

# **Slips, Trips & Falls (Visitors and Staff) Procedure**

**Ref HS-0001-009-v2**

**Status: Approved**

**Document type: Procedure**

**Policy lead responsibilities** (to be deleted on completion of this document)

No.	Who	What	New documents	Amended documents
1	Policy Lead	Identify the need to develop a new document/change and existing document	X	✓
2	Policy Lead	Complete a <a href="#">Policy Scoping Template</a>	X	✗
3	Policy Lead	Submit completed Policy Scoping Template to Policy Manager	X	✗
4	Policy Manager	Provide the Policy Lead with feedback following EMT consideration of the Policy Scoping Document	X	✗
5	Policy Lead	Start the <a href="#">Equality Analysis</a> process. Read the equality analysis policy and the equality analysis guidance which can be located on the policies page on InTouch	X	✓
6	Policy Lead	Book yourself onto the equality analysis surgery (held twice weekly) by the EDHR team. Telephone 0191 3336267 or email <a href="mailto:traceymarston@nhs.net">traceymarston@nhs.net</a> to make your appointment.	X	✓
6	Policy Lead	Draw up a list of stakeholders/people/bodies you may need to consult for questions on legal matters, process, terminology etc.	X	✓
7	Policy Lead	Identify who has final approval of the document	X	✓
8	Policy Lead	Develop document using the template	X	✓
9	Policy Lead	Complete the <a href="#">Equality Analysis</a> (EA) process	X	✓
10	Policy Lead	Submit the completed document to the Policy Manager for QA check and EA review	X	✓
11	Policy Lead	Submit the policy to the relevant sub-group for approval (see <a href="#">Policies and Procedures – Guidance for Writers</a> )	X	✓
12	Policy Manager	After approval, submit to the EMT for ratification with a cover paper (all policies and those procedures that the responsible Director has requested have EMT approval)	X	✓
13	Policy Manager	Publishes via intranet and, when authorised, external website	X	✓
14	Policy Lead	Disseminate and request implementation of policy/procedure	X	✓

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# 1 Purpose

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Following this procedure will assist with identifying and managing hazards in both clinical and non-clinical environments in Trust Occupied premises to minimize the risks from slips trips and falls (incidents) to visitors and staff.

## 2 Related documents

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This procedure describes what you need to do to implement the Slips, Trips and Falls (Visitors and Staff) section of the Health & Safety Policy



The Health and Safety Policy defines roles and responsibilities which you must read and understand before carrying out the procedures described in this document.

This procedure also refers to:

- ✓ Health Safety & Security Workbook
- ✓ Control of Contractors Procedures

### 3 Procedure

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Slips trips and fall hazards will be identified using

General risk assessments

HSE mapping tool

(useful in assisting teams to monitor incidents in relation to slips, trips & falls).

Monitoring of incidents can be done through DATIX and by identifying the types of incident on the Slips, Trips and Falls Mapping Tool it will show any 'hot spots' and will assist in ensuring control measures or actions are implemented to reduce the risks and the number of slip, trip and fall incidents.

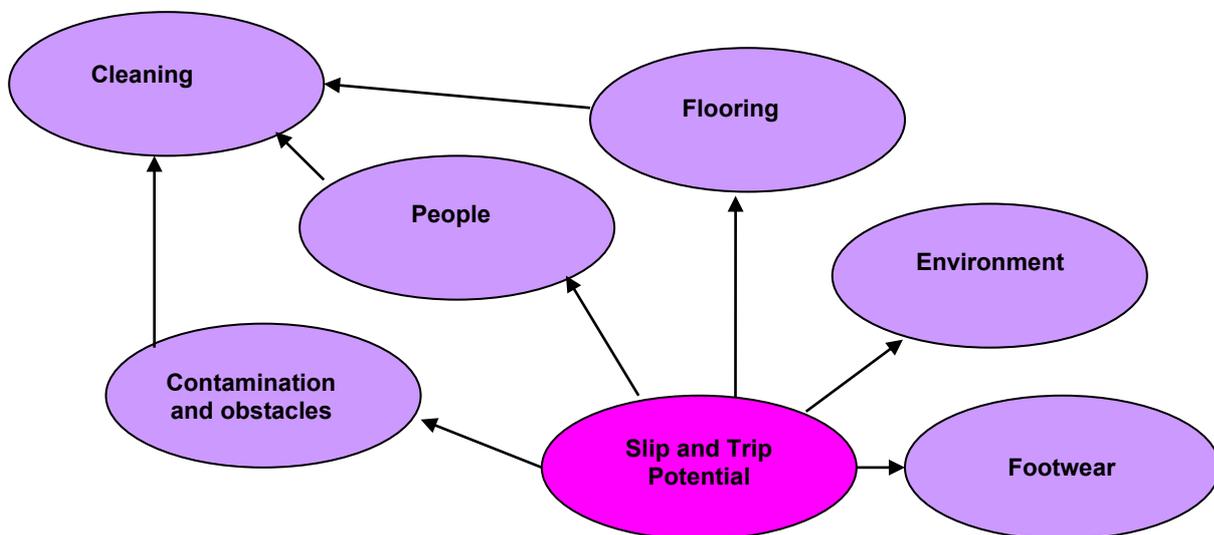
This section also links into the general risk assessment.

