

Livewell Southwest

**Slips, Trips and Falls  
for Employees Policy**

Version 1.6

**Notice to staff using a paper copy of this guidance**

**The policies and procedures page of LSW intranet holds the most recent version of this document and staff must ensure that they are using the most recent guidance.**

**Author: Health, Safety & Security Advisor**

**Asset No: 711**

## Reader Information

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<b>Associated documentation</b>	<ul style="list-style-type: none"> <li>• Risk Management Strategy (including Risk Assessment Process)</li> </ul>

	<ul style="list-style-type: none"> <li>• Health and Safety Policy</li> <li>• Incident Reporting &amp; Investigation Policy</li> <li>• Equality Impact Assessment</li> <li>• Falls Prevention &amp; Management Protocol</li> <li>• Serious Incident Requiring Investigation Policy</li> <li>• Uniform Policy</li> <li>• Workforce Reasonable Adjustments Policy</li> <li>• Decontamination (Disinfection &amp; Cleaning) Guidelines &amp; Procedures</li> <li>• Manual Handling Policy</li> <li>• Sickness Policy</li> </ul>
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### Document review history

Version no.	Type of change	Date	Originator of Change	Description of change
V0.1	New document	June 2009	Risk Management Advisor	New document
V0.2	Review	January 2010	Health, Safety & Security Manager	Review of draft and minor amendments
V1	New document	Feb 2010	Risk Management Advisor	New document
V1.1	Routine review	November 2011	Risk Management Advisor	Minor amendments to reflect organisational changes
V1:2	Review	Jan 2012	Author	Minor changes.
V1:3	Extended	Jan 2014	Author	Extended no changes
V1:4	Extended	June 2014	Author	Extended no changes
V1:5	Extended	December 2014	Author	Extended no changes
V1:6	Reveiwewd	February 2016	Health and Safety Advisor	Review of policy – change of HSE checklist for updated copy, update of job titles and organisational Structures to include Locality Managers/Team names etc.

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# Slips, Trips and Falls for Employees policy.

## 1 Introduction

- 1.1 Livewell Southwest (LSW) has statutory obligations under the Health & Safety at Work Act to ensure a safe working environment. The Workplace Health, Safety & Welfare Regulations require any floor surface to be suitable for its purpose and kept free from hazard or obstruction which may cause a person to slip, trip or fall.

## 2 Purpose

- 2.1 This policy sets out LSW's framework to assess and manage the risks associated with slips, trips and falls on its premises and to make provision for suitable controls designed to remove or reduce the risk of harm occurring. A copy of the policy will be held on the Intranet.
- 2.2 This policy applies to all employees (permanent, temporary, agency or locum) and others who enter LSW, in clinical and non-clinical environments. It applies to healthcare sites and premises under the control of LSW. It aims to do this by:
- a) providing a safe working environment which, as far as is reasonably practicable, is free from hazards that contribute to falls;
  - b) ensuring any slip and trip hazard in the workplace are identified, reported and rectified;
  - c) ensuring, where deficiencies are identified, appropriate risk assessments and risk reduction action plans are in place to reduce falls and ensure the best practice principles are applied.
- 2.3 Falls occurring to patients are covered by the Falls Prevention & Management Protocol for in-patient, community and community outpatient teams.

## 3 Duties

- 3.1 The **Chief Executive** has overall responsibility for this policy, to ensure a safe working environment where reasonably practicable control measures can be applied to minimise the risks from slips, trips and falls.
- 3.2 **Directors, Locality and Deputy Locality Managers** have a responsibility for the safety of their staff. They are expected to:
- a) ensure compliance with this policy;
  - b) ensure appropriate resources are allocated to adequately control risks associated with slips, trips and falls in their areas of responsibility that are identified in the risk assessment process;

- c) reduce so far as is reasonably practicable the number of slips, trips and falls, as well as to promote a high degree of health and safety awareness amongst all staff;
- d) ensure the provision of suitable information, instruction, training and supervision of staff, which includes requesting their staff to undertake the HSE e-learning package (<http://www.hse.gov.uk/slips/step/start.htm>) called Watch your Step which aims to raise awareness of slips and trips and is suitable for employees, managers and specialists;
- e) establish systems such as audits for inspection and maintenance of patient areas, workplaces and external environments;
- f) ensure that all accidents, incidents and near misses are reported in accordance with LSW's Incident Reporting & Investigation Policy;
- g) monitor achievements to ensure progress and good practice is shared.

