

Windows Safety Policy

Name	Windows Safety Policy
Summary	This policy describes the arrangements in place for the Golden Jubilee Foundation (GJF) to prevent anyone from accidentally or intentionally falling from a window where an employee, patient, visitor or guest would be expected to attend
Associated Documents	Health and Safety Policy
Target Audience	All staff of GJF
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Approving committee/group	Health and Safety Committee
Document Lead	David Wilson (H&S)
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The Golden Jubilee Foundation is the new brand name for the NHS National Waiting Times Centre.
Golden Jubilee National Hospital Charity Number: SC045146

Golden Jubilee Foundation Values Statement

What we do or deliver in our roles within the Golden Jubilee Foundation (GJF) is important, but the way we behave is equally important to our patients, customers, visitors and colleagues. We know this from feedback we get from patients and customers, for example in “thank you” letters and the complaints we receive.

Recognising this, the GJF have worked with a range of staff, patient representatives and managers to discuss and promote our shared values which help us all to deliver the highest quality care and service across the organisation. These values are closely linked to our responsibilities around Equality.



Valuing dignity and respect

A can do attitude

Leading commitment to quality

Understanding our responsibilities

Effectively working together

Our values are:

- Valuing dignity and respect.
- A ‘can do’ attitude.
- Leading commitment to quality.
- Understanding our responsibilities.
- Effectively working together.

Our policies are intended to support the delivery of these values which support employee experience.

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1. Background & Introduction

Falls from windows, either accidentally or intentionally, pose a reasonably foreseeable risk for service users within the Golden Jubilee Foundation (GJF). Although instances historically are rare the consequences of any such incident can be extremely severe.

2. Purpose

The purpose of this policy is to formalise the Board's measures in support of its intention that risks of falls from windows be reduced as far as is reasonably practicable.

3. Scope

This policy applies to all GJF staff (temporary and permanent), members of the public, patients, visitors and guests and applies to all GJF existing and new buildings and renovations or refurbishments of existing buildings.

This policy has been written taking into consideration the needs of all diversity groups.

4. Objectives

The objective of this policy is ensure there are procedures in place to prevent anyone from falling from a window and sustaining a significant injury as a result of a defect or unauthorised removal of a restrictive mechanism of a window or physical barrier. It does this by:

- Describing the criteria for fitting restrictors and any additional physical barriers to windows;
- Defining the requirements for environmental checks and risk assessments by managers and planned preventative maintenance (PPM) by Estates and Facilities to ensure control measures are in place and functioning correctly;
- Setting out the responsibility for all staff and others who share the premises to report any defects immediately;
- Describing the induction information and instruction required to ensure that staff members understand the risks, precautions to be taken and the need to report any issues without delay.

5. Responsibilities

5.1 Executive Management

The Board has overall responsibility for the health, safety and welfare of all staff, service users, visitors and others within the GJF.

Members of the Executive Management Team have full responsibility for the health, safety and welfare of all staff, visitors and others within the wards, offices etc under their specific management.

All Directors have a corporate responsibility to promote a responsible approach in health and safety in the Board.

While ultimate responsibility is vested in the Board, executive responsibility is delegated to the Chief Executive for managing health and safety, including compliance with relevant legislation and Board policies.

5.2 Responsibilities of Estates and Facilities Department

It shall be the responsibility of the Estates and Facilities Department to ensure that the requirements noted in sections 7 & 8 of this policy are met. In addition to existing buildings, any refurbishments and/or renovations will also be subject to the requirements of this policy.

5.3 Responsibility of the Health & Safety Committee

The Health and Safety Committee is responsible for approving this policy.

5.4 Responsibilities of Department Managers

Managers will bring the Board's Window Safety Policy to the attention of their staff members. Managers will also:

- Ensure that this policy is implemented within their area of control;
- Investigate all relevant adverse incidents and near misses and take appropriate action;
- Recognise that specialist tools are for maintenance purposes only and must not be available for staff to use. Such equipment will only be held by Estates and Facilities.
- Ensure that suitable and sufficient risk assessments have been made where windows do not comply with Section 8 of this policy and that measures are identified to reduce the risk of falls from windows to the lowest level which is reasonable and practicable. Managers should communicate any risks via their department risk register using the locally agreed process for undertaking this.
- Ensure quarterly Health and Safety inspection checklists are completed, part of which covers window restrictors. Inspections should be made with the co-operation of any health and safety representatives.
- Take immediate action to render an area safe if for any reason the window becomes unsafe. It should also be reported for rectification to the maintenance department, via the maintenance help desk, as an urgent job request.

