

POLICY

JANUARY 2025

HEALTH AND SAFETY POLICY



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INTRODUCTION TO THIS POLICY

POLICY STATEMENT

The health, safety and wellbeing of anyone who comes into the contact with our organisation is of critical importance to the DNA. We ensure that risk is managed effectively by following the processes detailed in this document.

Our policy is to provide and maintain safe and healthy working conditions, equipment and systems of work for all our employees and learners and to provide the training and supervision needed for this purpose. The DNA will take all reasonable steps to maintain premises, equipment and software systems so that they are safe and without risk to health. Appropriate regulations and codes of practice will be observed.

It should be noted that employees also have a responsibility to take care of the health and safety of themselves and others.

PURPOSE

Our aim is for all people who come into contact with the DNA to be able to do so in a safe and healthy environment.

The DNA considers legal compliance to be the minimum level but we strive to achieve a much higher, safer and healthier level for all of our people.

This policy aims to define responsibilities and ensure that processes are clear, thereby encouraging a positive health and safety culture where our leaders champion and direct health and safety.

Although we have detailed our approach to responding to incidents, the aim of this policy is to prevent injury and ill health occurring in the first place, as far as is reasonably practicable. Therefore risk management at the DNA focuses on elimination of hazards and reduction of risks where possible.

STAKEHOLDERS

This policy applies to all whom come into contact with the DNA. This includes:

1. DNA staff
 - a. The Board
 - b. Senior Managers
 - c. Employees
 - d. Self Employed
 - e. Agency Staff
 - f. Volunteers
2. Job applicants
3. Learners (current and prospective)
 - a. Apprenticeship students
 - b. Diploma students
4. Third Parties
 - a. Employers (Dental Practices) of our learners
 - b. Sub-Contractors to the DNA
 - c. Suppliers to the DNA

DEFINITIONS

GENERAL DEFINITIONS

- (i) **DNA** means the Dental Nurse Academy.
- (ii) **Employers** means the employer (Dental Practice) of an Apprentice or Diploma student who is registered with the Dental Nurse Academy.

- (iii) **Learners** means Apprentices and Diploma students.
- (iv) **Staff** means The Board, Senior Managers, Employees, Self Employed, Agency Staff and Volunteers acting on behalf of the Dental Nurse Academy.
- (v) **Third Parties** means Employers, Sub-Contractors to the DNA and Suppliers to the DNA

DEFINITIONS SPECIFIC TO THIS POLICY

- (i) **RIDDOR** means the Reporting of Injuries, Diseases and Dangerous Occurrences
- (ii) **COSHH** means Control of Substances Hazardous to Health
- (iii) **PEE** means Portable Electric Equipment
- (iv) **Remote or Remote Working** means any stakeholder working or learning in an environment that is not the Dental Nurse Academy's Head Office premises. This can be interpreted as 'working from home'.
- (v) **DSE** means Display Screen Equipment
- (vi) **CO** means Carbon Monoxide

RELATED POLICIES AND ARRANGEMENTS

Related Policies:

- POL-I-4 Complaint Policy
- POL-I-9 Whistle Blower Policy
- POL-I-22 Learner Support and Wellbeing Policy

The DNA's policies will be reviewed regularly (on an annual basis) and any identified elements which breach or risk deviation from this policy shall be removed.

LEGAL FRAMEWORK

This policy and the associated arrangements shall operate in accordance with statutory requirements.

- Health and Safety at Work etc Act 1974
- Control of Substances Hazardous to Health (COSHH) 2002
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

OUR COMMITMENT

The DNA commits to provide a safe and healthy environment for all our stakeholders.

DIFFERENT WORKING ENVIRONMENTS

REMOTE LEARNING AND REMOTE WORKING

Although many of our team, and all of our learners are remote, the DNA recognises that its duties with regard to Health and Safety extends to people who are working or learning from home.

LEARNERS WORKING IN PRACTICE

All learners should adhere to their employer/practice's Health and Safety Policy when working in practice, and align to GDC guidance at all times. While in practice the employer/practice's policies supersede those of the Dental Nurse Academy.

STAFF WORKING AT OUR HEAD OFFICE BUSINESS ADDRESS

From time to time staff work from our head office business address. Health and Safety is an important consideration and therefore the sub sections below apply especially to this context.

ACCIDENTS

Report all incidents to the Senior Lead or Deputy Senior Lead for this policy (detailed below) immediately, whether or not this involves personal injury. Ensure all accidents are recorded in the accident book and all sections are completed.

ILL-HEALTH

Employees should report all relevant health issues their line manager who will in turn inform the Senior Lead or Deputy Senior Lead for this policy (detailed below). All reasonable precautions should be taken to ensure that disease is not spread.

