



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

NATIONAL AMBULANCE SERVICE

Parent Safety Statement 2016-2017

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Table of Contents

Section 1

Section 1 Safety Policy

1.0 Safety Policy	5
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Section 2 Declaration of Intent

2.1 Declaration of Intent	6
2.2 General Statement of Policy	7

Section 3 Organisational Responsibilities

3.1 General Duties of Employer	9
3.2 Safety Management Structure and Organisational Chart	10

Section 4 Hazard Control Service Arrangements

4.0 Safety Management Policies Supporting the NAS Safety Management System	23
--	----

Section 5 Organisational Arrangements

5.1 Safe Systems of Work	23
5.2 Incident Management	23
5.3 Emergency Plans (Internal)	25
5.4 Fire Safety Management	25
5.5 Maintenance of Buildings, Plant & Equipment	26
5.6 Medical Devices /Equipment Management	26
5.7 Contracted Agency Staff – control, selection & management	26
5.8 Shared Places of Work	26
5.9 Training and Instruction	26

Section 6 Risk Assessment

6.1 Risk Assessment	28
Process	29
Risk rating	30
Principles of Prevention	33

Section 7 Consultation Arrangements

7.0 Consultation Arrangements	34
-------------------------------	----



Section 8 Resources

8.1 Resources 35

Section 9 Distribution / Access to Safety Statement

9.0 Distribution / Access to Safety Statement 36

Section 10 Review / Revision Safety Management Programme

10.0 Safety Management System 37



1.0 Safety Policy

Since the publication of the Corporate Safety Statement in October 2006, it is undoubtedly a fact that the HSE has undergone many changes and faced many challenges.

We would like to take this opportunity to reaffirm our commitment to placing people at the centre of the organisation. In line with this commitment we consider that the management of safety, health and welfare is of fundamental importance in continually improving the quality of the services that we provide, as quality of service is intrinsically linked to the provision of a safe work environment and the operation of safe systems.

In striving to continually improve quality and safety, we recognise and accept our responsibilities for safety, health and welfare. We believe that workplace injuries and illnesses are preventable, and as a consequence we are committed to ensuring the safety, health and welfare of our staff and those affected by the work activities of the HSE.

In order to support the Corporate Plan, we will empower staff to promote and provide leadership in relation to the management of safety, health and welfare in the workplace.

We are committed to ensuring the implementation of a safety management system in the HSE that is consistent with legislative requirements and best practice standards. An integral component of the plan will be the clear allocation of responsibility and accountability to managers and employees that will be supported by the provision of appropriate resources.

We will ensure that appropriate channels of communication are in place to facilitate effective consultation and communication with staff and those who are affected by the activities of the HSE. The aim of consultation and communication will be to promote a positive safety culture through enabling staff to contribute to the decision making process as it relates to safety, health and welfare at work.

We are further committed to ensuring that the safety management system will be subject to continual monitoring and review so that we can ensure that the work environment and systems of work continue to be safe and that they contribute to quality improvement.

(Ref: HSE Corporate Safety Statement 2009)



Section 2.0 Declaration of Intent

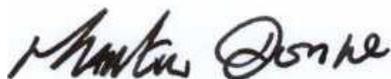
2.1 Declaration of Intent

The Safety Statement has been prepared in accordance with the provisions of the Safety Health and Welfare at Work Act, 2005. The basic intent of the document is to formally declare the means by which the management of the National Ambulance Service ensures, in so far as is reasonably practicable, the safety, health and welfare of staff, clients and others such as visitors, and contractors who may be affected by our activities.

The Safety Statement contains details of the National Ambulance Service Safety Management Programme and of the general arrangements for occupational safety, health and welfare within the service.

Safety is everybody's business and the success of our safety policy will depend on staff co-operation. It is important that employees are familiar with the arrangements for health and safety in the service and incorporate these as an integral part of the tasks performed while at work.

Members of staff and others are invited to contribute to the improvement of safety in the service by making suggestions for the improvement of this Statement through their line manager or Safety Representative.



Signed:

Martin Dunne, Director National Ambulance Service

Date: 03.01.2017



2.2 General Statement of Policy

The National Ambulance Service provides pre-hospital emergency care for the population of Ireland and is responsible for the care and transportation of the seriously ill and injured to, and between hospitals.

