

## CORNFORD HOUSE NURSING HOME – RISK ASSESSMENTS

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| <ol style="list-style-type: none"> <li>1. Administration and recording of medicines</li> <li>3. Blood Born Virus</li> <li>5. Control of Substances Hazardous to Health</li> <li>7. Electrical Safety</li> <li>9. Food Preparation Areas</li> <li>11. Gas Supply and Appliances</li> <li>13. Housekeeping</li> <li>15. Passenger Lifts</li> <li>17. Passenger lift use</li> <li>19. Maintenance of Showers, Taps and Baths</li> <li>21. Welfare</li> <li>23. Workplace Safety</li> </ol> | <ol style="list-style-type: none"> <li>2. Use of Bathrooms &amp; wet rooms</li> <li>4. Clinical Waste Disposal &amp; Handling</li> <li>6. Display Screen Equipment DSE</li> <li>8. Fire Safety</li> <li>10. Food- Personal Hygiene</li> <li>12. Heated Surfaces and Hot Water</li> <li>14. Infection Control</li> <li>16. Office Safety</li> <li>18. Use of stairs</li> <li>20. Use of Wheelchairs</li> <li>22. Work at Heights</li> </ol> |
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**Overall Risk Factor :**

<p><b>Probability</b></p> <p>1                      3                      5                      7                      9</p> <p> ----- ----- ----- ----- </p> <p>Almost impossible                      Likely                      Certain</p>	<p><b>Key to Risk Factor</b></p> <p><b>1 to 9</b>                      = <b>LOW Risk</b>                      – reduce if practicable</p> <p><b>10 to 28</b>                      = <b>MEDIUM Risk</b>                      – begin to plan your action</p> <p><b>30 &amp; above</b>                      = <b>HIGH Risk</b>                      – immediate action required</p>
<p><b>Severity</b></p> <p>1                      3                      5                      7                      9</p> <p> ----- ----- ----- ----- </p> <p>No injury                      Minor injury                      Major injury                      Fatality</p>	

**Assessment compiled by:**           SJH Consulting          

**Date of assessment:**           8th May 2015          

**Assessment Approved by:**           Linda Wenham

**Company:** Graham Care Ltd **Task/ Operation:** Administration and recording of medicines

**Location:** Cornford House **Ref No:** CH1

	Significant Hazard	Who Might Be Harmed?	How Is The Risk Controlled?	Risk Factor (P x S)
1	Incorrect issue of medicines	Resident	<ul style="list-style-type: none"> <li>• All medicines are clearly labelled with the residents name and are stored on the drug trolley and issued by staff members.</li> <li>• Nomad packs are used by the care home.</li> <li>• All staff are trained in the administration of medicines</li> <li>• The MAR system of medication recording is used to               <ul style="list-style-type: none"> <li>• Record the detail for each person</li> <li>• What is received from the pharmacy</li> <li>• What is currently prescribed</li> <li>• What is given by the care worker</li> <li>• Any medicines that are disposed of</li> </ul> </li> <li>• Staff observe the resident taking the medication</li> </ul>	P=3 S=5 RF=15 Medium
2	Overdose of medicines	Resident	All drugs are signed off at time of administration. Staff are trained in the MAR system and this system is in use.	P=1 S=9 RF=9 Low
3	Incorrect storage conditions of drugs	Resident Staff	Storage conditions are assessed by trained staff. Some residents self medicate where they are assessed as capable.	P=1 S=9 RF=9 Low

**Company:** Graham Care Ltd **Task/ Operation:** Use of Bathrooms

**Location:** Cornford House **Ref No:** CH2

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Slips & Trips	Staff & Residents	<ul style="list-style-type: none"> <li>• Warning signs re water on floor</li> <li>• No cables run along floor area</li> </ul>	P=3 S=6 RF=18 Medium
2	Manual Handling	Staff	<ul style="list-style-type: none"> <li>• Manual handling training provided</li> <li>• Mechanical means to avoid lifting where possible</li> </ul>	P=2 S=4 RF=8 Low
3	Use of hoists	Residents & Staff	<ul style="list-style-type: none"> <li>• Periodic examinations undertaken</li> <li>• Regular servicing of hoists</li> <li>• Maintenance regime in place</li> </ul>	P=1 S=3 RF=3 Low
4	Hot water	Residents & Staff	<ul style="list-style-type: none"> <li>• Thermostatic valves fitted to all taps</li> <li>• Staff check of hot water temperature before use</li> <li>• Staff training provided</li> </ul>	P=1 S=9 RF=9 Low

**Company:** Graham Care Ltd **Task/ Operation:** Blood Borne Virus

**Location:** Cornford House **Ref No:** CH3

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Exposure to blood borne viruses in: contaminated wounds contaminated skin abrasions	Direct Care staff and ancillary staff	Pre-employment health screening for all employees Immunisation policies for staff at risk. All employees receive infection control training at induction and updated annually	P= 2 S= 3 RF= 6 Low
2	Cleaning blood spillages  Sharps injury	Direct Care staff and ancillary staff	PPE provided Provision of first aid on site Employees trained in <ul style="list-style-type: none"> <li>- safe storage and disposal of clinical waste</li> <li>- safe system for use and disposal of sharps.</li> </ul>	P= 2 S= 2 RF= 4 Low
3	Contact with some unpredictability physically aggressive clients (scratches and bites)	Direct Care staff and ancillary staff	As above plus: Residents assessed prior to admission re appropriateness of placement	P= 3 S= 3 RF= 9 Low
4	Sharing of personal grooming equipment	Residents	Employees trained to deliver care in line with best practice – HCS policies and Royal Marsden Manual. (non sharing of personal items)	P= 1 S= 1 RF= 1 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Clinical Waste Disposal and Handling

