London Ambulance Service **NHS**
NHS Trust

Health, Safety & Security Training Policy and Provision of H&S Information for Health, Safety and Security Training

DOCUMENT PROFILE and CONTROL.

Purpose of the document: is to ensure the effective development of staff, through constructive health, safety and Security training to enhance performance of individuals and thereby improve the performance and efficiency of the Trust.

Sponsor Department: Corporate Governance
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Amendment History			
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26/01/17	2.6	Director of Corporate Governance	Review
29/11/16	2.5	Health and Safety Manager	Amendments
02/07/12	2.4	H&S Advisor	S.4 amendment to S&R responsibilities
01/04/10	2.3	Records Manager	Added Responsibilities & other minor updates
06/02/09	2.2	Records Manager	Added ratification date
26/01/09	2.1	Records Manager	Formatting
07/11/08	1.1	Senior Risk and Safety Advisor, Education Governance Manager, AD Employee Support Services and Head of Governance	Major - Full review and integration of HS002 with Training Needs Analysis
01/03/07	1.0		Major – first final version

*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.

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The RIB	14/02/17	IG Manager	G&A

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13/05/10	Health, Safety and Risk team
Staffside reviewed on	By
	Staffside Representative

Related documents or references providing additional information		
Ref. No.	Title	Version
HS 001	Health & Safety Organisation Policy	
HS 011	Incident Reporting Procedure	
TP 005	Risk Management Policy	
TP 044	Organisational Learning and Improvement through Feedback, Complaints, Incidents and Claims.	
HS 005	Manual Handling Policy	
TP 027	Infection Control Policy	
	Infection Control Manual	
1125 / 2008	New Ways of Working	
TP 006	Serious Untoward Incidents Policy	
TP 018/019	Protecting Children & Vulnerable Adults – Operational Procedures	
HS 009	Display Screen Equipment	
HS 012	Staff Safety Policy Statement	
	Community First Responders	
	BASICS (London) Doctors	
The Pulse / LAS News	Clinical and Patient Care Updates	
HSE website	Health & Safety at Work Act 1974	
HSE website	Management of (Health & Safety at Work) Regulations Act 1999	

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1. Introduction

Training plays an essential part in the effective development of staff. Constructive health, safety and risk management training will enhance performance of individuals and thereby improve the performance and efficiency of the Trust. A trained employee is able to work confidently, because they know and understand what the work involves, why it is being carried out and how it should be undertaken safely.

2. Scope

This policy outlines the London Ambulance Service (LAS) approach to identifying the risk management training requirements for all permanent staff and production of the annual training needs analysis.

Policy TP 044 - Organisational Learning and Improvement through Feedback, Complaints, Incidents and Claims, details further the sources of information used and processes undertaken to inform the training needs analysis.

3. Objectives

1. To define the health, safety and risk management training requirements of the Trust

4. Responsibilities

Director of Corporate Governance

- The Director of Corporate Governance has overall responsibility for Health & Safety in the Organisation.

The Corporate Health and Safety Committee has responsibility

- To review quarterly Health and Safety statistics and to recommend appropriate action, including additions to the learning & development programme for all staff.

- To monitor the progress of the actions taken to reduce Health & Safety Risk on the Trust Risk Register.

The Education and Development Group has responsibility

- To prioritise the training programme and determine what training gets delivered in a context of competing pressures. Decisions will be based on managing the organisation's principal risks and improving patient care.

Risk Compliance and Assurance Group (RCAG)

- The Risk Compliance and Assurance Group (RCAG) will identify from the Trust's risk register any additional sources of risk not identified by the Education and Development Group where a Training Need may be present.

Safety & Risk Advisors have responsibility

- To develop the content of all Health, Safety & Security Training provided to staff in conjunction with external training providers where necessary.

- To deliver general Health, Safety & Security Training in a range of formats to Operational and Non-Operational staff (including Managers).

- To ensure all Health, Safety & Security Training that is delivered , is recorded by the appropriate learning management system. and achievement records for all courses are maintained.

A&E, PTS/NETS, EOC and Departmental Managers:

- Ensure that staff under their responsibility attend mandatory Health, Safety & Security Training, and where courses are available , that they encourage appropriate staff to attend.

- Ensure that the content of any external courses that staff may attend does not contravene the Trust's Health & Safety Policy.

- Ensure that all new and existing LAS Health & Safety Policy and Procedures are brought to the attention of staff within their responsibility.

- Understand which staff within their area of responsibility have a particular requirement for which Health, Safety and Welfare training.

Individual Staff Members –

- Ensure that they attend all Health, Safety and Security courses that are mandatory, and take personal responsibility for the safety of their actions and undertakings.

6. Legal Requirements

6.1 The Health and Safety at Work Act 1974 (HASAWA) places a duty upon the employer to provide such information, instruction, training and supervision as is necessary to protect the health and safety at work of their employees.

This duty is comprehensive and requires that appropriate training is given in all aspects of safety in the workplace and during any work activity. The

extent of training will vary according to the size and type of organisation and the extent and potential severity of hazards associated with work activities.