We have has responsibility for the planning, co-ordination and provision of a comprehensive and region-wide response in the event of a Major Emergency.

It is our policy to do all that is reasonably practicable to prevent injury or ill health to staff, service users and others who come in contact with our activities. In recognition of our responsibilities under the Safety, Health and Welfare at Work Act, 2005 and other legislation relevant to our operations, the Service is committed to providing and maintaining safe and healthy working conditions by the following measures:

1. We promote standards of safety, health and welfare that comply with the provisions and requirements of the Safety, Health and Welfare at Work Act 2005 and other statutory provisions and codes of practice.
2. We endeavour to provide and maintain safe, healthy working environments, safe systems of work and to protect staff, service users and others such as visitors and contractors, in so far as they come into contact with foreseeable hazards.
3. We provide information, training and supervision to all staff to develop safety awareness, enabling them to work safely and effectively.
4. We identify and define all individuals responsible for Health and Safety arrangements.
5. We encourage full and effective joint consultation on all health and safety matters relevant to your role.
6. We provide financial and / or staff resources required in so far as is reasonably practicable.
7. We review this safety statement and its contents when:
 - (a) *There has been significant change in the matters to which it relates, or*
 - (b) *There is another reason to believe that it is no longer valid, e.g. new legislation, following an accident, introduction of a new process, etc.*
 - (c) *There is a direction from the Health & Safety Authority following inspection to have the safety statement amended.*

This Safety Statement will be brought to the attention of all Management, Staff and Contractors who come in contact with our service.



The safety and health of our staff is an important service objective.

All staff are responsible for taking reasonable care of their own health, safety and welfare and that of their service users and others affected by their acts or omissions at work.

Adherence to safety procedures is a condition of employment and wilful negligence will result in disciplinary action.



Section 3.0 Organisational Responsibilities

3.1 General Duties of the Employer

- Managing and conducting all work activities so as to ensure the safety, health and welfare of people at work (including the prevention of improper conduct or behaviour likely to put employees at risk).
- Designing, providing and maintaining a safe place of work that has safe access and egress, and uses plant and equipment that is safe and without risk to health.
- Prevention of risks from the use of any article or substance, or from exposure to physical agents, noise, vibration and ionising or other radiations.
- Planning, organising, performing, maintaining and, where appropriate, revising systems of work that are safe and without risk to health.
- Providing and maintaining welfare facilities for employees at the workplace.
- Providing information, instruction, training and supervision regarding safety and health to employees, this must be in a form, manner, and language that they are likely to understand.
- Cooperating with other employers who share the workplace so as to ensure that safety and health measures apply to all employees (including fixed-term and temporary workers) and providing employees with all relevant safety and health information.
- Providing appropriate protective equipment and clothing to the employees (and at no cost to the employees).
- Appointing one or more competent persons to specifically advise the employer on compliance with the safety and health laws.
- Minimising risks to other people at the place of work.
- Ensuring that reportable accidents and dangerous occurrences are reported to the Health and Safety Authority.

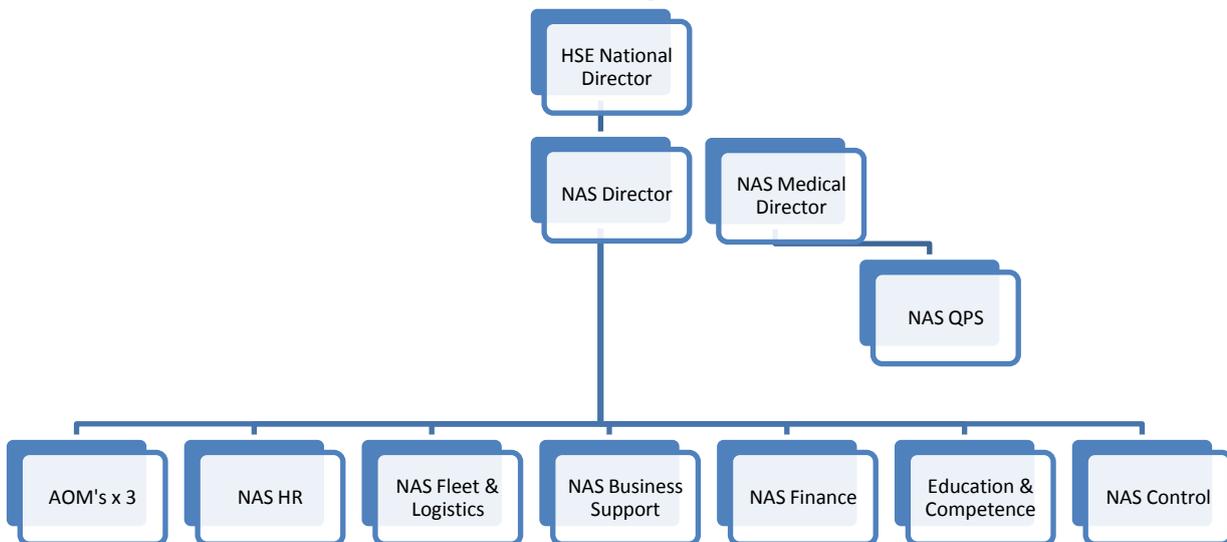
Every employer shall manage and conduct his or her undertaking in such a way as to ensure, so far as is reasonably practicable, that in the course of the work being carried on, individuals at the place of work (not being his or her employees) are not exposed to risks to their safety, health or welfare.