**Location:** Cornford House

**Ref No:** CH4

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Exposure to human pathogens- <b>Category A waste</b> Human Tissue, Blood, related swabs and dressings	Employees Residents Visitors Intruders Contractors Risk cross infection	<b>Written clinical waste policies</b> Safe system of work in place Staff trained in waste hazards Secure rooms for 'in use' storage Locked bin storage area Company authorised licensed Operators (Cliniserve) are contracted to uplift and transport hazardous waste from the site Records of waste transfer and disposal are kept on site.	P=4 S=1 RF=4 Low
2	Exposure to human pathogens / sharps  <b>Category B waste</b> - Syringe needles cartridges broken glass, any other contaminant /disposable sharp item.	Employees Residents Visitors Intruders Contractors Risk cross infection/ needlestick injury	Safe system of work in place Staff trained in waste hazards Containers to standard BS 7320:1990 supplied Company authorised licensed Operators are contracted to uplift and transport hazardous waste from the site Records of waste transfer and disposal are kept on site	P=1 S=3 RF=3 Low

	Significant Hazard	Who Might Be Harmed?	How Is The Risk Controlled?	Risk Factor (P x S)
3	<p>Unauthorised access to inappropriate disposal of <b>Category D waste</b> unused pharmaceuticals</p>	<p>Residents Visitors Intruders</p>	<p>Written procedure for disposal of drugs (trained Nurses)</p> <p>Containers to UN type-approved for UN3291 waste. <b>(for England and Wales)</b></p>	<p>P=1 S=4 RF=4 Low</p>
4	<p>Exposure to human pathogens</p> <p><i>Category E Waste</i> Incontinence pads, urine, faeces and other bodily fluids (assessed as not falling into Category A)</p>	<p>Employees Residents Visitors Intruders Contractors Risk cross infection</p>	<p>Safe system of work in place Staff trained in waste hazards Employee duty of care PPE Supplied Company authorised licensed Operators are contracted to uplift and transport hazardous waste from the site Records of waste transfer and disposal are kept on site.</p>	<p>P=4 S=2 RF=8 Low</p>
5	<p>Unsafe manual handling techniques when moving bags</p>	<p>Employees and contractors</p>	<p>Risk assessed under MHOR</p>	<p>P=1 S=4 RF=4 Low</p>

**Company:** Graham Care Ltd

**Task/ Operation:** Control of Substances Hazardous to Health

**Location:** Cornford House

**Ref No:** CH5

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Hazardous substances	<ul style="list-style-type: none"><li>• Operators</li><li>• Visitors</li><li>• Maintenance staff</li><li>• Others</li></ul>	<ul style="list-style-type: none"><li>• Up to date inventory of substances used, stored or generated on the premises.</li><li>• The hazards associated with each substance have been identified</li><li>• Containers of hazardous substances display suitable warning symbols.</li><li>• Copies of relevant safety data sheets are available to employees</li><li>• Specific COSHH risk assessments (Control of Substances Hazardous to Health) have been completed for hazardous substances.</li><li>• COSHH risk assessments are reviewed regularly and revised as appropriate.</li><li>• Employees have been made aware of the significant findings of the COSHH risk assessments.</li><li>• Relevant employees have been trained in the hazards associated with substances hazardous to health and the control measures to be employed.</li><li>• All reasonably practicable measures are taken to avoid the use of substances hazardous to health and to use alternatives.</li><li>• Suitable emergency eyewash facilities are provided and maintained.</li></ul>	P=2 S=2 RF=4 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Display Screen Equipment DSE (general)

**Location:** Cornford House

**Ref No:** CH6

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Actions leading to repetitive strain injury	<ul style="list-style-type: none"><li>• Staff</li></ul>	<ul style="list-style-type: none"><li>• All Display Screen Equipment (DSE) "Users" have been identified.</li><li>• Specific DSE risk assessments Health and Safety Display Screen Equipment Regulations have been completed for all identified "Users".</li><li>• DSE workstation risk assessments are reviewed regularly and revised as appropriate.</li><li>• Employees have been made aware of the significant findings of the DSE risk assessment.</li><li>• Individual workstations are designed and set up for the individual users.</li></ul>	P=1 S=4 RF=4 Low
2	General welfare	<ul style="list-style-type: none"><li>• Staff</li></ul>	<ul style="list-style-type: none"><li>• Suitable seating is provided which is adjustable and has adequate back support provided.</li><li>• Individual workstations are designed and set up for the individual users.</li><li>• Eye and eyesight tests are available to "Users" on request (free of charge).</li><li>• Where appropriate, a contribution is made towards corrective spectacles for "Users".</li><li>• Workstations are of sufficient size and clear enough to allow users to arrange the equipment to achieve maximum possible comfort and to support the user's hands/forearms.</li><li>• Wrist supports (keyboard and/or mouse), copy holders and footrests are provided as required.</li><li>• Screens are capable of being adjusted to suit the user (angle, brightness and contrast).</li><li>• Screen images are free from flicker and distortion.</li></ul>	P=1 S=4 RF=4 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
3	Lighting	<ul style="list-style-type: none"> <li>• Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Lighting is suitable for use with display screen equipment.</li> <li>• Workstation screens are free from glare.</li> <li>• Windows are fitted with curtains/blinds.</li> <li>• Where appropriate, anti-glare filters have been provided.</li> </ul>	P=1 S=2 RF=2 Low
4	Slips, trips and falls (same level)	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Guests</li> <li>• Visitors</li> </ul>	<ul style="list-style-type: none"> <li>• There are sufficient electrical sockets to minimise trailing cables.</li> <li>• Trailing cables (power and comms) are routed to avoid tripping hazards.</li> <li>• Trailing cables are protected by proprietary cable covers.</li> </ul>	P=2 S=4 RF=8
5	Electrics	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Others</li> </ul>	<ul style="list-style-type: none"> <li>• Power sockets are not overloaded.</li> <li>• Fused extension leads use where necessary.</li> <li>• Extension leads not permitted to be extended by joining more than one together.</li> <li>• Plugs, extension leads, wires and cables regularly checked and maintained in safe condition.</li> </ul>	P=1 S=4 RF=4 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Electrical Safety