3.2 The **Head of Estates** is responsible for ensuring that:

- a) all premises and external surfaces / areas owned or leased by LSW where there is a maintaining responsibility are as safe as is reasonably practicable;
- b) the premises should not present a hazard to staff, contractors, outside agencies or visitors using LSW premises - this includes the provision of safe corridors and walkways for internal circulation;
- c) they undertake periodic condition surveys and respond promptly to maintenance call logs in relation to LSW's circulation routes, on-site road ways and footpaths;
- d) they develop local procedures and work practices based on their risk assessments that present, reduce or manage the risks of slips, trips and falls, i.e. arrangements for gritting high risk areas;
- e) guidance and advice referred to in HTM6-1 is followed with regard to flooring design, specification, procurement, construction, commissioning, cleaning and maintenance of flooring;
- g) where maintenance is not the responsibility of LSW support staff in liaising with the Landlord/Facilities Management Company to ensure that any issues are addressed.

3.3 The **Health & Safety Advisor** is responsible for:

- a) reviewing reported incidents, accident and near miss reports, undertaking or instigating appropriate follow-up investigations and outlining further control measures;

- b) ensuring all reportable incidents in line with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) regarding slips, trips and falls to staff, visitors and others are reported to the Health & Safety Executive (HSE);
- c) centrally collating and reviewing all RIDDOR incidents with LSW's Health, Safety and Security Committee;
- d) producing monthly reports for the Health, Safety and Security Committee based on data from LSW's incident reporting database;
- e) ensuring appropriate training on the management and risk assessment process of slips, trips and falls to staff is delivered (refer to section 9).

3.4 The **Unit / Ward Managers / Service Managers** are responsible for:

- a) managing day-to-day activities so as to minimise slips, trips and falls;
- b) complete the annual self-audit assessment within their local Risk Management Workbook ensuring that suitable risk assessments are conducted in their area of responsibility to maintain a safe working environment;
- c) where necessary, ensuring that further action is taken to improve the workplace and implement additional control measures to protect staff and others;
- d) ensuring the findings from any assessment are communicated to their teams and that significant risks are escalated appropriately to the respective Locality Manager in the first instance, followed by the Corporate Risk and Compliance Team;
- e) ensuring that investigations are undertaken, as described in the Incident Reporting and Investigation Policy, following slips, trips and falls with a view to rectify the causes and cascading information to keep staff informed.

3.5 **Safety Representatives/Risk Assessors** have a responsibility to:

- a) co-ordinate activities within their departments/units/wards in accordance with best practice;
- b) represent staff side at the Health, Safety and Security Committee and provide updates on slips, trips and falls related issue where appropriate through their monthly reports;
- c) ensure that where risks in relation to slips, trips and falls are identified, they are recorded on the Incident Reporting, Risk Registers and Assets (Safeguard) reporting system so that appropriate investigation can be

completed to identify root causes, actions required and ensure that these are monitored and addressed accordingly;

- d) review incidents, accidents and near misses and advising on additional control measures to reduce the risk.

3.6 All **Employees** have a general duty to take reasonable care of their own safety and that of others who may be affected by their actions, including the prevention of slips, trips and falls. All employees must further ensure that they will:

- a) carry out their duties in such a manner as to prevent or minimise the risk of slips, trips and falls;
- b) maintain housekeeping by ensuring that there is a clear and tidy work area to reduce the likelihood of slip, trip or fall hazards occurring;
- c) appropriately clear up any spillages and use appropriate signage to warn people of hazards and/or arrange for the spillage to be cleared, and to take remedial action to protect themselves and others from injury;
- d) complete an incident report form where an incident or near miss occurs, in accordance with the LSW's Incident Reporting & Investigation Policy;
- e) attend manual handling training, including any refresher courses, so that they understand the importance of safe floor conditions and the dangers of lifting heavy loads, restricted views and other moving and handling issues, and ensure that they operate within their individual capacity;
- e) check that footwear is suitable for the workplace and environment.

## 4 Definitions

4.1 The requirements of this policy apply to all LSW staff for the protection of employees, patients, volunteers, visitors and users of LSW premises.

4.2 Slip: To slide accidentally/unintentionally causing the person to lose their balance. This is either corrected or causes a person to fall.