3.2 Safety Management Structure and Organisational Chart

The following is the Leadership Team Structure of the National Ambulance Service. All members of the Leadership Team must ensure the effective implementation of the Safety Statement and the safety management systems of the National Ambulance Service in their area of responsibility.

Leadership Team Chart



HSE National Director with Responsibility for the National Ambulance Service

The HSE National Director is responsible for ensuring that throughout their directorate:

- the systems, processes and resources necessary to manage safety health and welfare are in place
- there is an appropriate procedure in place for the implementation of corporate health and safety policies, procedures, protocols and guidelines
- adequate and appropriate structures are in place to develop, implement, communicate and review the Safety Management Programme
- there is an appropriate system in place for the escalation of risks which cannot be managed or controlled
- the systems and processes in place contribute to compliance with the HSE's Safety Management Programme and relevant legislation
- the safety, health and welfare of employees and others affected by the Directorates activities are protected as far as reasonably practicable
- accountability for safety, health and welfare has been defined and communicated to relevant persons
- suitable arrangements are in place to facilitate effective consultation on matters pertaining to safety, health and welfare in a timely manner and be of balanced participation
- emergencies are planned for and responded to in an effective, consistent and co-ordinated manner
- performance indicators in relation to safety, health and welfare are defined and form part of performance management
- assurance is sought to ensure that the systems, processes and resources necessary to manage safety health and welfare are in place and effective
- safety, health and welfare legislation is reflected as part of the general conditions of a contractor's work specification at all stages of the procurement process
- appropriate arrangements are in place to proactively manage workplace incidents in line with HSE Safety Incident Management Policy QPSD-D-060-1



Director, National Ambulance Service

Responsibilities include;

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- The development, implementation and communication of the Parent Safety Statement.
- That accountability for safety health and welfare has been defined and a clear line of accountability has been described to include roles and responsibilities.
- There is an appropriate procedure in place for the implementation of corporate health and safety policies, procedures, protocols and guidelines
- There is an appropriate system in place for the escalation of risks which cannot be managed or controlled
- The provision of necessary assurances that the systems, processes and resources necessary to manage safety health and welfare are in place.
- The systems and processes in place contribute to compliance with the HSE's Safety Management System and relevant legislation.
- Seek evidence through audit of compliance with legislation and the Safety Management System.
- Ensuring the maintenance of financial systems to identify and track the resources allocated to the Safety Management System
- Identify and prioritise Safety, Health & Welfare at Work Management issues and ensure the Service Planning process has regard to same.
- Ensure that a robust incident management system is in place in his area of responsibility.
- Appropriate arrangements are in place to proactively manage workplace incidents in line with HSE Safety Incident Management Policy QPSD-D- 060-1
- Safety, health and welfare legislation is reflected as part of the general conditions of a contractor's work specification at all stages of the procurement process
- To ensure that Health and Safety related training programmes are developed and implemented.
- To manage the National Ambulance service risk register and manage the escalation to the corporate risk register where necessary.