**Location:** Cornford House

**Ref No:** CH7

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Electricity (fixed installation)	<ul style="list-style-type: none"><li>• All employees</li><li>• Others</li></ul>	<ul style="list-style-type: none"><li>• The fixed electrical installation is tested and inspected, at appropriate intervals, by a competent person (3 yearly).</li><li>• A copy of the last test and inspection certificate is available.</li><li>• Fuses, Miniature Circuit Breaker (MCBs) and isolation switches are labelled with the circuits that they isolate and control.</li><li>• Switch rooms are kept locked.</li><li>• Residual current devices are incorporated into the fixed electrical system.</li><li>• Unobstructed access is provided to all electrical isolators and switchgear.</li></ul>	P= 1 S= 9 RF= 9 Low
2	Electrical (portable)	<ul style="list-style-type: none"><li>• All employees</li><li>• Others</li></ul>	<ul style="list-style-type: none"><li>• Up to date inventory of all items of portable electrical equipment kept.</li><li>• All portable electrical appliances are regularly inspected and tested by a competent person in house.</li><li>• Records are maintained of all inspections and tests of electrical equipment.</li><li>• Employees instructed to carry out visual examinations of portable electrical equipment, plugs and leads prior to and during use</li><li>• Employees have been instructed not to use damaged or defective portable electrical equipment.</li><li>• Damaged or defective portable electrical appliances are removed from use until effective repairs have been completed.</li><li>• Individual residual current devices are provided and used where appropriate.</li></ul>	P= 1 S= 5 RF= 5 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
3	Fire/explosion	<ul style="list-style-type: none"> <li>• All employees</li> <li>• Visitors</li> <li>• Others</li> </ul>	<ul style="list-style-type: none"> <li>• All fixed installations and portable electrical equipment are inspected and maintained by a competent person.</li> <li>• Flammable and combustible materials are not stored next to electrical switchgear.</li> <li>• Intrinsically safe electrical equipment is provided and maintained in areas where flammable or explosive atmospheres may exist.</li> </ul>	P= 1 S= 9 RF= 9 Low
4	Slips, trips and falls (same level)	<ul style="list-style-type: none"> <li>• All employees</li> <li>• Visitors</li> <li>• Others</li> </ul>	<ul style="list-style-type: none"> <li>• There are sufficient electrical sockets to minimise trailing cables.</li> <li>• Trailing cables are routed to avoid tripping hazards.</li> <li>• Trailing cables are protected by proprietary cable covers.</li> </ul>	P= 2 S= 3 RF= 6 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Fire Safety Management (general)

**Location:** Cornford House

**Ref No:** CH8

 <b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
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1	Fire and explosion	<ul style="list-style-type: none"> <li>• All employees</li> <li>• Visitors</li> <li>• Member of public</li> <li>• Other</li> </ul>	<p>Specific fire risk assessments have been completed for all areas and operations.</p> <p>Fire risk assessments are reviewed regularly and revised as appropriate. Employees have been made aware of the significant findings of the fire risk assessments.</p> <p>There is a suitable means of raising the alarm in the event of a fire. The fire alarm system is checked and maintained by a competent person at regular intervals.</p> <p>Fire drills are carried out at least once every twelve months.</p> <p>Fire exits and escape routes are unobstructed and are clearly identified with suitable signs.</p> <p>Fire exits are unobstructed and are clearly identified with suitable signs. The operation of fire exits is checked regularly.</p> <p>A sufficient number of suitable fire extinguishers are provided.</p> <p>Fire extinguishers are wall mounted or positioned in purpose made holders on all exit routes from the premises.</p> <p>Fire extinguishers are located on exit routes from the premises.</p> <p>Fire extinguishers are identified by suitable labels and notices.</p> <p>Fire extinguishers are checked and maintained by a competent person annually.</p> <p>Employees have been trained in the recognition and use of fire extinguishers. All new employees undergo documented fire safety induction training. All employees have received relevant fire safety instruction and training on an annual basis.</p> <p>A suitable emergency lighting system is provided to areas where there is no natural daylight or work is routinely carried out in the hours of darkness. Emergency lighting is checked, serviced and maintained by a competent person at prescribed intervals.</p> <p>A sufficient number of suitable, wall mounted fire blankets are provided. Suitable fixed fire protection installations are provided.</p> <p>Fixed fire protection installations are checked, serviced and maintained by a competent person.</p> <p>Weekly operational checks are carried out on the sprinkler system by a competent person.</p>	<p>P= 1 S= 9 RF= 9 Low</p>
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	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Fire and explosion (cont)	<ul style="list-style-type: none"> <li>• All employees</li> <li>• Visitors</li> <li>• Member of Public</li> <li>• Other</li> </ul>	<p>A "No Smoking" policy is enforced.</p> <p>Details of all fire safety records (including servicing, inspections, testing, fire evacuations, training, modifications to the premises, etc.) are recorded in a suitable fire precautions log book.</p> <p>Suitable arrangements are made for the use and storage of (highly) flammable materials.</p> <p>All flammable substances stored in a metal cabinet which is suitably marked.</p> <p>Adequate arrangements exist for the storage and disposal of combustible waste.</p>	
<b>Hazard No.</b>	<b>List What Further Action Is Necessary To Control The Risk</b>		<b>Person Responsible</b>	<b>Completion Date</b>
1	Review of Fire Risk Assessment overdue. To be reviewed Q2 2009		Manager	