4.3 Trip: To stumble accidentally over an obstacle, causing the person to lose their balance. This is either corrected or causes a person to fall.

4.4 Fall: An event which results in the person coming to rest on the ground or another surface lower than the person, whether or not an injury is sustained.

## 5 Risk Assessment

- 5.1 LSW will ensure that workplace / environment risk assessments should consider the potential hazards associated with slips, trips and falls (including falls from height), i.e. floor covering, lighting, trailing wires, etc, are appropriately arranged by managers. Assessments must include healthcare settings and patient home environments in which services are required to undertake activities, in accordance with LSW's Risk Management Strategy.
- 5.2 The Slips, Trips and Falls section of the Risk Management Workbook must be completed along with a risk assessment for each team. The Slips and Trips Checklist in Appendix B will assist managers in identifying hazards associated with a slip and trip risk assessment.

## 6 Action to be taken in the event of a Slip, Trip or Fall

- 6.1 If a member of staff or a visitor falls on LSW premises, the following steps should be taken:
- a) check the area first in order to safeguard your own safety;
  - b) an immediate assessment of any injury or harm should be done, taking action as necessary to make the individual safe and comfortable. When a fracture or serious harm is suspected, arrangements should be made for the person to attend A&E immediately;
  - c) for minor injuries the person should be advised to see their GP or to attend the local minor injuries unit;
  - d) immediate action must be taken to make the area safe, clearing up fluids (clean up blood/body fluids in line with the Decontamination (Cleaning & Disinfection) Guidelines & Procedures), spilt or broken items and any damaged/broken surfaces that pose a risk and require repair should be reported immediately to the Estates Helpdesk on 435100 or [PCHCIC.EstatesHelpdesk@nhs.net](mailto:PCHCIC.EstatesHelpdesk@nhs.net) .
  - e) an incident form should be completed in accordance with the Incident Reporting & Investigation Policy; the Corporate Risk and Compliance Team will, as appropriate, notify the HSE in accordance with the RIDDOR regulations;
- 6.2 Managers should monitor and consider referring staff that have had any period of sickness absence as a consequence of a slip, trip or fall to Occupational Health and Wellbeing for advice and support before returning to the workplace.

## 7 Safe Maintenance of the Environment

- 7.1 The safe maintenance of the environment will be a partnership exercise between the managers in all areas of LSW, the Hotel Services and Estates department, where and as appropriate. The risk assessment process will identify areas of risk and allow each individual area to implement controls and ensure that safe practices are in place to prevent a slip and trip hazard from occurring but also have measures in place to react to a situation should the environment change.
- 7.2 All defects should be reported to Estates Helpdesk on 435100 or [PCHCIC.EstatesHelpdesk@nhs.net](mailto:PCHCIC.EstatesHelpdesk@nhs.net). as soon as possible. The area should be made safe immediately until suitable repairs/maintenance can be carried out.

## 8 Raising Awareness

- 8.1 The HSE's award-winning Shattered Lives Campaign raises awareness about the risks of slips, trips and falls from height at work, and how simple it is to take action to prevent these accidents from happening in the workplace <http://www.hse.gov.uk/shatteredlives/index.htm>
- 8.2 The HSE have produced a slips and trips e-learning package called Watch your Step <http://www.hse.gov.uk/slips/step/start.htm> which is suitable for employees, managers and specialists. Learn about how slips and trips are caused, how to spot hazards, why preventing them is important and what you can do to tackle them. It is an interactive package that includes quizzes, animations and video and can run directly over the Internet or can be loaded onto your computer via a DVD. Staff are recommended to complete this package not only to improve their understanding of slips and trips but to reduce accidents; all staff are required to "see it, sort it, report it!"
- 8.3 LSW aims to raise awareness and prevent slips, trips and falls in the following ways:
- The use of posters to support the prevention of slips, trips and falls
  - Articles in to include numbers of slips, trips and falls and how to report them.
  - Risk assessor training and mandatory manual handling training.
  - Through incident reporting and regular monitoring by the Health, Safety & Security Committee.
- 8.4 Posters and leaflets are available to download from the internet; these include:
- Health & Safety Executive website: [www.hse.gov.uk](http://www.hse.gov.uk)
  - NICE website: [www.NICE.org.uk](http://www.NICE.org.uk)
  - Age UK website: <http://www.ageuk.org.uk/>
  - NHS Direct [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## **9 Training**

