reasonable care of their own safety and undertake a dynamic risk assessment removing or mitigating, where possible, potential slips, trips and falls hazards.

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## 6. Records of Incidents

Completed incident forms (LA52) are collated by the Health, Safety & Risk department and details of slips, trips and falls incidents are recorded on the Incident Reporting database (Datix), which is maintained by the Health, Safety & Risk department.

Each incident is graded by line managers. The scoring of the identified risk follows the formal risk assessment scoring matrix used by the Trust (See TP/005 Risk Management Policy and Procedures).

## 7. Risk Reporting and Analysis

On a quarterly basis an incident report, including slip, trip and fall data, will be presented to the Corporate Health & Safety Group. The report will be compiled from the (Datix) incident reporting system by Health, Safety & Risk department.

Dependant on the level of identified risk, risks may be considered for inclusion on the Trust's Risk Register. The decision to escalate the identified risk will be taken by Senior Safety & Risk advisor.

Investigation of incidents will be monitored by the Health, Safety and Risk Department, which may decide to further investigate an incident. Incidents will be reported to the Health and Safety Executive (HSE) by the line manager in accordance with the national reporting system RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

The Health, Safety and Risk Department will liaise with external stakeholders e.g. Primary Care Trusts (PCTs), Acute Trusts, Health & Safety Executive (HSE), National Patient Safety Agency (NPSA), as required on specific areas relating to slips, trips and falls management

## 8. Training and Awareness

Staff training will be carried out as identified in the Training Needs Analysis (TNA), see TP056 Core Training Policy.

Safety Bulletins are made available to all staff through Routine Incident Bulletin (RIB) as incident themes and trends are identified.

### 8.1 Staff

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Operational staff will receive information, instruction, training and supervision in relation to slip, trip and falls. The training will be delivered by the Education and Development department.

All staff will receive basic training in risk assessment during local Induction, refresher courses and during risk assessor training. The Trust will also deliver training on this subject within the mandatory All-in-one training for non-operational staff. The training will be delivered by the Health, Safety & Risk department.

Risk assessment training will be included in the Managing Safety & Risk Awareness course training sessions, which will take place on a monthly basis and will be delivered by the Health, Safety & Risk department.

## **8.2 Patients and others**

Hazard awareness signage will be placed in locations that present potential slip, trip and fall hazards.

The HS001 Health and Safety Organisation Policy statement requires staff be responsible for their own health and safety and that of any other person who may be affected by their acts or omissions. Consequently, this requires Operational staff supervising patients at all times to prevent and/or manage slips, trips and falls.

The following mechanisms are used by the Trust for raising awareness about preventing and reducing the number of slips, trips and falls involving patients, staff and others;

- Safety Bulletins (distributed on the staff intranet and via the RIB).
- Training, Induction and refresher courses provided for clinical and non-clinical staff.
- Health, Safety and Risk team presentations on risk assessment, trends and themes, at Senior Managers' Conference, Team Leaders Conference and Managers' Conferences.
- Corporate Health and Safety Group is the forum for disseminating information about key risks relating to the management of slips, trips and falls via health and safety representatives.

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## Implementation Plan

<b>IMPLEMENTATION PLAN</b>	
<b>Intended Audience</b>	All LAS Staff
<b>Dissemination</b>	Available to all staff on the Pulse and to the public on the LAS website.
<b>Communications</b>	Revised Policy and Procedure to be announced in the RIB and a link provided to the document.
<b>Training</b>	As identified in the Training Needs Analysis
<b>Monitoring</b>	<p>The Trust monitors the implementation and progress of this procedure by monitoring reported incidents and on a quarterly basis at the Corporate Health &amp; Safety Group.</p> <p>This procedure will be reviewed to monitor the effective management of slips, trips and falls within the Trust. This will be achieved by the review of incident trends reported to the Corporate Health &amp; Safety Group and Clinical Quality Safety &amp; Effectiveness Group on a quarterly basis.</p> <p>Incidents will be reported quarterly in the aggregated reported presented to the Quality Committee on learning from Incidents, PALS, Complaints and Claims. This report will include incidents concerning slips, trips and falls for patients, staff and others.</p>