**Company:** Graham Care Ltd

**Task/ Operation:** Food Preparation Areas

**Location:** Cornford House

**Ref No:** CH9

 <b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1 Use of sharp knives and hand tools	<ul style="list-style-type: none"><li>Food Preparation Operatives</li></ul>	<ul style="list-style-type: none"><li>All knives are sharp and are in good condition.</li><li>All catering staff are instructed in the safe use of knives.</li><li>The use of knives is restricted to trained, authorised persons.</li><li>Suitable knives are provided for the tasks to be undertaken.</li><li>Safe storage facilities are provided for all knives.</li><li>First aid kit provided in kitchen.</li></ul>	P = 3 S = 3 RF = 9 Low
3 Slips, trips and falls	<ul style="list-style-type: none"><li>Food Preparation Operatives</li><li>Other</li></ul>	<ul style="list-style-type: none"><li>Food preparation areas are in good condition</li><li>Food preparation areas are well lit and are free from slipping and tripping hazards.</li><li>Suitable cleaning schedules are in place</li><li>Catering staff wear suitable, robust footwear.</li><li>All spillages cleaned away immediately and the appropriate signs displayed.</li></ul>	P = 2 S = 3 RF = 6 Low
4 Machinery (Blenders, Mixers etc)	<ul style="list-style-type: none"><li>Food Preparation Operatives</li></ul>	<ul style="list-style-type: none"><li>Equipment in the food preparation area is kept in a good condition and is properly guarded.</li><li>Equipment in the food preparation area is checked and inspected regularly by a competent person.</li></ul>	P = 2 S = 4 RF = 8 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
5	Hazardous substances	<ul style="list-style-type: none"> <li>Food Preparation Operatives</li> </ul>	<ul style="list-style-type: none"> <li>Where possible all chemicals used in the food preparation area will be 'Food Safe' products.</li> <li>Up to date inventory of cleaning substances used or stored in the food preparation areas in place.</li> <li>The hazards associated with each substance have been identified</li> <li>Containers of hazardous substances display suitable warning symbols.</li> <li>All containers stored in cabinet outside the food preparation area.</li> <li>Copies of relevant safety data sheets are available to employees.</li> <li>Specific COSHH risk assessments (Control of Substances Hazardous to Health) have been completed.</li> <li>COSHH risk assessments are reviewed regularly and revised as appropriate.</li> <li>Employees have been made aware of the significant findings of the COSHH risk assessments.</li> <li>Catering staff are trained in the hazards associated with hazardous substances and the control measures to be employed.</li> <li>All reasonably practicable measures are taken to avoid the use of substances hazardous to health and to use a safer alternative.</li> <li>Suitable emergency eyewash facilities are provided and maintained.</li> <li>Suitable first aid facilities are provided. The first aid kit includes a supply of easily detectable (blue) waterproof dressings.</li> </ul>	P = 2 S = 5 RF = 10 MEDIUM
6	Fire and explosion	<ul style="list-style-type: none"> <li>Food Preparation Operatives</li> <li>Other</li> </ul>	<ul style="list-style-type: none"> <li>Clear access is maintained to the gas isolation valves for the cooker.</li> <li>The main gas and electrical isolation points are clearly identified.</li> <li>Relevant staff are trained in gas and electricity supply isolation.</li> </ul>	P = 1 S = 9 RF = 9 LOW

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
7	Electrical	<ul style="list-style-type: none"> <li>• Food Preparation Operatives</li> </ul>	<ul style="list-style-type: none"> <li>• Up to date inventory of all items of portable electrical equipment in place.</li> <li>• All portable electrical appliances are regularly inspected and tested by a competent person, with record maintained.</li> <li>• Employees have been instructed to carry out visual examinations of portable electrical equipment, plugs and leads.</li> <li>• Employees have been instructed not to use damaged or defective portable electrical equipment.</li> <li>• Damaged or defective portable electrical appliances are removed from use until effective repairs have been completed.</li> <li>• All metal sinks, work surfaces and fitments are all earth bonded.</li> <li>• RCD fitted where water and electricity in use.</li> </ul>	P = 1 S = 6 RF = 6 LOW

**Company:** Graham Care Ltd

**Task/ Operation:** Food- Personal Hygiene

**Location:** Cornford House

**Ref No:** CH10

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Food contamination (physical)	<ul style="list-style-type: none"><li>Residents</li><li>Staff</li></ul>	<ul style="list-style-type: none"><li>Catering staff wear suitable, clean clothing.</li><li>Catering staff are provided with appropriate protective clothing, including hats, hair nets, etc.</li><li>Suitable storage facilities are provided for catering staff personal belongings and clothing.</li><li>Suitable first aid facilities are provided. The first aid kit includes a supply of easily detectable (blue) waterproof dressings.</li><li>Minor cuts, abrasions and facial jewellery are covered with easily detectable (blue) waterproof dressings</li><li>Catering staff are instructed not to wear false nails, nail polish, perfume and excessive jewellery in food preparation areas.</li><li>All catering staff attend food hygiene courses.</li><li>Maintenance procedures in place for all machinery.</li><li>Catering staff are trained in food hygiene standards.</li></ul>	P = 2 S = 3 RF = 6 LOW
2	Food contamination (Biological)	<ul style="list-style-type: none"><li>Residents</li><li>Staff</li></ul>	<ul style="list-style-type: none"><li>Adequate hand washing facilities are provided (anti bacterial wash)</li><li>Illness reporting procedure in place.</li><li>Catering staff are instructed to report relevant illnesses in accordance with the procedure.</li><li>Suitable toilet and other sanitary conveniences are provided.</li><li>Catering staff are instructed to wash their hands before returning to the catering area after using the toilet and other sanitary conveniences.</li><li>Catering staff attend food hygiene training courses.</li><li>Catering staff instructed in the correct storage conditions for raw and cooked foods.</li></ul>	P = 2 S = 3 RF = 6 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Gas Supply and Appliances