#### 3.1 Slips and Trips

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Slips and trips are the most common cause of major injuries at work and can happen almost anywhere. All too frequently we jump to conclusions about why they happen and rather than looking at what really happened, we may decide it is just one of those things.

By looking at slip and trip potentials you can identify problem areas and put control measures in place to remove or reduce the potential of an incident occurring.



**Flooring:** must be suitable for the type of work activity

- must be cleaned correctly

- fitted correctly – no tripping hazard
- maintained in a good condition
- raised platforms and ramps must be highlighted

## **CONTAMINATION**

Most floors become slippery once they become contaminated. If you prevent contamination you can reduce or eliminate the slip risk.

Contamination types: water, oil, dust

## **OBSTACLES**

50% of all trip hazards are caused by bad housekeeping. Improve this by:

- ensuring suitable walkways are provided.
- keep clear from obstacles – trailing wires etc.
- ensure adequate storage is provided and utilised.

## **CLEANING**

The process of cleaning can create slip and trip hazards. Effective training and supervision is essential as a lack of understanding can lead to short cuts.

Regular and effective cleaning to remove contamination helps reduce accidents.

People often slip on floors that have been left wet after cleaning. If possible stop pedestrian access to wet floors by using barriers, locking doors or cleaning in sections.

Signs and cones only warn of a hazard but they do not prevent access and if spills are not visible they are usually ignored.

## **PEOPLE OR HUMAN FACTORS**

- A positive attitude to Health and Safety “See It Sort It!” can reduce incidents of slips and trips instead of waiting for someone else to deal with it.
- Ensure footwear is appropriate for conditions.
- Things that prevent you from seeing where you are going, or being distracted, rushing about, carrying large objects, using mobile phones can all increase risk.
- People who have physical problems i.e. sight, hearing, walking may have a higher likelihood of an accident.

## **ENVIRONMENT**

By the environment, we mean lighting (natural or otherwise), loud or unfamiliar noises, weather, humidity, condensation, these all can have an impact on floor surface.

## **FOOTWEAR**

It is important to ensure, where possible, that correct footwear is used and should be appropriate to the activity being undertaken.

Sensible footwear means – flat, with a sensible heel, with the sole and heel made in a softer material to provide grip.

## **SLIP, TRIPS AND FALLS MAPPING TOOL**

- Using attached Risk Assessment Form draw a sketch, or use a plan of the area.
- Mark all slips, trips and falls onto the map using crosses

Ensure that a key is included eg:

Green: X – unobserved – found on floor or slip

Red: X – Observed fall or trip

Yellow: X – Push

Blue: X – Fall from same level or from height

This is not an exhaustive list and may be necessary to identify pushes, observed falls and unobserved falls depending on the Ward/Units/Areas.

Analysis of all slip, trip and falls can be completed by using the above tool, this will assist areas in ensuring control measures or actions can be identified to reduce the risks and the number of slip, trip and fall incidents occurring.

## **3.2 Working at Height**

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The following assessments have been produced in line with HSE guidance on working at height and include a working at height self-assessment checklist and assessment form, these should be completed for all working at height activities. This includes the use of step ladders as well as use of a 'leaning ladder'.