NAS Medical Director

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within his area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within his area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within his area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within his area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from his office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from his office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within his area of responsibility, organisational change is planned and managed safely.
- Ensure safety management is factored into clinical development strategies



NAS Quality & Patient Safety Manager

- Support the implementation of the Safety Management Programme and ensuring it is systematically and consistently communicated and implemented throughout the NAS.
- Ensure an effective method is in place to accurately monitor and evaluate the efficiency and effectiveness of the Safety Management Programme.
- Ensure the Corporate Safety Statement is reviewed in light of legislative or organisational changes or under the direction of the HSA, but at least annually.
- Ensure that systems of internal control and risk management operate effectively.
- Ensure that there is an appropriate mechanism in place for the communication, review and implementation of the Corporate Safety Statement.
- Ensure appropriate arrangements are in place to proactively engage with relevant statutory and non-statutory regulatory bodies and support agencies.
- Ensure that there is robust communication process in place for the sharing and learning from incidents
- Promote the integration of safety, health and welfare into all activities within their area of responsibility; this may include management team meetings, briefings, policies, procedure and guidelines
- Put in place appropriate procedures to ensure all incidents are reported and managed in accordance with the HSE Safety Incident Management Policy and prescribed accidents and dangerous occurrences are reported to the Health and Safety Authority
- Monitor the performance of the safety, health and welfare programme through performance indicators and audit and ensure the outcomes of the monitoring process are acted on through the development of appropriate action plans.
- Maintain quality and patient safety as the highest priority for the NAS while meeting all necessary standards.
- Maintain and manage a comprehensive risk register for the NAS.
- Implement rigorous risk management, quality and patient safety systems and processes within the NAS.
- Ensure that there are clear quality and patient safety objectives for all work within NAS.
- Provide appropriate leadership, ensuring quality and patient safety is integrated within the work of NAS.
- Hold the NAS accountable for quality and patient safety in association with the National NAS senior management team.
- Establish rigorous and systematic monitoring of the quality and patient safety elements of the NAS plans.



NAS Area Operations Managers

There is an Area Operations Managers in each of the Areas/Regions - North Leinster, West and South who are each responsible for safety, health and welfare at work within the National Ambulance Service at their specific Area Level.

Each is responsible

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure the development, implementation and communication of the Safety Statement within their respective areas
- To ensure that within his area of responsibility that accountability for safety, health and welfare has been defined and a clear line of accountability has been described to include roles and responsibilities.
- To ensure the systems, processes and resources necessary to manage safety, health and welfare are in place within all sites/services within his area of responsibility.
- To ensure that the systems and processes are in place to contribute to compliance with the HSE's Safety Management System and relevant legislation.
- To ensure that Safety, health and welfare is integrated into all activities of his area of responsibility.
- To ensure that The Corporate Safety Statement and its related obligations are communicated throughout his area of responsibility.
- To ensure that Safety, Health & Welfare legislation is reflected as part of the general conditions of a contractor's work specification at all stages of the procurement process.
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- To ensure that a robust incident management system is in place in his area of responsibility.
- To ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- To ensure that Health and Safety related training programmes are developed and implemented.
- To manage the NAS Area risk register and manage the escalation to the National Ambulance Service risk register where necessary.



NAS Fleet, Logistics and Support Officer

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within his area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within his area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within his area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within his area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from his office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from his office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within his area of responsibility, organisational change is planned and managed safely.
- Ensure the development of policies in relation to safe fleet management are compliant with the legislation and best practice
- Ensure that the procurement of equipment including complies with safety standards and best practice and where possible allows for appropriate staff consultation
- Ensure that the procurement Personal Protection Equipment (PPE) complies with safety standards and best practice and to include appropriate staff consultation where practicable.



NAS Head of Education and Competency Assurance

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within his area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within his area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within his area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within his area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from his office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from his office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within his area of responsibility, organisational change is planned and managed safely.
- To provide safety training for all staff and managers that complies with the legislation, based on risk assessment and identified training needs.
- To keep a register of all safety training
- To ensure that clinical training is current, evidence based and remains compliant with safe practices.



NAS National Human Resources Manager

- To comply with both the duties of the employee and the duties of the employer in all of his actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within his area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within his area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within his area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within his area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from his office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from his office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within his area of responsibility, organisational change is planned and managed safely.
- Develop job descriptions to ensure that all safety management functions are carried out
- Prepare staff forecasts to ensure safe service delivery
- Recruitment and development of a safe workforce
- Manage exit strategies for employees who can no longer work for the NAS due to illness or injury
- Advise and assist in the management of safety related performance issues
- Ensure that an adequate number of competent health and safety professionals are in place to provide accurate advice, guidance and assistance to management



NAS Financial Controller

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within her area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within her area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within her area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within her area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within her area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from her office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from her office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within her area of responsibility, organisational change is planned and managed safely.