**Location:** Cornford House

**Ref No:** CH11

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Fire and explosion	<ul style="list-style-type: none"><li>• All Employees</li><li>• Contractors</li><li>• Visitors</li><li>• Members of Public</li><li>• Other, e.g. neighbouring businesses</li></ul>	<ul style="list-style-type: none"><li>• The gas meter, gas pipe-work and gas appliances are adequately protected (by location or barriers) from damage.</li><li>• Clear access to the gas meter, incoming pipe-work and gas isolation valves is maintained.</li><li>• The gas isolation valves are identified clearly.</li><li>• Formal procedure for dealing with (suspected) gas leaks in place.</li><li>• Gas pipe work is clearly identified, such as by labelling and/or colour coding (ochre).</li></ul>	P=1 S=9 RF=9 Low
2	Hazardous substances	<ul style="list-style-type: none"><li>• All Employees</li><li>• Contractors</li><li>• Visitors</li></ul>	<ul style="list-style-type: none"><li>• Adequate ventilation in all areas where gas appliances are used.</li><li>• Gas installations and gas appliances are inspected and tested by a competent person regularly.</li><li>• Gas fitting and workplace gas safety checks are carried out by Gas Safe registered contractors.</li></ul>	P=1 S=9 RF=9 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Heated Surfaces and Hot Water

**Location:** Cornford House

**Ref No:** CH12

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Hot surfaces	<ul style="list-style-type: none"><li>• Employees</li><li>• Clients</li><li>• Service Users</li></ul>	<ul style="list-style-type: none"><li>• Relevant staff are trained in the associated hazards.</li><li>• Hot surfaces are protected or insulated.</li><li>• Warning signs are displayed on any hot surfaces where appropriate.</li><li>• Radiator guards fitted on all radiators. All exposed hot pipes enclosed.</li></ul>	P=1 S=5 RF=5 Low
2	Hot water	<ul style="list-style-type: none"><li>• Employees</li><li>• Clients</li><li>• Service Users</li></ul>	<ul style="list-style-type: none"><li>• Water temperatures on all hot water outlets are controlled by thermostatically controlled mixing devices.</li><li>• Thermostatically controlled mixing devices are checked regularly, and temperatures recorded.</li><li>• Cautionary notices are displayed by all hot water taps reminding staff of the hazards to clients posed by overly hot water.</li><li>• All Service Users individually assessed prior to using hot water.</li></ul>	P=1 S=5 RF=5 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Housekeeping

**Location:** Cornford House

**Ref No:** CH13

 <b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1 Slips, trips and falls	<ul style="list-style-type: none"><li>• All employees</li><li>• Visitors</li><li>• Others</li></ul>	<ul style="list-style-type: none"><li>• Housekeeping standards throughout the premises are satisfactory.</li><li>• Cleaning schedules have been established for the premises.</li><li>• Walkways and pedestrian routes are clearly defined and are free from tripping and slipping hazards.</li><li>• Floors, walkways, stairs etc. are kept in a good condition and maintained as necessary.</li><li>• Safe access to work areas and workstations are maintained.</li><li>• Spillages are cleaned up immediately.</li><li>• A suitable spillage response kit is provided.</li><li>• Handrails provided for all staircases.</li><li>• Warning signs displayed on any wet or slippery surface.</li></ul>	P=1 S=4 RF=4 Low
2 Fire	<ul style="list-style-type: none"><li>• All employees</li><li>• Visitors</li><li>• Others</li></ul>	<ul style="list-style-type: none"><li>• Housekeeping standards throughout the premises are satisfactory.</li><li>• Combustible waste materials are not allowed to accumulate.</li><li>• Suitable provision of bins, etc. is made for the collection of waste materials.</li><li>• Combustible materials are not stored close to heaters etc.</li><li>• All staff trained in fire procedures and importance of maintaining a clean and tidy work environment.</li></ul>	P=1 S=8 RF=8 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Infection Control

**Location:** Cornford House

**Ref No:** CH14

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Biological agents	<ul style="list-style-type: none"><li>• Care Staff</li><li>• Laundry Staff</li><li>• Cleaning Staff</li><li>• Service Users</li><li>• Other</li></ul>	<ul style="list-style-type: none"><li>• Specific COSHH risk assessments (Control of Substances Hazardous to Health) have been completed that consider the control of infection.</li><li>• Up to date Control of Infection policy in place.</li><li>• The Control of Infection policy is reviewed regularly and revised as required.</li><li>• Staff have been instructed in the Control of Infection policy.</li><li>• Suitable personal protective equipment (PPE) is provided, free of charge (Gloves, aprons, overalls, etc.)</li><li>• Adequate hand washing facilities are provided and maintained in suitable locations.</li><li>• There are suitable arrangements for the collection, storage and disposal of clinical waste.</li><li>• There are adequate arrangements made for the collection, movement and cleaning of soiled laundry.</li><li>• Contact with soiled/infected laundry is minimised by the use of washing machines with dedicated sluice cycles.</li><li>• Contact with soiled/infected laundry is minimised by the use of laundry bags with dissoluble stitches.</li><li>• First-Aiders have been specifically instructed in appropriate control of infection techniques.</li></ul>	P=1 S=9 RF=9 Low

