



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 Security

Author/Reviewer: Health and Safety Manager. To be reviewed June 2019.

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
08/02/17	3.1	IG Manager	Document Profile and Control update
26/01/17	2.4	Director of Corporate Governance	Review
01/12/16	2.3	LSMS (Interim Head of Health, Safety & Security Department)	Minor amendments to reflect new operational structure
02/10/12	2.2	IG Manager	Document Profile and Control update
01/10/12	2.1	Senior Health and Safety Advisor	Minor amendment following approval
17/08/12	1.3	IG Manager	Document Profile and Control update
01/08/12	1.2	Senior Health and Safety 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 and Safety Advisor; Hd Governance, Audit & Compliance Mgr, Gov & Compliance Mgr	Further changes
23/03/10	0.2	Senior Health and Safety Advisor;	Revised responsibilities and reporting lines
05/01/10	0.1	Senior Health and Safety 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
PMAG (Chair's Action)	02/02/17	3.0
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The RIB	14/02/17	IG Manager	G&A
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	
HS001	Health & Safety Organisation Policy Statement	
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, in workplaces are common causes of injuries, with some of these being major.

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.
- 4.2 The **Director of Corporate Governance** has delegated responsibility for the management of Health and Safety.
- 4.3 The **Clinical Safety and Standards Committee Risk Compliance and Assurance Group** will review incident trends reported to the Corporate Health and Safety Committee.
- 4.4 The **Corporate Health and Safety Committee (CHSC)** has responsibility for reviewing the incident statistical reports that are

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submitted to the group. The incident report submitted to the CHSC will be an account of all reported Incidents, including slips, trips and falls involving staff, patients and third parties.

- 4.5 The **Health, Safety and Security Department** is responsible for collating reported slips, trips and falling incidents and reports to the Corporate Health and Safety Committee.
- 4.6 The **Estates Department** is responsible for completing an annual inspection of all LAS premises. Survey records are kept in premises condition survey registers.
- 4.7 The **Assistant Directors of Operations (ADO)** are responsible for the management of slips, trips and falling incidents within specific sectors 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.

- 4.8 The **Group Station Managers** and **Heads of Department** are responsible for implementing local risk assessments and assuring the investigation of slips, trips and falling incidents by the appropriate line manager or Clinical Team Leader in their area of responsibility, and that detailed investigation reports with recommendations are reported via Datix in line with the Trust's Incident Reporting & Incident Investigation Procedures.
- 4.9 The **Head of Health, Safety and Security** is responsible to the **Director of Corporate Governance** for the development of effective health and safety policies and procedures.
- 4.10 **Group Station Managers** are responsible for undertaking quarterly premises inspections jointly with **local staff side (Trade Union) safety reps**,

Group Station 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 recording of gritting or the display of warning signs is to be kept locally in an appropriate manner as determined by the site manager.

- 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:
- 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.

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- 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.

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 undertake a dynamic assessment and manage foreseeable slips, trips and falling hazards (including falls from height). Staff will undertake a dynamic assessment prior to moving a patient to establish whether to transport or assist them to the ambulance (see Manual Handling policy) .

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 Committee.

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

Risk assessments are undertaken by line management and staff-side representatives during the premises inspection. Relevant training is provided by the Health, Safety and Security Department,.

Where local managers or any member of staff risk assess a hazard that requires immediate attention they must take suitable action to reduce the risk to an acceptable safe level immediately. 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 via using Datix Web, detailing actions taken to control the hazard. Hazards that are controlled but cannot be removed immediately should be raised as a local risk on Datix Web.

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 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 each shift, this includes addressing foreseeable slips, trips and falls hazards within ambulances, as outlined in OP026 Vehicle Equipment Use and Inventory Checks.

6. Records of Incidents

Datix web incident reports are graded according to the level of impact and likelihood of occurring by a line manager as part of the investigation. The scoring of the identified risk follows the formal risk assessment process outlined in TP/005 Risk Management Policy.

7. Risk Reporting and Analysis

On a four-monthly basis an incident report, including slips, trips and falls data, is presented to the Corporate Health & Safety Committee. The report is compiled by Health, Safety and Security department.

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

Closed incidents will be monitored by the Health, Safety and Security department, who may decide to further investigate where necessary. Incidents that are RIDDOR reportable will be reported to the Health, Safety and Security department via an LA473. The Health, Safety and Security department will then report this to the Health and Safety Executive (HSE) in accordance with the national reporting system RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995).

The Health, Safety and Security department will liaise with external stakeholders 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 (including falls from height) involving staff, others and patients, will be carried out as identified in any Training Needs Analysis (TNA) (see TP056 Policy for Core Training).

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 and Health, Safety and Security Newsletter are made available to all staff as incident themes and trends are identified (distributed on the staff intranet and via the Routine Information Bulletin and published on the Health, Safety and Security intranet page).
- Training, Induction and refresher courses provided for clinical and non-clinical staff.
- Health, Safety and Security team presentations on risk assessment, trends and themes, at various managers conferences.
- Corporate Health and Safety Committee is the forum for disseminating information about key risks relating to the management of slips, trips and falls via health and safety representatives.
- Emergency Bed Service (EBS) are a central single-point-of-access for all LAS Operational staff to pass referrals relating to non-conveyed elderly fallers on to the faller's 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 various methods, including e-Learning, cascaded training via local training officers, Clinical Education and Standards department, or by the Health, Safety and Security department directly as the situation requires.

All staff will be instructed in basic health and safety awareness during local Induction, refresher courses and during specific training. The Trust will also deliver training within the Core Skills Refresher training days,.

Incident grading training will be included in the Managing Health and Safety training sessions, delivered by the Health, Safety and Security 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 that 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.

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 organisation (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 using data drawn from Datix	Head of Health, Safety and Security reports to Area Quality Committees and Area Health and Safety Meetings	Risk Compliance and Assurance Group	Dissemination of lessons via Corporate Health and Safety Committee