### **Control Measures**

There is a simple hierarchy of control measures (as described below) which you should follow to minimise the risk of a fall from height. The hierarchy should be followed systematically and only when one level is not reasonably practicable. This means balancing the level of risk against the

measures needed to control the risk in terms of money, time or trouble. The decision is weighted in favour of health and safety so that the measures are adopted unless they are grossly disproportionate may the next level be considered.

Those in control of the work need to:

- Avoid work at height where they can
- Use work equipment to prevent falls where work at height cannot be avoided
- Where the risk of a fall cannot be eliminated, use work equipment to minimise the distance and consequences of a fall if one occurs
- Always consider measures that protect all those at risk, i.e. collective protection measures (scaffolds, nets, soft landing systems) before measures that only protect the individual, i.e. personal protection measures (a harness)

For further guidance and advice contact the Health, Safety & Security team on (0191) 333 6375.

### 3.3 Assessment

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Slips trips and fall hazards will be identified using:

- General Risk Assessments contained within Health, Safety and Security Workbooks; and
- HSE Mapping Tool which can be used to identify any `hot spots` and actions implemented to reduce the risks.

Work at Height Risk Assessment must be completed of:

- tasks being undertaken;
- equipment being used; and
- the environment.

Permits to work are issued to contractors by Estates in accordance with “Control of Contractors procedure”.

### 3.4 Training

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Awareness training of slips, trips and falls prevention will be provided through the Trust Mandatory Training programme. Requirements for this training are identified in Trust mandatory training needs analysis; ([Link to staff development policy](#))

## 4 Definitions

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Term	Definition
Slip	<ul style="list-style-type: none"><li>• To slide accidentally causing the person to lose their balance, this is either corrected or causes a person to fall</li></ul>

Trip	<ul style="list-style-type: none"> <li>To stumble accidentally over an obstacle causing the person to lose their balance, this is either corrected or causes a person to fall</li> </ul>
Fall	<ul style="list-style-type: none"> <li>A sudden, unintentional change in position causing an individual to land at a lower level, on an object, the floor, or the ground, other than a consequence of sudden onset of paralysis, epileptic seizure, or overwhelming event which results in an individual or a body part of an individual coming to rest inadvertently on the ground or other surface lower than the individual, whether or not an injury is sustained.</li> </ul>
Working at Height	<p>A place is 'at height' if a person could be injured falling from it, even if it is at or below ground level.</p> <ul style="list-style-type: none"> <li>'Work' includes moving around a place of work (except by staircase in a permanent workplace) but not travel to and from a place of work e.g. Hotel Services Housekeeper on a stepladder would be working at height but not a mounted police officer on patrol.</li> </ul>

## 5 References

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- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Act 1992
- Workplace (Health, Safety and Welfare) Regulations 1992
- Working at height Regulations 2007
- Health & Safety Executive (HSE) – Slip Assessment Tool (SAT)
- Health & Safety Executive (HSE) – Slips and Trips Mapping Too

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## 6 Appendix 1 – Slips, Trips and Falls Mapping Tool

<b>Department:</b>	<b>Location:</b>	<b>Date of Assessment:</b>
<b>Work Activity/Area/System</b>		<b>Persons affected/Covered by assessment</b>

<b>Plan of Area</b>	<b>Hazard</b>	<b>Control Measures</b>

## 7 Equality Analysis Screening Form

Please note; The Equality Analysis Policy and Equality Analysis Guidance can be found on InTouch on the policies page

Name of Service area, Directorate/Department i.e. substance misuse, corporate, finance etc.	Estates & Facilities Management, Health, Safety & Security			
Name of responsible person and job title	Helen Cunningham			
Name of working party, to include any other individuals, agencies or groups involved in this analysis	Health, Safety, Security & Fire			
Policy (document/service) name	Slips, Trips & Falls (Visitors and Staff) Procedure			
Is the area being assessed a;	Policy/Strategy	<input type="checkbox"/>	Service/Business plan	<input type="checkbox"/>
	Procedure/Guidance	<input checked="" type="checkbox"/>	Code of practice	<input type="checkbox"/>
	Other – Please state			
Geographical area	Trustwide			
Aims and objectives	Following this procedure will assist with identifying and managing hazards in both clinical and non-clinical environments in Trust Occupied premises to minimize the risks from slips trips and falls (incidents) to visitors and staff.			
Start date of Equality Analysis Screening (This is the date you are asked to write or review the document/service etc.)				
End date of Equality Analysis Screening (This is when you have completed the analysis and it is ready to go to EMT to be approved)				