2	Sharps	<ul style="list-style-type: none"><li>• Care Staff</li><li>• Laundry Staff</li><li>• Cleaning Staff</li><li>• Service Users</li><li>• Other</li></ul>	<ul style="list-style-type: none"><li>• Suitable sharps facilities (yellow rigid plastic disposal boxes) are provided for the safe disposal of blades, needles and other sharps.</li><li>• There are suitable arrangements for the collection, storage and disposal of clinical waste.</li></ul>	P=1 S=3 RF=3 Low
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**Company:** Graham Care Ltd

**Task/ Operation:** Lift Safety (lifts in buildings)

**Location:** Cornford House

**Ref No:** CH15

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Machinery	<ul style="list-style-type: none"><li>• Employees</li><li>• Visitors</li><li>• Contractors</li><li>• Maintenance staff</li><li>• Other</li></ul>	<ul style="list-style-type: none"><li>• The lift is serviced, tested and inspected by a competent person at three monthly intervals with records kept.</li><li>• Lift doors are interlocked to prevent unexpected access to the lift shaft.</li><li>• Lift doors are fitted with photoelectric cells or pressure devices to prevent them closing on lift users.</li><li>• Lift door interlocks; photo electric cell and pressure devices are checked regularly, by a competent person, with records kept.</li><li>• The safe loading limit for the lift (weight and/or persons) is displayed within the lift car.</li><li>• Staff are instructed not to exceed the lift's safe loading limit lift.</li><li>• Suitable means of raising the alarm and summoning assistance are provided within the lift car (alarm call button, telephone).</li><li>• Suitable (emergency) lighting is provided within the lift car.</li><li>• The operation of the lighting, emergency lighting, alarm call button and telephone are checked and tested regularly by a competent person.</li><li>• Suitable arrangements have been made for effecting the rescue of people trapped between floors by lift faults and failure (call out of engineer, staff training, fire brigade).</li><li>• Lift rescue training is practiced regularly.</li><li>• Access to the lift plant room is restricted to authorised persons.</li><li>• The lift plant room is locked and a warning sign displayed.</li><li>• Plant and equipment in the lift plant room is guarded effectively.</li><li>• Insulation mats are provided in the lift plant room.</li><li>• Suitable lighting, including emergency lighting, is provided in the lift plant room.</li></ul>	P=1 S=9 RF=9 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
2	Falls from heights	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Maintenance Staff</li> <li>• Other</li> </ul>	<ul style="list-style-type: none"> <li>• Lift doors are interlocked to prevent unexpected access to the lift shaft.</li> <li>• The lift is taken out of service for all test, inspection and maintenance work.</li> <li>• Appropriate warning signs/notices are displayed when the lift is out of service.</li> </ul>	P=1 S=9 RF=9 Low
3	Fire	<ul style="list-style-type: none"> <li>• Employees</li> <li>• Visitors</li> <li>• Contractors</li> <li>• Maintenance Staff</li> <li>• Other</li> </ul>	<ul style="list-style-type: none"> <li>• Notices are displayed warning that the lift must not be used in the event of fire.</li> <li>• Staff have been instructed not to use the lift in the event of fire.</li> <li>• Smoke detectors installed in lift shafts which are tested annually.</li> <li>• Base of lift shaft cleaned out on a 6 monthly basis to remove any debris.</li> </ul>	P=1 S=9 RF=9 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Office Safety

**Location:** Cornford House

**Ref No:** CH16

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Slips, trips and falls	<ul style="list-style-type: none"><li>• Staff</li><li>• Visitors</li></ul>	<ul style="list-style-type: none"><li>• Lighting in the offices is satisfactory.</li><li>• Cleaning is regularly completed.</li><li>• Housekeeping standards in the offices are satisfactory.</li><li>• Walkways are free from tripping and slipping hazards.</li><li>• Floors, walkways, stairs etc. are in good condition.</li><li>• Safe access and egress from, workstations is maintained</li><li>• There are sufficient electrical sockets to minimise trailing cables.</li><li>• Trailing cables are routed to avoid tripping hazards.</li><li>• Trailing cables are protected by proprietary cable covers</li></ul>	P=1 S=3 RF=3 Low
2	Storage of materials	<ul style="list-style-type: none"><li>• Staff</li><li>• Visitors</li></ul>	<ul style="list-style-type: none"><li>• Suitable storage space is provided.</li><li>• Suitable storage facilities are provided (shelves, cupboards, cabinets, etc.).</li><li>• Shelving is strong and secure, is not overloaded and is not too high.</li><li>• Filing cabinets are stable and only one drawer can be opened at a time.</li><li>• Filing cabinets are secured to the wall and/or provided with suitable signs warning that "only one drawer should be opened at a time".</li><li>• Heavy objects are not stored at height on cabinets, shelving.</li></ul>	P=1 S=5 RF=5 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
3	General welfare	<ul style="list-style-type: none"> <li>• Staff</li> <li>• Others</li> </ul>	<ul style="list-style-type: none"> <li>• Heating in the offices is satisfactory.</li> <li>• Lighting in the offices is satisfactory.</li> <li>• Ventilation in the offices is satisfactory e.g. use of fans, open windows, air conditioning.</li> <li>• Workstations and desks are of sufficient size for the tasks to be undertaken.</li> <li>• Regular waste disposal is undertaken in the correct manner.</li> </ul>	P=1 S=2 RF=2 Low
4	Electrical equipment	<ul style="list-style-type: none"> <li>• Staff</li> </ul>	<ul style="list-style-type: none"> <li>• All equipment is PAT tested on a regular basis and records maintained.</li> <li>• Extension leads not permitted to be extended by joining more than one together.</li> <li>• Current mains electrical certificate held on file.</li> <li>• All staff advised to report to, a supervisor, any defective equipment.</li> <li>• All defective equipment taken out of use until it is suitably repaired or replaced.</li> </ul>	P=1 S=5 RF=5 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Passenger lift use