6.2 Regulation 13 of the Management of Health and Safety at Work Regulations 1999 (MHSWR) is more specific than the HASAWA. It requires that employees are provided with adequate health and safety training.

6.3 On joining the organization when the risks they face are increased due to:

6.3.1. A change in their tasks or responsibilities.

6.3.2. A change in equipment or technology.

6.3.3. A change in the system of work.

7. Training of Employees

In order to fulfil the duty under Section 2 of the Health and Safety at Work Act 1974 the Trust will:

- Introduce comprehensive safety rules, procedures and induction training programmes for all new staff.

- Provide refresher training (either on the job or in a classroom or equivalent environment) at the required intervals.

- Ensure that no employees transferred or promoted from one job activity to another are permitted to start work in their new job until they have received adequate training and instruction sufficient to enable them to perform the job safely.

- Ensure that health and safety representatives are adequately trained.

- Provide adequate training for managers at all levels, in Health, Safety & Security Management issues.

- Pay attention to the needs of existing employees.

- Document details of all training given and received.

8. Induction of New Employees

8.1   Training Objectives

The Trust will deliver Health & Safety Training as a part of the Corporate Induction Programme, for all new staff.

- To enable the employee to understand the legal duties of the employer and employees and is deemed complaint by law.

- To enable the employee to understand and adhere to Trust's Health & Safety Policy

- To enable the employee to recognize hazards in the workplace and how to avoid risk

- To emphasise the importance of safe systems at work and any emergency procedures

- To enable the employee to understand all the consequences of failure to comply with health and safety requirements.

8.2   Scope of Training

Induction training will centre around compliance with the requirements of the HASAWA and the LAS's Health & Safety Policy & Procedures. It will be factual and informative, giving sufficient information to enable the individual to understand and follow the Policy & Procedures.

8.3   Employees will need to understand;

- Their own legal obligation to work safely and to report problems.
- The contents of the health and safety policy and how it affects them.
- Where to obtain first aid assistance.
- The fire and emergency procedures.
- How to seek advice and assistance.
- General Health & Safety procedures, which apply at the work place.
- The identity of those persons with particular health and safety responsibilities, for example, first aiders, fire marshals and employee safety representatives.

8.4   Workplace Specific Training

i.   All Staff: will cover the following health and safety aspects through local induction

- Health & Safety Policy and individual responsibilities
- Local procedures for clinical waste
- Fire drill action
- Security and car parking procedures
- Personal Protective Equipment issue and use

- Incident reporting procedure and completion of Datix web base reporting and LA52 and LA277 incident report forms

ii.   Clinical Operational Staff: In addition to the above,are trained in:

- Patient Assessment & Treatment Regimes
- Clinical Risk
- Moving and Handling of Patients
- Driving & Care of Service Vehicles
- Use of LAS Equipment (vehicle & patient related)
- Infection Prevention & Control
- Use of the Occupational Health Service (incl. vaccination programme)
- Scene Assessment & Management of Incidents
- Law & the Paramedic

iii. BASICS Doctors and Community First Responders

Specific requirements for these groups of staff are covered in their respective policies.

9. Managers

9.1   In addition to the above, new managers will need to understand:

- Relevant policies and procedures which they are required to implement.
- Procedures for dealing with problems which arise.

- How and where to gain professional or further advice and assistance when required.

9.2   Attendance at the Health, Safety & Security Awareness Training should form part of the development of all operational and non-operational managers and supervisors.

10. Additional Training

10.1 Induction training is intended to give a general understanding of key Trust responsibilities and procedures and must be attended by all new staff. It is not a substitute for in-depth and more specific training that should be given within the department in which the recruit will actually work.

10.2 Re-training will be given where there is reason to doubt the effectiveness of that given originally. This requirement will be identified through the ongoing PDR Appraisal and / or OWR.

10.3 Ongoing Continuous Professional Development (CPD)

10.4 Clinical Staff updates will be achieved through in service training and refresher programmes.

10.5 Control Staff updates will be achieved through the in service training and refresher programmes.

11. Strategic Approach to Risk Management Associated Training Needs Analysis

11.1 In house Risk Management Sessions are provided for Managers across the Trust which are facilitated by the Governance and Assurance Team.

11.2 The sessions are half a day in length and attendees are expected to come away from the training with the following competencies:
1. A basic understanding of risk management (the difference between and incident and a risk and how they link)
2. Their role and responsibility to manage risk within their respective area in line with risk severity as outlined in the Risk Management Policy (TP005)
3. How to identify risks
4. How to assess and escalate risks in line with the Trust's Risk Management Policy (TP005)
5. How to report risks using the Trust's risk management system 'Datix'
6. An understanding of the importance of risk control and mitigation
7. How to communicate upwards and across the organisation in the management of risks

12. Education & Development Prospectus and Plan

12.1 The LAS Education & Development Prospectus Education and Development calendar identifies the development and update courses that are available to established staff, as well as recruitment and basic training courses.

13. Performance Indicators and Monitoring

13.1 Recruitment

13.1.2 Provide sufficient courses to meet the requirements of the trust.

13.1.3 All new staff (irrespective of role) receives Corporate Induction training.

13.1.4 All basic/recruitment courses for clinical and non-clinical staff cover mandatory risk management training pertinent to role.