- 9.1 LSW will ensure that information on slips, trips and falls management will be included in health and safety risk assessor and mandatory manual handling training programmes.
- 9.2 LSW will regularly evaluate the health and safety and manual handling training programmes to ensure that they remain up-to-date and in line with statutory responsibilities.
- 9.3 LSW will ensure that all Domestic Assistants and Site Assistants receive appropriate training on induction and refresher training thereafter at regular intervals, so as to ensure that they are aware of the importance of safe floors and working environments. Training must also be provided in the appropriate use of cleaning substances (Control of Substances Hazardous to Health (COSHH)), equipment and machinery.
- 9.4 Managers are being requested to encourage their staff to undertake the HSE e-learning package (<http://www.hse.gov.uk/slips/step/start.htm>) called Watch your Step which aims to raise awareness of slips and trips and is suitable for employees, managers and specialists. Learn about how slips and trips are caused, how to spot hazards, why preventing them is important and what you can do to tackle them. It is an interactive package that includes quizzes, animations and video and can run directly over the Internet or can be loaded onto your computer via a DVD. Staff are recommended to complete this package not only to improve their understanding of slips and trips but to reduce accidents; all staff are required to “see it, sort it, report it!”

## **10 Monitoring Compliance and Effectiveness**

- 10.1 The Head of Corporate Risk and Compliance/Health and Safety Advisor will provide the Health, Safety and Security Committee with monthly reports on slips, trips and falls using data from incident reports and inspection reports. Identify trends or changes in incident frequencies and severity.
- 10.2 The Health, Safety & Security Committee will, on a monthly basis, identify any issues relating to specific hazards which have been identified as being poorly controlled for the previous month, review managers’ investigative reports and incident summaries to establish whether changes and improvements in slips, trips and falls trends are taking place.
- 10.3 The Corporate Risk and Compliance Team will evaluate serious incidents requiring investigation (SIRIs) and RIDDOR reportable incident reports relating to slips, trips and falls and review remedial actions to ensure that control measures are implemented locally and that any key issues relating to pan-organisational learning are presented to the Safety, Quality and Performance Meeting (a sub-group of the Board), following review by the Risk Management and Moderation Group (RMMG). RIDDOR reports resulting from incidents will be reviewed by Health, Safety and Security Committee and

escalated to the Locality Managers/Executive Team/Board when a trend has been flagged.

- 10.4 The Health, Safety & Security Advisor will liaise with the Head of Corporate Risk and Compliance in the review the overall risk management approach in the light of findings including review of the effectiveness of local managers' actions and recommendations made, particularly following serious incidents.
- 10.5 Members of the Corporate Risk and Compliance Team and/or members from the Health, Safety & Security Committee will review clinical and workplace risk assessments after reports of serious slips, trips or falls incidents (as necessary).
- 10.6 Regular monitoring via the analysis of slip, trip and fall incidents, RIDDOR reported incidents, complaints and corporate claims by the Health, Safety & Security Advisor and the Head of Corporate Risk and Compliance, together with overview of all Risk Registers, will provide the means for evaluating the effectiveness of this policy.

**All policies are required to be electronically signed by the Lead Director. Proof of the electronic signature is stored in the policies database.**

**The Lead Director approves this document and any attached appendices. For operational policies this will be the Locality Manager.**

**The Executive signature is subject to the understanding that the policy owner has followed the organisation process for policy Ratification.**

Signed: Director of Professional Practice Safety and Quality

Date: 24<sup>th</sup> March 2016

### Slips, Trips and Falls – Likely Causes

Slip, trip and fall accidents may have different causes, but often have the same result. By looking at the contributing factor separately, it is possible to work out more accurately the cause of the slip or trip accident.

#### **A Slip Hazards**

- Spills and splashes or liquids and solids
- Wet floors (following cleaning)
- Unsuitable footwear
- Rain, sleet and snow, ice and wet leaves
- Change from a wet to dry surface (footwear still wet)
- Unsuitable floor surface/covering
- Dusty floors
- Sloping surfaces

#### **B Trip Hazards**

- Loose floorboards/tiles
- Uneven outdoor surfaces
- Holes/cracks
- Changes in surface level-ramps, steps and stairs
- Cable across walking areas
- Obstructions
- Bumps, ridges and protruding nails etc.
- Low wall and floor fixtures-door catches, door steps
- Electrical and telephone socket outlets