MEDICAL CONDITIONS

You should inform the Senior Lead or Deputy Senior Lead for this policy (detailed below) by email if any medical condition may require extra care by the DNA, particularly in an emergency. Any information given will be treated in the strictest confidence.

Expectant mothers should inform the Senior Lead or Deputy Senior Lead for this policy (detailed below) by email and we will endeavour to adapt to your physical condition. We will arrange access to expert advice if you have concerns about health or safety in the workplace as regards pregnancy.

HYGIENE

It is the responsibility of all team members to maintain rigorous personal hygiene.

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR)

The DNA is compliant with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) and all employees should make themselves aware of the regulations which can be found online at <https://www.hse.gov.uk/riddor/reportable-incidents.htm>

FIRE SAFETY

FIRE SYSTEMS

Fire alarms at our Head Office are regularly maintained and tested. The alarms in use are smart alarms, fitted in 2023. The alarms monitor smoke, fire and CO. They automatically run self tests every 200 seconds and sends alerts to mobile devices if there is a problem. Sound tests are run monthly.

All members of staff must know the position of fire appliances and escape routes. Extinguishers are located next to the escape routes and there is a fire blanket available too.

Learners working from home should ensure that appropriate domestic fire appliances are installed and regularly checked.

IF THERE IS A FIRE

Persons discovering a fire should evacuate all people from the building via the nearest exit. If possible, and only where there is no personal risk, leave all doors and windows closed. The assembly point for the building is at the front of the premises.

Whatever the scale, if any fire occurs the member of staff must call 999 immediately to request the Fire Brigade.

MANUAL HANDLING

Lifting or moving a heavy object has the potential to cause injury unless care is taken. Manual Handling Procedures should be studied and adhered to.

ELECTRICAL EQUIPMENT

Electrical equipment must NEVER be touched with wet hands. In the event of a malfunction, disconnect at the mains and affix a label stating that the machine is "OUT OF ORDER".

In compliance with Portable Electric Equipment (PEE) regulations, electrical equipment is checked regularly to ensure there is no damage, fuses are of the correct amperage and that there are no bare wires. Appliances should display stickers to show the date of their last inspection.

MACHINERY

Never use any machinery unless you have been instructed in its safe use. Make no attempt to dismantle, repair or service machinery without instruction.

In the case of an emergency or malfunction, electrical equipment must be switched off and a manager alerted immediately.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH (COSHH)

DNA will comply with the COSHH Regulations 2002 where necessary.

All staff should be familiar with the any COSHH documentation which is to be kept in the office. Training is provided and regularly updated. All team members are required to sign the COSHH documents to confirm that they have received training.

MANAGING PRESSURE AT WORK

We recognise that from time to time all team members feel under pressure, whether arising from work or domestic responsibilities. We ask that anyone makes these situations known, as we may be able to help. Line manager or The Senior Lead for this policy (defined below) should be the first contact.

SMOKING

In compliance with Government legislation the DNA is smoke-free.

RESUSCITATION IN AN EMERGENCY

Senior team members must attend regular training in resuscitation techniques and procedures.

DISPLAY SCREEN EQUIPMENT (DSE)

Our computer screens are compliant with Display Screen regulations. Employees should ensure that the adjustable seating is in the correct position when using the computer. Employees should also take frequent breaks, when using screens.

For learners or staff working from home, a good working environment is encouraged, particularly with regard to Display Screen Equipment (DSE). All learners should ensure that they have a good working environment and follow best practice (for example taking regular breaks). The HSE provides useful material to help people working from home to self-assess:

<https://www.hse.gov.uk/msd/dse/home-working.htm#good-posture-video>

LEARNER HEALTH AND SAFETY

As part of the DNA's duty of care towards its learners, the DNA will always listen to concerns from learners and note any accidents or health issues recorded by learners. Contacts to report such cases are listed below.

PROMOTION AND COMMITMENT

PROMOTING THIS POLICY

All stakeholders (defined above) are required to engage with this policy and the procedures described.

This policy is promoted via the Staff Handbook, the Student Handbook and is readily available on the DNA website at www.dentalnurseacademy.com.

GAINING COMMITMENT TO THIS POLICY

Confirmation of engagement is required by all stakeholders. Our contracts and agreements require agreement to this Policy's acceptance:

- a. Employee Contract (employees)
- b. Employer Agreement (employers i.e. dental practices)
- c. Apprenticeship Commitment Statement (Apprenticeship learners)
- d. Student terms and conditions (Diploma learners)
- e. Sub Contracting Agreement (suppliers)

Learners and employers are made aware of the Policy on joining and have to commit to accepting the policy as a condition of joining.