NAS Business Manager

- To comply with both the duties of the employee and the duties of the employer in all of their actions while working for the National Ambulance Service
- To ensure that Performance indicators in relation to safety, health and welfare are part of team based performance management.
- Ensure that within her area of responsibility H.S.E National Ambulance Service Safety Management Programme is implemented.
- Ensure incidents are reported in accordance with the HSE Incident Reporting Policy and that prompt investigations are carried out.
- Estimate resource requirements (spent and projected) for the execution of the Safety Management Programme within her area of responsibility.
- Escalate identified risks to the National risk register where resources cannot be made available or where the risks cannot be managed within her area of responsibility
- Ensure safety statements and associated risk assessments are undertaken within her area of responsibility.
- To ensure effective consultation with staff in regard to safety, health and welfare within her area of responsibility.
- To contribute to the effective management of the National Ambulance Service RiskRegister
- Ensure capacity to assimilate safety management requirements from future legislation or policy where reasonably practicable.
- To ensure that policies, procedures, protocols etc issued from her office are safely operable and take account of existing work practices.
- To ensure that where a directive is issued from her office impacts upon safety that it is accompanied by a plan to ensure effective implementation.
- Ensure that within her area of responsibility, organisational change is planned and managed safely.



NAS Employees

Employees have the following legal duties under section 13 and 14 of the Safety, Health and Welfare at Work Act 2005:

1. Take reasonable care of their own safety, health and welfare and that of others.
2. Ensure they are not under the influence of an intoxicant to the extent that they may endanger themselves or others.
3. Co-operate with their employer or any other person as appropriate.
4. They must not engage in improper conduct or behaviour (including bullying / harassment).
5. Attend all necessary training.
6. Use safety equipment or PPE provided, or other items provided for their safety, health and welfare at work.
7. Report to your line manager as soon as is practicable:
 - (i) Any work which may endanger the health and safety of themselves or others
 - (ii) Any defect in the place of work, systems of work, articles or substance
 - (iii) Any breach of health and safety legislation of which he or she is aware.

Employees must not:

- (i) Interfere with, misuse or damage anything provided for securing the health, safety and welfare of those at work.
- (ii) Place anyone at risk in connection with work activities.
- (iii) Intentionally or recklessly interfere with or misuse any appliance, or safety equipment provided to secure the safety health or welfare of persons at work.

The National Ambulance Service has expended considerable time and resources in the preparation of a Safety Management Programme designed to protect the interests of its employees. The programme will not succeed unless each employee co-operates fully.

Failure to comply with the terms of the Safety Statement may result in disciplinary action.

The National Ambulance is supported by specialists in the wider HSE. These include Safety Advisors, Occupational Health Specialists and Fire Safety Officers. Contact details will be found in local Safety Statements.



Section 4.0 Hazard Control Service Arrangements

Violence and Aggression	NASCC012 NASCC013 NASCC018 NASWS020 Policy OQR 006
Lone Working	NASWS011
CISM	NASWS004 NASWS025
Infection Control	NASP001
PPE	NASOE001
Pregnant Employees	NASWS007
Safer Moving & Handling	NASWS019
Fleet and Driving	NASOF001 NASOF002 NASOF003 NASOF004 AMBOF013



Section 5.0 Organisational Responsibilities

The following section details the health and safety arrangements in place in the NAS to fulfill the statutory duties and to reduce the risk of injury or ill health to employees and all others affected by NAS activities.

5.1 Safe Systems of Work

The risk assessment process provides management with a systematic approach to the management of risks and enables the identification and prioritisation of subsequent actions necessary for the development and implementation of safe systems of work.

Safe systems of work will be referenced in the relevant Site Specific Safety Statements.

It is the responsibility of local /line managers in all location to ensure that safe systems of work are documented, distributed, accessible, understood by employees and consistently implemented.