**You must contact the EDHR team as soon as possible where you identify a negative impact.** Please ring Sarah Jay or Tracey Marston on 0191 3336267/3542

1. Who does the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan benefit?					
All staff, patients and visitors					
2. Will the Policy, Service, Function, Strategy, Code of practice, Guidance, Project or Business plan impact negatively on any of the protected characteristic groups below?					
<b>Race</b> (including Gypsy and Traveller)	No	<b>Disability</b> (includes physical, learning, mental health, sensory and medical disabilities)	No	<b>Gender</b> (Men, women and gender neutral etc.)	No
<b>Gender reassignment</b> (Transgender and gender identity)	No	<b>Sexual Orientation</b> (Lesbian, Gay, Bisexual and Heterosexual etc.)	No	<b>Age</b> (includes, young people, older people – people of all ages)	No
<b>Religion or Belief</b> (includes faith groups, atheism and philosophical belief's)	No	<b>Pregnancy and Maternity</b> (includes pregnancy, women who are breastfeeding and women on maternity leave)	No	<b>Marriage and Civil Partnership</b> (includes opposite and same sex couples who are married or civil partners)	No
<b>Yes</b> – Please describe anticipated negative impact/s <b>No</b> – Please describe positive impacts/s					

<p>3. Have you considered other sources of information such as; legislation, codes of practice, best practice, nice guidelines, CQC reports or feedback etc.? If 'No', why not?</p>	<p>Yes</p>	<p>X</p>	<p>No</p>	
<p><b>Sources of Information may include:</b></p> <ul style="list-style-type: none"> <li>• Feedback from equality bodies, Care Quality Commission, Equality and Human Rights Commission, etc.</li> <li>• Investigation findings</li> <li>• Trust Strategic Direction</li> <li>• Data collection/analysis</li> <li>• National Guidance/Reports</li> </ul>	<p>X</p>	<ul style="list-style-type: none"> <li>• Staff grievances</li> <li>• Media</li> <li>• Community Consultation/Consultation Groups</li> <li>• Internal Consultation</li> <li>• Research</li> <li>• Other (Please state below)</li> </ul>		
<p>4. Have you engaged or consulted with service users, carers, staff and other stakeholders including people from the following protected groups?: Race, Disability, Gender, Gender reassignment (Trans), Sexual Orientation (LGB), Religion or Belief, Age, Pregnancy and Maternity or Marriage and Civil Partnership</p>				
<p><b>Yes</b> – Please describe the engagement and involvement that has taken place</p>				
<p><b>No</b> – Please describe future plans that you may have to engage and involve people from different groups</p>				

5. As part of this equality analysis have any training needs/service needs been identified?					
Yes/No	Please describe the identified training needs/service needs below				
A training need has been identified for;					
Trust staff	No	Service users	No	Contractors or other outside agencies	No
<b>Make sure that you have checked the information and that you are comfortable that additional evidence can provided if you are required to do so</b>					
The completed EA has been signed off by: You the Policy owner/manager: Type name:Helen Cunningham					Date:
Your reporting (line) manager: Type name: Linda Parson					Date:
<b>If you need further advice or information on equality analysis, the EDHR team host surgeries to support you in this process, to book on and find out more please call: 0191 3336267/6542 or email: <a href="mailto:traceymarston@nhs.net">traceymarston@nhs.net</a></b>					

## 8 Document control

Date of approval:	08 September 2016	
Next review date:	08 September 2019	
This document replaces:	HS/0014/v6 Slips Trips and Falls Policy	
Lead:	Name	Title
	Helen Cunningham	Health & Safety Manager
Members of working party:	Name	Title
	Health, Safety, Security & Fire Group	
This document has been agreed and accepted by: (Director)	Name	Title
	Rob Cowell	Director of Operations EFM
This document was approved by:	Name of committee/group	Date
	Health, Safety, Security & Fire	08 September 2016
An equality analysis was completed on this document on:	Aug 2016	

### Change record

Version	Date	Amendment details	Status
V1	Nov 2013	Section 3.1 Slips and Trips Section 3.2 Working at Height Section 6.1 Appendix 1 – Slips Trips and Falls Mapping Tool	Withdrawn
V2	Sep 2016	Full review with revised equality analysis	Published