13.1.5 Continuous Personal & Professional Development

13.1.6 All staff have access to development courses as appropriate to their role, KSF's and agreed PDR's.

13.1.7 Upon promotion all staff receive relevant skills development to their role .

13.1.8 Risk Management Training & Development

13.1.9 All staff receive mandatory elements of risk management training during induction and basic training courses.

13.1.10 Update & Refresher Courses

14.   Course Attendance

14.1   Records of Attendance at Training Courses

The recording of training course attendance will be held in the learning management system adopted by the trust. This will be maintained by the department responsible for the delivery of the training for example clinical education and standards will be responsible for the entry all training completions for modules delivered through update refreshers for clinical staff. EOC education department will be responsible for the recording of all training completions delivered on EOC refresher courses.. Management information will be available to enable managers to view the compliance of their specific direct reports and for submission to the   Education and Development Group, Risk Compliance & Assurance Group, the Clinical Safety and Standards Committee, and Improving Patient Experience Committee.

Intended Audience	For all LAS staff
Dissemination	Available to all staff on the Pulse
Communications	New document to be announced in the RIB and a link provided to the document
Training	Corporate and Local Induction

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
Attendance at courses		The Education and Development Group.		
Information regarding course attendance and performance	Numbers receiving training will be reported quarterly at the Corporate Health and Safety Committee. Incident data will also be monitored for trend analysis	Corporate Health and Safety Committee	Recommendations will be made to RCAG	Learning will inform future training modules and where there is doubt as to the effectiveness of any training given, retraining will be required. Data analysis will be used to inform future delivery of training packages.

Training Needs Analysis

LAS Statutory and Mandatory Training Needs

						Staff Groups					
Training Type	Source/ Type	Frequency	Delivery Mode	Subject Matter Experts & Delivery Led By	Location of attendance records	Accident & Emergency Staff	Patient Transport Service	Emergency Operations Centre & 111	Corporate Support Functions (Non-Clinical)	Senior Mgt Team Clinical	Senior Mgt Team Non-Clinical

Current Training Needs Analysis

Training Type	Source/ Type	Frequency	Delivery Mode	Subject Matter Experts & Delivery Led By	Location of attendance records	Accident & Emergency Staff	Patient Transport Service	Emergency Operations Centre & 111	Corporate Support Functions (Non-Clinical)	Senior Mgt Team Clinical	Senior Mgt Team Non-Clinical
Conflict Resolution - Clinical Staff (including Violence and Aggression)	Core skills framework	On recruitment and 3 Yearly	Not on E-learning, CSR	Specialist delivery, LSMS CE&S	GRS, CE&S Admin and LAS Live	✓	✓				
COSHH	Health and Safety at Work Act 1974, Statutory	On recruitment	Face to Face, e-learning	Health, Safety and Security Department	P&OD	✓	✓	✓	✓	✓	✓

Topic	Framework	When	Method	Provider	System						
Display Screen Equipment	Display Screen Equipment Regulations 1992 (amended 2002), Statutory	On recruitment to LAS and then on a yearly basis On change of responsibilities to an appropriate role and/or work base within the LAS	E-learning	Health, Safety and Security Department	LAS Live			√	√	√	√
Fire Safety	Core Skills Framework	On recruitment and 2 Yearly	Blended learning	Health, Safety and Security Department	P&OD, LAS live, CE&S Admin	√	√	√	√		√
Health, Safety and Welfare	Core skills framework	At recruitment. On change of responsibilities and/or work base within the LAS	Induction, CSR, E-learning	CE&S, S&R, P&OD	GRS, CE&S Admin, P&OD.	√	√	√	√	√	√

Training	Legislation/Framework	Frequency	Delivery Method	Responsible	Record						
Moving and Handling non-clinical **(Level 1)**	Core skills framework	On recruitment & locally determined	Blended learning Induction and E-learning	P and OD Health, Safety and Security Department	P&OD, LAS live			√	√		√
Moving and Handling - clinical - **patient handling**	Core skills framework Statutory	On recruitment & locally determined	CSR, Operational Work Place Review, E-learning	CE and S Health, Safety and Security Department	P&OD GRS and CE&S Admin, LAS Live	√	√			√	
Personal Protective Equipment	Health and Safety at Work Act 1974, Statutory	On recruitment to LAS, on introduction of new PPE	Blended learning	CE&S,CTL, EPRR, Fleet	CE&S Admin, Fleet, GRS	√	√			√	
RIDDOR	Health and Safety at Work Act 1974, Statutory	On recruitment and on change in legislation	blended learning	Health, Safety and Security Department	P&OD	√	√	√		√	√
Risk Awareness for **Line Managers & Senior Managers**	Health and Safety at Work Act 1974, Statutory	Within 3 months of recruitment then 2 Yearly	Face to Face; bulletins on The Pulse providing updates/alerts	Health, Safety and Security Department Governance & compliance	Health, Safety and Security Department	√	√	√	√	√	√