5.5 Responsibilities of Individual Employees

The Health and Safety at Work Act 1974 states the following duties:

- Every employee has a duty of care for the health and safety of people at work and other persons who may be affected by work activities.

- Employees must take care of themselves and others at work and co-operate with the GJF in the implementation of health and safety systems.
- Employees must obey the directions of their employer in matters relating to health and safety or compliance with legal duty.
- Employees must not interfere with or misuse items provided in the interests of health and safety.

These duties under the Health & Safety at Work Act 1974 in relation to window safety and this policy are detailed in the safety instructions below:

- Windows that are secured (i.e. screwed or nailed shut) should not be freed and opened without also installing adequate restrictors. Guidance and assessment should be sought from Estates & Facilities as to what type of restrictor should be installed.
- Windows that are opening beyond the safe limit or are damaged so that they are unsafe should be made safe immediately (i.e. by locking it or preventing access to the room) and reporting this for rectification to the maintenance department, via the maintenance help desk, as an urgent job request and also report the defect to a supervisory or manager.
- Staff must not remove or alter or tamper with window restrictors.
- Staff discovering circumstances which may threaten the health and safety of themselves or others, i.e. any defect or concern over window restrictors or a lack of window restrictors, must draw the facts to the attention of a supervisor or manager immediately.

6. Policy

The Board's specifications should be applied in all cases as far as is reasonably practicable. Where for reasons of practicability a window cannot be restricted then a suitable and sufficient risk assessment must be made. This is the responsibility of the manager and will be undertaken alongside a member of the Estates Management team and Health and Safety Manager wherever possible. No area will be permitted to expose any service user to a window that has the potential to cause significant injury to service users and members of the public.

It should be noted that it is GJF's policy to restrict all windows where this is a reasonably foreseeable risk of injury from a fall. Windows may only be exempt from this on the grounds that it is technically not reasonably practicable to restrict the window. To arrive at this decision, the advice of the Estates & Facilities and Health and Safety personnel is required. Where the window is not restricted and the risk assessment indicates that there is a significant risk from falls then suitable safety measures must be taken without delay.

The GJF take the issues of health & safety with the utmost importance and may follow the disciplinary procedure with any individual who fails to comply with this policy.

7 Specification for window safety

The specification that the Board applies to windows to prevent falls is as follows:

- All windows must have their openings restricted to a maximum of 100mm.
- All restrictors must be of robust construction.
- All restrictors must be of a type that cannot be removed without the need for a specialist tool. Spanner screws for example are designed to prevent tampering whilst conversely a flat head screw is not a suitable method of fixing as it can easily be removed.
- Tools provided for the removal of restrictors are for maintenance purposes only and must not be available for staff to use.
- All window glazing shall be constructed to meet the requirements of SHTM 57 inclusive of the relevant British Standards and Building Regulations quoted therein.

8. Maintenance

All windows will be subject to routine inspection by appropriate personnel arranged by the Estates & Facilities department. Any window found to be in a poor condition will be subject to repair or replacement as appropriate and at a timescale appropriate to the level of defect. Where windows fail to meet the standard of this policy and are unsafe the area may be taken out of use until repairs are completed.

Records of inspections should cover the following criteria:

- If the window is fitted with restrictors
- Whether the window gap exceeds 100mm or not
- Whether the restrictor is of robust construction (i.e. showing signs of weakness, working loose, missing or loose screws etc)
- Whether the restrictor can be removed without the need for a specialist tool

Results of inspections will be reviewed and used to modify the inspection period as necessary and in line with recommendations of the review.

9. Monitoring and Review

The Health and Safety Manager shall ensure that this policy is reviewed once every three years or after:

- a) Any significant changes in working practices
- b) Any changes in statutory legislation or Board requirements
- c) An incident occurs that requires improvement in practice.

An annual assurance report on health and safety will be provided to the Clinical Governance Risk Management Group and assured by the Health and Safety Committee with oversight by the Board.

Appendix 1: Notice during Construction Works



patient and visitor
notice 3.pdf