#### **C Fall Hazards**

- Staff not trained in moving and handling patients
- Over reaching
- Climbing on furniture
- Rushing down steps/stairs, faulty or unsuitable equipment
- Ladders
- Faulty equipment

#### **D Factors which Increase Risk**

- Patients assessed to be at increased risk of falling, moving around unsupervised in own home or service area
- Untrained staff
- Risk assessments not carried out regularly
- Poor or unsuitable lighting
- Wrong cleaning regime/materials
- Moving goods/carrying/pushing or pulling a load
- Rushing around
- Distractions/fatigue
- Effects of alcohol
- Drugs and Medication

## Appendix B

### Managing the Risks of Slips, Trips and Falls

There are many simple measures that can be taken to reduce or eliminate slip, trip or fall risks for employees in the workplace, the following suggested issues and actions can be incorporated within risk assessments.

#### Slips and trips hazard spotting checklist

Potential issue	Tick if 'yes'	Suggested action
<b>Outdoor areas</b>		
Can anything be found on the paths, steps and fire escapes that could cause slips, e.g. build-up of leaves, wet grass, moss, mud etc.?		Set up a regular work schedule for clearing paths, tackle busy routes first.  Consider cutting back plants and trees that overlap paths.
Are paths prone to ice build-up during winter months?		Consider alternative, safer routes.  Monitor weather conditions and put a winter procedure in place, e.g. gritting.
Are there any changes in level on the path that are not easy to see, e.g. small slopes?		Highlight hazard – improve lighting, apply contrasting eye-catching colour to slope (e.g. non-slip paint, flush-fitting bolt-on material).
Are there holes, potholes, or uneven paving on footpaths?		Barrier off area as a temporary solution, ensure barriers cannot be easily moved.  Highlight hazard, e.g. improve lighting, use eye-catching colour on defective area as a temporary solution.  Maintenance required – fill in holes, re-lay paving, replace broken paving stones.
Are fire escapes slippery when wet?		Improve grip – consider applying slip-resistant coating/strips or bolt-on slip-resistant material (caution – do not create a trip hazard).
<b>Doorway</b>		
Is the floor between the building threshold (entrance) and the entrance matting slippery when wet?		Improve grip – consider extending mat or exterior paving, applying slip-resistant coating/strips or changing to more slip-resistant material.
<b>Entrances</b>		

<p>Is there water on the floor from rain etc.?</p> <p>Is it making the floor slippery?</p>		<p>Stop water entering building – construct canopies over entrances, improve external drainage, keep doors closed when you can.</p> <p>Prevent water spreading – fit large and absorbent entrance mats to dry shoes.</p> <p>Remove water quickly – review cleaning system, introduce dry mopping, consider introducing heaters/underfloor heating to speed up drying time.</p> <p>Improve grip – consider fitting slip-resistant flooring.</p>
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Potential issue	Tick if 'yes'	Suggested action
<b>Entrances (continued)</b>		
Are there any trip hazards in the area, e.g. trailing cables, deliveries, mats with curled up edges, or other objects?		Housekeeping needed – tidy away cables, provide safe delivery storage area, clear away boxes and equipment, fix down mat edges or replace if necessary.
<b>Corridors and offices</b>		
Are there any subtle changes in floor level, e.g. slopes, small steps, abrupt changes from one flooring material to another?		Highlight hazard – improve lighting, use eye-catching colour on slope/step, clearly highlight change from one flooring material to another.
Are the floors smooth in areas where contamination can be found on the floor (e.g. liquids, food and food wrappers, dusts, polythene, condensation etc.?)		Stop contamination from getting onto floor – provide bins for litter, fix leaks, fit lids on containers, close doors leading from working areas.  Prevent spreading – drip trays beneath plants/machines/water coolers.  Remove contamination quickly – review cleaning system, spot clean spills, dry mop large wet areas, vacuum/brush up dry materials.
Are the tiles or flooring becoming unstuck or curling at the edges?  Are there holes?		Maintenance required – fix down tiles and carpet edges, replace if necessary, fill in holes, replace cracked tiles.
Is the anti-slip floor coating or grip tape worn smooth or damaged?		Maintenance required – replace damaged and worn coatings.  Consider changing flooring.
Are there any trip hazards around workstations or in corridors and walkways, e.g. trailing cables, boxes, deliveries, equipment or other objects?		Housekeeping needed – keep walkways clear, tidy away or use cable covers, provide additional storage, clear away boxes and equipment.
Are light levels too low to see the floor surface clearly?		Improve lighting – new bulbs, additional lights.
Is light reflecting on the smooth flooring creating glare?		Improve lighting – re-angle lights, install blinds or anti-glare grills or glazing films.  Consider removing floor surface shine.
<b>Stairs and ramps</b>		
Are step nosings (edge of step) hard to see, rounded, damaged or slippery?		Check lighting is sufficient to see step edges clearly.  Highlight the very edge of the step with a nosing that has a high visibility, square edge and non-slip finish.  For difficult to replace round-edged nosing, ensure non-slip edging wraps right around the edge of the nosing.