**Location:** Cornford House

**Ref No:** CH17

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Misuse of lift (incl. use during fire situation)	Persons in lift	System to ensure residents are accompanied by a carer/responsible adult. Site rules for children ensure supervision when visiting, external safety signage 'in event of fire'.	P= 1 S= 2 RF = 2 Low
2	Failure of doors – opening or closing out of time	Any person entering or exiting lift risks entrapment.	There is a system for faults reporting. Helpline contact for emergency call out lift specialists. Staff are familiar with Manual release system and location of the lift door key.	P= 1 S= 2 RF = 2 Low
3	Failure between floors and or doors not opening	Persons in lift incl. frail older persons likely to panic/become unwell.	At least one person from each shift is trained to bring lift ground floor in an emergency. Maintenance personnel on call. Last resort – fire brigade support	P= 1 S= 2 RF = 2 Low
4	Inability to raise alarm	Persons in lift incl. residents and children	System in place to ensure residents are accompanied by a carer/responsible adult. Site rules for children ensure supervision when visiting. Emergency call alarm in lift – serviced regularly.	P= 1 S= 2 RF = 2 Low

5	Total breakdown resulting in stairs only access between floors – manual handling risks, trips, falls and falling object risks. Food safety risks.	Persons using stairwells, residents.	Regular maintenance and servicing. Emergency call out contract with lift engineers.	P= 1 S= 2 RF = 2 Low
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**Company:** Graham Care Ltd **Task/ Operation:** Use of stairs

**Location:** Cornford House **Ref No:** CH18

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Falls	Residents & Staff	Residents accompanied or use wheelchairs. Lifts used where practical Good Housekeeping practiced	P=1 S=3 RF=3 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Maintenance of Showers, Taps and Baths

**Location:** Cornford House

**Ref No:** CH19

 <b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1 Scalds	Staff/users Maintenance staff	Thermostat checks by competent person to ensure water is maintained and distributed at a safe temperature. Water temperature checked before use by staff.	P=1 S=5 RF=5 Low
2 Legionella	Staff/users Maintenance staff	Appointment of contractors to manage a scheme of work and regularly check and inspect water systems. Regular cleaning, maintenance and operation of water systems with disinfection of water systems at predetermined intervals is undertaken. Water is treated in order to kill legionella and to keep water and systems clean and free of algae, scale etc. Regularly purge showers that are used infrequently, taking care not to create aerosols. Ensuring cold water systems are maintained below 20 <sup>o</sup> c and hot water systems are maintained above 60 <sup>o</sup> c (in heater) and 50 <sup>o</sup> c (whilst being distributed). Avoiding materials that encourage growth of legionella, e.g.certain rubbers and plastics. Water storage tanks and pipe work are designed to maintain effective flow and are well insulated and protected against contamination. Remove deadlegs, where possible. Maintain statutory records.	P=1 S=9 RF=9 Low
3 Slips, trips and falls	Staff/users Maintenance staff	Non-slip surface fitted to base of showers/baths. Provision of adequate drainage. Good housekeeping to ensure spills outside the shower base are mopped up.	P=1 S=5 RF=5 Low

**Company:** Graham Care Ltd **Task/ Operation:** Use of Wheelchairs

**Location:** Cornford House **Ref No:** CH20

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Inappropriate use/ Poor wheelchair - client ergonomics -> instability and collapse of wheelchair	Client – minor to major falls related injuries	All regular users assessed by a Physiotherapist. Range of sizes available for occasional users – stored under stairs Client risk assessments identify type and size chair to be used.	P=1 S=5 RF=5 Low
2	Poor moving and handling of occupied wheelchair - indoors, outdoors, into and out of minibus	Direct care staff, activities staff, maintenance operative, and any other employees involved in transporting clients – musculoskeletal injury	All employees have training in manual handling of loads at induction and at least annually thereafter. Employees who operate wheelchairs are trained in safe handling techniques and procedures – Ref Employee specific manual handling risk assessments.	P=2 S=4 RF=8 Low
3	Wheels and tyres poorly maintained / direct contact with	Operator – musculoskeletal injury from pushing chair if tyres insufficiently inflated. Operator/client trapped digits in spokes	All direct care staff trained in use of wheelchairs including the pre use inspection. Faults reporting procedures System of monthly wheelchair inspection/maintenance by in house staff. Access to specialist contractors for major repairs works	P=1 S=3 RF=3 Low

4	Collision with people/furniture/equipment resulting in injury to persons and/or damage to property	Clients, employees visitors and contractors – bumps, cuts, crush injuries to feet, falls injuries	Training & supervision for client users as per client risk assessments Direct care staff trained in safe operating procedures. 'Awareness training' for all visitors to the site. Employees comply with written housekeeping procedures.	P=1 S=3 RF=3 Low
5	Fall from chair during muscular spasms, coughing, challenging behaviour, manoeuvring over	Client – minor to major falls related injuries	Ref. Client risk assessments Additional supervision may be provided. Lap straps may be considered along with additional supervision	P=2 S=4 RF=8 Low
6	Securing of wheelchair during minibus outings	Client – minor to major falls related injuries	Specialist minibus hired for any such occasion. Staff to ensure all wheelchairs are secured before movement is allowed.	P=1 S=5 RF=5 Low