All members of staff are required to attest to their having read, understood and commit to this policy.

1. Upon joining the Dental Nurse Academy, new staff members complete policies and procedures training as part of their induction. Attestation is completed via the web form
2. Each year on an annual basis, all staff members must renew their attestation via the web form.

Web form for staff attestation: www.dentalnurseacademy.com/staff-attestation-form
(staff only)

TRAINING

INITIAL TRAINING

Training on this policy is included as part of the induction process when new starters join the Dental Nurse Academy.

The DNA requires all staff to complete DSE training online as provided by the Health and Safety Executive.

REFRESHER TRAINING

Training regarding this policy is repeated annually.

Training is provided for managers on this policy and the associated arrangements.

MONITORING

Any concerns raised are reviewed by the Board at Management Meetings. The Board has the responsibility to ensure that any issues are resolved promptly and effectively such that the risk of repeat-occurrences is as low as reasonably practicable.

A digital copy of the Accident Book is kept on our secure HR drive

A digital copy of the COSHH Risk Assessment is kept on our secure HR drive

MANAGING CONCERNS

RAISING CONCERNS

Employees have a right to pursue a Health and Safety concern in relation to this policy.

To raise a concern, contact the Senior Lead in the first instance. If that person is not available, please contact the Deputy Senior Lead. In the event of neither being available please escalate to the point of escalation. Full contact details are described below for each of these individuals.

All concerns should be raised formally by email to
raisingconcerns@dentalnurseacademy.com

RECORDING CONCERNS

Concerns are recorded in the DNA's Policy Concerns Log, which is stored securely on our HR server. Access is restricted to this folder so that only relevant persons can access the log. It is the responsibility of the Senior Lead to record all concerns and action taken.

All log files are kept in accordance with UK law and best practice and will be deleted in the appropriate timeframe.

INVESTIGATING CONCERNS

We aim to objectively assess every concern, evaluating its severity in the context of this policy. We aim to apply common sense and judgement, and commit to deal with allegations as quickly, fairly and consistently as is reasonably practicable. Our process will always involve two (2) senior management team members in any investigation, as well as a relevant Manager as appropriate.

1. Ensure the log is completed for this concern
2. Categorise the concern level of the allegation
3. Create an initial response to the allegation
4. Ensure the full facts are presented to the investigation team
5. Seek advice from regulatory/government body if appropriate
6. Reach decision
 1. Where "no further action" is the outcome:
 1. The record log must be updated including the justification for the decision

2. A response will be put in writing to the individual concerned
2. Where “further enquiry” is the outcome:
 1. A schedule for review will be created to determine frequency for updates
 2. An action plan for next steps will be created
 3. The record log will be updated accordingly

RESPONSIBILITY

Responsibility for ensuring the effective implementation and operation of this policy rests with the Chief Executive. Partners and Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to adhere to this policy on an ongoing basis. Each partner will ensure that:

- All staff are aware of the processes and arrangements referenced in this policy;
- Proper records are maintained.

The person responsible for monitoring the operation of the policy, including periodic departmental audits, and with responsibility for considering and taking action if any instances breach this policy is detailed below (“Senior Lead”)

GETTING SUPPORT OR GUIDANCE

SUPPORT

Support with any requirements relating to this policy should be obtained from the Senior Lead, detailed below.

GUIDANCE

Guidance regarding any Health and Safety concern should be obtained from the Senior lead for Health & Safety, detailed below. Additional guidance can be obtained from the Health and Safety Executive (HSE).

In the event of an emergency, the emergency services should be contacted immediately on **999**.

IMPORTANT CONTACTS

SENIOR LEAD FOR THIS POLICY

- Name: Demelza Mustoe
- Title: Operations Director
- Email address: demelzao@dentalnurseacademy.com
- Telephone number: 020 4591 2333

DEPUTY SENIOR LEAD FOR THIS POLICY

- Name: Elaine Mustoe
- Title: Course Director
- Email address: elainem@dentalnurseacademy.com
- Telephone number: 020 4591 2333

POINT OF ESCALATION FOR THIS POLICY

- Name: Rob Mustoe
- Title: MD
- Email address: consultant@dentalnurseacademy.com
- Telephone number: 020 4591 2333

HEALTH AND SAFETY EXECUTIVE (SHE)

- <https://www.hse.gov.uk/>
- <https://www.hse.gov.uk/coshh/>
- <https://www.hse.gov.uk/riddor/>

REVIEW

This policy is fully supported by senior management (The Board at the DNA).

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Chief Executive/MD, to ensure alignment with current GDC guidelines and educational best practices.

LAST REVIEWED

January 2025

Reviewed by: Rob Mustoe, MD



NEXT REVIEW

January 2026