



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 September 2015.

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
02/10/12	2.2	IG Manager	Document Profile and Control update
01/10/12	2.1	Senior Health, Safety and Risk Advisor	Minor amendment following approval
17/08/12	1.3	IG Manager	Document Profile and Control update
01/08/12	1.2	Senior Health, Safety and Risk Advisor	Minor amendments and inclusion of monitoring table
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
ADG	14/09/12	2.0
RCAG	23/08/10	1.0
Ratified by Trust Board (If appropriate):		

EqIA completed on	By
23/03/10	Senior Health, Safety and Risk Advisor
Staffside reviewed on	By
	Staffside Representative

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Published on:	Date	By	Dept
The Pulse	05/10/12 (v2.2)	Governance Co-ordinator	GCT
The Pulse	12/10/10	Governance Administrator	GCT
LAS Website	05/10/12 (v2.2)	Governance Co-ordinator	GCT
LAS Website	12/10/10	Governance Administrator	GCT
Announced on:	Date	By	Dept
The RIB	09/10/12	IG Manager	GCT
The RIB	10/10	Governance Administrator	GCT

Links to Related documents or references providing additional information		
Ref. No.	Title	Version
	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	
TP035	Risk Assessment Procedure	
HS006	Workplace Inspection Procedure	
	Serious Untoward Incidents (SUI) and Notifiable Incidents (NI) procedure	
HS011	Incident Reporting Procedure	
TP/054	Learning from Untoward incidents, PALs, Claims and Complaints Policy	
TP056	Core Training Policy (inc. TNA)	
TP 028	Business Continuity Policy	

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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 slips, trips and falling 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 falling hazards to staff, patients and third parties on Trust premises, vehicles or other working environments under its control.
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 slips, trips and falling 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.
- 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

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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 falling incidents and reports to the Corporate Health and 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 falling incidents within specific areas under their control.

ADOs are to ensure that local 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 local risk assessments and the investigation of slips, trips and falling 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, jointly with **local staff side (Trade Union) safety reps**, quarterly premises inspections.

Line Managers are responsible for undertaking local risk assessments in conjunction with staff-side representatives and for signing off incident investigations prior to being forwarded to the Health Safety and Risk Department and for ensuring any remedial actions identified by the investigation are implemented.

Line Managers are also responsible for ensuring that suitable and sufficient gritting is undertaken and recorded at premises under their control when snow/ice or frosty weather conditions are forecast. The schedule of action taken for gritting is to be displayed on site and posted on the x drive by the appropriate line management. The proforma schedule is attached in Appendix 1.

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4.10 **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:

- 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 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

The following section outlines how the organisation assesses the risk of slips, trips and falls involving staff, others, and patients (including falls from height).

5.1 Staff and Others

All staff are required to dynamic assess and manager foreseeable slips, trips and falling hazards (including falls from height). Staff undertake these dynamic assessments prior to moving patients to establish whether to transport or assist them to the ambulance (see Manual Handling policy – ref: - 4.2.5).

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 line management and staff-side representatives during the premises inspection. Training is provided by the Safety and Risk Department, as defined in the Training Needs Analysis.

Where local managers or any member of staff assess a hazard that requires immediate attention they must take suitable action to reduce the risk to an acceptable safe level. It is a manager's responsibility to ensure that the necessary action is 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 Health, 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/Governance group and the Corporate Health & Safety Group 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

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risk assessment removing or mitigating, where possible, potential slips, trips and falling hazards.

5.2 Patients

All staff are required to dynamically assess and manage foreseeable slips, trips and falling hazards (including falls from height) to patients under their control.

Risks are assessed by all operational staff undertaking VDI prior to the commencement of their shift, this includes addressing foreseeable slips, trips and falls hazards within ambulance, as outlined in OP026 Procedure for Vehicle Inventory and Checking of Service Vehicles.

6. Records of Incidents

Completed incident report forms (LA52) are collated by the Health, Safety & Risk department and are recorded on the Incident Reporting database Each reported incident is graded by line managers. The scoring of the identified risk follows the formal risk assessment process outlined in 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, is presented to the Corporate Health & Safety Group. The report is compiled by Health, Safety & Risk department.

Dependant on the level of identified risk, the risk may be considered for inclusion on the Area/Directorate Risk Register. The decision to escalate the identified risk will be taken by the ADO.

Investigation of incidents will be monitored by the Health, Safety and Risk Department, who 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, in relation to slips, trips and falls awareness (including falls from height) involving staff, others and patients, will be carried out as identified in the Training Needs Analysis (TNA) (also see TP056 Core Training Policy).

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

- Health and Safety Bulletins are made available to all staff as incident themes and trends are identified (distributed on the staff intranet and via the Routine Information Bulletin).
- 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.
- A Referral Support Team has been introduced to create a central single-point-of-access for all LAS staff to pass referrals relating non-conveyed elderly fallers on to their GP.

8.1 Staff and Others

All staff will receive information, instruction awareness training and supervision in relation to slip, trip and falls. The training will be delivered by the Education and Development or Learning of Organisation Development departments.

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

8.2 Patients

Hazard awareness signage will be placed in locations that present potential slip, trip and falling hazards. This includes hazard awareness anti slip strips to vehicle steps.

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.

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IMPLEMENTATION PLAN				
Intended Audience	All LAS Staff			
Dissemination	Available to all staff on the Pulse and to the public on the LAS website			
Communications	Revised Policy and Procedure to be announced in the RIB and a link provided to the document			
Training	As identified in the Training Needs Analysis			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Duties including how the organization (Sections 4, 5 and 8); a) assesses the risk of, and b) raises awareness about preventing and reducing the number of slips, trips and falls involving i) staff and others, and ii) patients	Quarterly report (LA277's and LA52's)	Senior Health and Safety Advisor reports to Area Quality Committees and Area Health and Safety Meetings	Risk Compliance and Assurance Group	Dissemination of lessons via Corporate Health and Safety Group

Severe Weather Schedule

Year: 20__/20__

Month	Day	Grit/Salting of Pathway			Warning signs displayed			Notes
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