**Company:** Graham Care Ltd

**Task/ Operation:** Welfare

**Location:** Cornford House

**Ref No:** CH21

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Extremes of temperature	Employees Visitors Other	Workplace temperatures are comfortable and above recommended minimums. Wall mounted thermometers are provided within the workplace. Regular rest breaks given to staff. Supply of drinking water made available. Heating provided where necessary. Facilities to make hot drinks are provided.	P=1 S=5 RF=5 Low
2	Lighting	Employees Visitors Other	Lighting levels are satisfactory. Natural daylight is provided where appropriate. Emergency lighting provided in areas that may be in darkness if the power fails.	P=1 S=3 RF=3 Low
3	General welfare	Employees Visitors Other	Workplaces are not cramped. Assessments of risk are carried out for College Students, Young Persons, Pregnant Workers and Disabled Workers. Working hours are monitored and managed in accordance with the provisions of the Working Time Regulations. Toilets and other sanitary conveniences are provided. Drinking water is provided. Adequate rest facilities are provided. Adequate facilities are provided for the consumption of food. Up to date policies for dealing with alcohol and drug abuse in place. Adequate facilities provided for the changing of work clothing.	P=1 S=2 RF=2 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>		<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
4	Ventilation	Employees Visitors Other	Adequate ventilation is provided within the workplace. Ventilation is provided by windows or mechanical means.	P=1 S=5 RF=5	
5	Violence	Employees Visitors Other	Up to date, written policy dealing with Violence at Work and with the security of staff in place. Assessments of risk are carried out for workers potentially at risk from violence.	P=1 S=3 RF=3 Low	
6	Smoking (UK only)	Employees Visitors Other	The premises are deemed a "No Smoking" site in accordance with Legislation Non-smokers are provided with a smoke free area to take rest and dinner breaks.	P=1 S=2 RF=2 Low	

**Company:** Graham Care Ltd

**Task/ Operation:** Work at Heights

**Location:** Cornford House

**Ref No:** CH22

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Falls from heights	Operative Contractor Other	All reasonably practicable steps are taken to avoid the need to work at height. Employees have been made aware of the significant hazards associated with work at height and the control measures to be employed. All work at height is carried out in as safe a manner as is reasonably practicable All reasonably practicable measures to prevent falls from height have been employed. Restrict to Maintenance personnel if possible.	P=3 S=5 RF=15 Medium
2	Falling objects	Contractor Visitors Staff Other	Materials are not stored at height unless required. All reasonably practicable measures are taken to avoid falling objects. Suitable arrangements are made for the safe storage of materials where storage at height is necessary.	

**Company:** Graham Care Ltd

**Task/ Operation:** Workplace Safety

**Location:** Cornford House

**Ref No:** CH23

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	<b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
1	Slips, trips and falls (same level)	All employees Visitors Others	Work areas, walkways, staircases, etc. are maintained in good condition. Work areas, walkways, staircases, etc. are well lit. Housekeeping standards throughout the premises are monitored at all times. Cleaning schedules have been established for the premises. Spillages are cleaned up immediately. A suitable spillage response kit is provided. Walkways and pedestrian routes are clearly defined and kept free from tripping and slipping hazards. Safe access and egress from, work areas and workstations. Employees are instructed that suitable footwear must be worn. Sufficient electrical sockets to minimise the need for trailing cables. Trailing cables are routed to avoid tripping hazards. Trailing cables are protected by proprietary cable covers.	P=1 S=5 RF=5 Low
2	Storage/stacking of goods	All employees Visitors Others	Suitable storage space is provided. Suitable storage facilities are provided (shelves, cupboards, cabinets, etc.). Shelving is strong and secure and is not overloaded.	P=1 S=3 RF=3 Low

	<b>Significant Hazard</b>	<b>Who Might Be Harmed?</b>	 <b>How Is The Risk Controlled?</b>	<b>Risk Factor (P x S)</b>
3	Unsafe structures	All employees Visitors Others	The premises are maintained in a good and safe condition. The glazing throughout the premises has been assessed and is considered to be safe. All glazing is of the 'safety glazing' type. Large glass panels and partitions are fitted with visual markers at shoulder height.	P=1 S=5 RF=5 Low
4	Falls from heights	All employees Visitors Others	Suitable access is provided where appropriate. All access equipment is inspected and maintained regularly by a competent person and suitable records are kept. Openable windows on floors other than the ground floor are fitted with suitable locks, catches or restraints.	P=1 S=9 RF=9 Low
5	Machinery	All employees Visitors Others	Access is restricted to potentially dangerous areas, such as plant rooms, stock rooms, switch rooms and substations, lift motor rooms, boiler houses, etc. and suitable warning signs displayed. Potentially dangerous moving machinery is not sited on main thoroughfares and is guarded appropriately, hazard warning signs on display.	P=1 S=7 RF=7 Low
6	Gas	All employees Visitors Others	The gas meter, gas pipe work and gas appliances are adequately protected from damage by location or by barriers. Clear access to the gas meter, incoming pipe work and gas isolation valves is maintained. The gas isolation valves are identified clearly. Formal procedure for dealing with (suspected) gas leaks in place. Relevant employees have been instructed in the gas isolation procedure. Gas pipe work is identified clearly, such as by labelling and/or colour coding (ochre). A Gas Safe registered gas engineer to service.	P=1 S=9 RF=9 Low