Potential issue	Tick if 'yes'	Suggested action
<b>Stairs and ramps (continued)</b>		
<p>Are handrails available?</p> <p>Are they easy to reach and useable?</p>		<p>Provide a handrail on at least one side of the stairs; if flight of stairs is wider than 1 m, provide handrails on both sides and a third, middle handrail if 2 m or wider.</p> <p>Handrail heights should be between 900 mm and 1000 mm and be parallel to the pitch line (slope) of the flight of stairs. On landings where the handrail provides guarding the height should be 1100 mm.</p> <p>Recommendations for handrail shape, diameter and distance from wall can be found in the Building Regulations and British Standards.</p>
<p>Is the height (rise) of the steps or depth of tread (going) inconsistent throughout the flight?</p>		<p>Highlight the problem, e.g. with warning notice.</p> <p>Correct the rise/going of the stairs so they are all of equal height.</p>
<p>Are the stair treads slippery?</p>		<p>Thoroughly clean on a regular basis to remove contaminants.</p> <p>Replace stair covering with one with better slip resistance.</p>
<p>Are any ramps or slopes in or around the workplace difficult to see?</p>		<p>Highlight ramp with contrasting colour and check lighting levels.</p> <p>Improve grip – consider fitting slip-resistant flooring.</p> <p>As with flights of stairs, consider providing handrails.</p>
<b>Work areas and work platforms (e.g. kitchens, warehouses, storerooms)</b>		
<p>As part of the work process, is contamination (fluids, solids, dust, debris etc.) getting onto the floor?</p> <p>Is the floor slippery?</p> <p>People – spillages, overfilling containers, clearing waste off work surfaces onto the floor, discarding debris onto the floor.</p> <p>Machines – leaks, overspray, spills, by-product.</p> <p>Process – overspills, leaks, by-product.</p>		<p>Stop contamination from getting onto floor – change system of work, improve work area layout, provide bins, dust extraction, lids on containers, reduce quantity of product in containers, fix leaking machinery.</p> <p>Prevent contamination spreading – use drip trays, screens to stop splashes, good floor drainage, high-lipped sinks, bunding around machines.</p> <p>Remove contamination quickly – spot clean spills, dry mop large wet areas, vacuum/brush up dry materials.</p> <p>Improve grip – consider slip-resistant flooring; provide slip-resistant footwear.</p>

Potential issue	Tick if 'yes'	Suggested action
<b>Work areas and work platforms (e.g. kitchens, warehouses, storerooms) (continued)</b>		
<p>Is condensation forming on the floor?</p> <p>Is condensation forming on overhead pipework and dripping onto the floor.</p> <p>Is the floor slippery?</p>		<p>Improve ventilation – use extraction.</p> <p>Insulate overhead pipework.</p> <p>Improve grip – consider slip-resistant flooring; provide slip-resistant footwear.</p>
<p>Is poor drainage causing a pooling of fluids on the floor?</p>		<p>Improve floor drainage.</p>
<p>Cold store – is there ice build-up on the floor?</p> <p>Is the floor slippery?</p>		<p>Remove ice.</p> <p>Door maintenance – check door closes and seals properly – replace seals, fix door and frame.</p> <p>Prevent humidity, e.g. fit automatic doors, curtains, humidity controls.</p> <p>Consider supplying slip-resistant footwear.</p>
<p>Are designated walkways unusable or partially blocked?</p>		<p>Create a clear and even walkway through the workplace.</p> <p>Housekeeping needed – tidy away cables, provide additional storage, clear away clutter, boxes and equipment, safely store pallets.</p>
<p>Are walkways uneven, do they have holes or missing tiles?</p>		<p>Barrier off area as a temporary solution, ensure barriers cannot be easily moved.</p> <p>Highlight hazard, e.g. improve lighting, use eye-catching colour on defective area as a temporary solution.</p> <p>Maintenance required – fill in holes, relay/replace</p>
<p>Are there any raised carpet edges or holes?</p>		<p>Firmly stick down raised or loose edges.</p> <p>Maintenance required – replace all or damaged section of carpet.</p>
<p>Are the tiles or flooring becoming unstuck or curling at the edges?</p>		<p>Firmly stick down loose tiles and raised edges.</p> <p>Maintenance required – replace all or damaged section of flooring.</p>
<p>Are there any trip hazards around workstations, e.g. trailing cables, boxes, deliveries or other objects?</p>		<p>Encourage a 'see it, sort it' mentality among staff.</p> <p>Housekeeping needed – keep walkways clear, tidy away or use cable covers, provide additional storage, clear away boxes and equipment.</p>
<p>Are light levels too low to see clearly?</p> <p>Is light bouncing off the flooring creating glare?</p>		<p>Improve lighting – new bulbs, re-angle, additional lights, install antiglare grills.</p> <p>Stop glare – consider removing floor surface shine.</p>

Potential issue	Tick if 'yes'	Suggested action
<b>Toilets, bath and shower rooms</b>		
<p>Is water getting onto the floor?</p> <p>Is the floor slippery when wet?</p>		<p>Stop water getting onto the floor – improve shower curtains/screens, position sufficient hand dryers close to sinks.</p> <p>Remove water quickly – regular monitoring, spot clean, dry mop wet areas.</p> <p>Improve floor drainage where possible.</p> <p>Improve grip – consider fitting slip-resistant flooring.</p>
<p>Are taps or pipes leaking?</p>		<p>Prevent contamination spreading – provide drip trays as a temporary solution.</p> <p>Maintenance required – fix leaks and taps.</p>
<b>Cleaning</b>		
<p>Are spillages left on the floor for some time before they are cleaned up?</p>		<p>Encourage a 'see it, sort it' mentality among staff.</p> <p>Ensure spills cleaning equipment is readily available for use.</p> <p>Review/improve cleaning regime and timings of cleaning schedule.</p> <p>Consider introducing a roving cleaner.</p>
<p>Are small spills wet mopped?</p>		<p>Spot clean small spills using absorbent cloth/paper towel.</p> <p>Provide training and then supervise.</p> <p>Ensure spills cleaning equipment is readily available for use.</p>
<p>Can people walk through areas during wet mopping or when floors are still wet?</p> <p>Is the floor smooth or slippery when wet?</p>		<p>Keep people off smooth wet floors – Barrier off/close off areas, wet mop out of hours when no-one is around.</p> <p>Reduce drying time – dry mop the floors with a clean, proprietary dry mop.</p>
<p>Are warning signs left out long after the spill has gone and floor has dried?</p>		<p>Remove cones and signs as soon as cleaning is completed and floor is dry.</p> <p>Provide training and then supervise.</p>
<p>Does the floor look dirty even though it has just been cleaned?</p>		<p>Check manufacturers'/suppliers' cleaning instructions are being followed.</p> <p>Review floor cleaning method, alter to suit floor type.</p> <p>Provide training on new method and then supervise.</p>

Potential issue	Tick if 'yes'	Suggested action
<b>Cleaning (continued)</b>		
Are people slipping on the floor even though it has been cleaned and is dry?		Thoroughly clean to remove build-up of polish, grease etc.  Review and alter floor cleaning method.  Provide training on new method and then supervise.
Can cleaning equipment leads be seen crossing or blocking walkways, creating a trip hazard?		Coil up unused equipment cable.  Change power source – provide additional power sockets; use socket nearest area being cleaned.  Consider change to battery-powered equipment.  Provide training on new method and then supervise.
Do bin bags/cleaning equipment in walkways create trip hazards?		Provide training on awareness of trip hazards and how to avoid them and then supervise.
<b>Tasks</b>		
Do tasks stop people seeing slip or trip hazards, e.g. carrying items that restrict view, upset people's balance, rushing?		Review and improve manual handling and moving procedures.  Review work activity.

### Good Housekeeping Guidelines

#### Work Place Conditions

- 1) Get workplace condition right in the first place. It will make tackling slip and trip risks easier. Choose the right floor surfaces and suitable lighting, properly plan pedestrian and traffic routes and avoid overcrowding. All these are important.

#### Good Housekeeping

- 2) Good housekeeping is important in preventing hazards and applies as much to wards, offices and other premises/facilities provided by LSW and workshops, etc. Keep work areas tidy. It will create a better working environment and mean fewer accidents.

#### Training

- 3) Properly train workers, particularly in the correct use of any safety and cleaning equipment provided, and clearly state who is responsible for what; this will help to minimise risks.

#### Cleaning Equipment, Materials and Methods

- 4) Ensure that cleaning methods and equipment are suitable for the type of surface being treated. These depend on several factors, such as the type of use and location and will have been identified in the risk assessment. Take care not to create additional slip and trip risks, for example from residues not properly removed from a surface. Encourage the use of scrubber dryers.

#### Maintenance Programmes

- 5) A proper programme of maintenance will ensure that the steps you have taken remain effective.

#### Repairs

- 6) Necessary maintenance and repairs must be carried out.

#### Cleaning Activities

- 7) While cleaning and maintenance work is being carried out, take care to avoid creating hazards. Position warning signs for wet surfaces until dry (and then remove signs), take care with trailing leads from cleaning equipment, and if possible carry out cleaning and maintenance during quieter hours.

### **A good system of maintenance ensures that:**

- 8)
  - a) Maintenance (including inspection, testing, adjustment and cleaning) is carried out at suitable intervals (i.e. ladder/steps/step stool checks).
  - b) Dangerous defects are corrected and access to faulty equipment or hazardous areas is prevented in the meantime.
  - c) Suitable records are kept so that the system can be monitored.
- 9) Lighting should enable people to see obstructions on the floor, potentially slippery areas, etc, so they can work safely. Replace, repair or clean lights before the lighting levels become insufficient for working.
- 10) Arrange lighting and light fittings so they do not create dazzling light or glare that can make it difficult to see. Ensure light levels are not reduced, for example by goods stacked in such a way as to block light or cast shadows.
- 11) Local lighting should always be provided at staircases and changes of level; it is usually also needed at ramps where there is no change in colour, texture or flooring material from level walkway to ramp.

### **Flooring**

- 12) Poor floor conditions are a major cause of slips and trips. Regular checks should be made for loose floor finishes, holes and cracks in surfaces, loose and worn out rugs and mats, etc.
- 13) Even a good surface will become dangerous in certain conditions, for example if liquids are spilt onto it. However, where they do occur they should be cleaned up immediately or appropriately signage used to make people aware until they can be cleaned up. Where the floors are unavoidably wet or dusty through work activity, take special care in the choice of floor coverings or floor surface.

### **Obstructions**

- 14) Failure to tidy up properly and objects left in walk ways can easily go unnoticed and cause a fall. Where it is not possible to remove obstacles, take precautions to reduce the risk of accident by preventing access or warning people of the dangers, i.e. using warning signs or hazard cones, or somebody verbalising the danger.

### **Footwear**

- 15) While much can be done to reduce hazards, there will often be some remaining risk. An important second line of defense will be to ensure people have the right footwear.

## Appendix D

<b>Slips, Trips &amp; Falls Audit Tool</b>	Yes	No
Has the workplace assessment been completed which looks at the potential risk of slips, trips and falls?		
Have risk assessments been recorded and do they include action plans to address slip, trip or fall hazards?		
Do workplace inspections take place and are actions implemented?		
Are cleaning and maintenance regimes in place?		
Are all accidents / incidents / near misses involving slips, trips and falls always reported and appropriately graded?		
Is there suitable signage and materials available to deal with spillages?		
Has appropriate information been made available to staff to allow spillages to be effectively and appropriately cleaned when domestic staff are not available?		

# Simple mistakes can shatter lives...



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## ...your actions could help stop them from happening.

You might think you're doing everything you can to prevent slips in your workplace, but everyone could do a lot more. Remember:

- If you see a spill, get it cleaned up promptly.
- If you spot a trip hazard, make it safe.
- Wear shoes with good grip, so you don't slip.
- Help to keep your workplace clean and tidy.



HSE offers instant, practical guidance including the STEP tool, which provides online tutorials that will help you manage risk more effectively. Stay safe and go to [www.hse.gov.uk/shatteredlives](http://www.hse.gov.uk/shatteredlives)

This poster was produced in partnership with LACORS



**Stop slips and trips happening – see it, sort it, report it!**