5.2 Incident Management

It is the policy of the NAS that all incidents shall be identified , reported, communicated and investigated in accordance with the Safety, Health and Welfare at Work Act 2005 and as specified in the HSE Safety Incident Management Policy QPSD-D-060-1, 2014.

The NAS aims to:

- Be just in its approach to incident management and investigation
- Be committed to the protection and wellbeing of its employees, service users and others
- Demonstrate compliance with legislative and regulatory requirements

The NAS recognises the importance of learning from incidents and therefore promotes an environment within which individuals and groups are encouraged to report, investigate and disseminate safety learning from incidents promptly and openly with the framework of a just culture, which does not seek to apportion unfair blame.

To promote this, learning will be collated at a national level and disseminated as appropriate.

The NAS will ensure:

- There is a robust incident management system in place that will contribute to employees and service user health, safety and welfare.
- All incidents are properly reported, recorded, rated according to impact, effectively managed and disclosed to external agencies as required. They will also be subjected to periodic aggregate reviews to identify trends, gaps and areas that require attention.
- Incident reviews take place to determine key causal factors, root causes and systems failures.
- Recommendations resulting from incident reviews will be considered and those that are agreed will be implemented.
- All incidents and near misses are seen as opportunities for learning, reducing risk and improving quality.



- Incidents and near misses are to be reported as required by Part X of Safety Health and Welfare at Work (General Application) Regulation 1993 and the HSE Safety Incident Management Policy QPSD-D-060-1
- Incident /Near Miss Report Forms are made available locally for this purpose and should be completed as soon as possible following the incident or near miss.

The following procedure must be followed for all incidents/near misses:

- All incidents and near misses must be reported immediately to the line manager/ supervisor
- All incidents and near misses must be clearly recorded in the Incident/Near Miss Report Form
- All incidents must be reported to the State Claims Agency (via National Incident Management System, (NIMS))
- It is the responsibility of the line manager to undertake the initial investigation of all incidents/near misses that occur within their area of responsibility and to ensure that the appropriate action is taken.
- When it is deemed necessary for a more in depth investigation to take place an internal investigation team will be formed to include competent support from appropriate division/service area.

Part X of Safety, Health and Welfare at Work (General Application) Regulations 1993 require incidents to be reported to the Health and Safety Authority (HSA) when:

- A workplace incident causes the death of an employee
- Employees are injured at a place of work and cannot perform their normal work for more than 3 consecutive days, not including the day of the accident.
- Employees are injured while driving or riding in a vehicle in the course of work, and cannot perform their normal work for more than 3 consecutive days, not including the day of the accident
- Any person in a place of work, or as a result of a work activity, requires treatment from a medical practitioner.

The above must be reported on a HSE Incident Report Form IR1 and in the case of a death immediately by telephone. Accidents can be reported to the HSE in 3 ways, namely:

- By hard copy – completing an IR1 report form and posting it to the Workplace Contact Unit, HSA, Metropolitan Building, James Joyce St, Dublin 1; or
- On- line via HSA website, www.hsa.ie
- In case of fatalities, by telephone on 1890 289 389

Part X of Safety, Health and Welfare at Work (General Application) Regulations 1993 also requires dangerous occurrences as described in the Twelfth Schedule to be reported to the HSE on the IR3 Form of Notification of a Dangerous Occurrence.

Under the Safety, Health and Welfare at Work (Biological Agents) Regulations 2103, the HSA must be notified immediately of any work related sharps injury that could cause severe human infection/human illness. The IR3 form of Notification of a Dangerous Occurrence must be used.

All incidents must result in some level of internal investigation and where necessary include competent support from relevant specialist employees within NAS.



5.3 Emergency Plans (Internal)

The Safety, Health and Welfare at Work Act 2005, Section 11 requires that NAS have in place necessary adequate plans and procedures to be followed and measures to be taken in the case of an emergency or serious and imminent danger within the workplace. All emergency plans should include contingency arrangements. Internal Emergency plans are included in all Site Specific Safety Statements.

5.4 Fire Safety Management

The NAS acknowledges its responsibilities and the potential hazards of fire and its associated risks. It will support the identification, assessment and management of such risks which will be detailed in the Fire Safety Management Programme. The Safety, Health and Welfare at Work Act 2005 and the Fire Services Act 1981/2003 clearly assign responsibility for fire safety to those persons who own, occupy, manage or work in premises and in this regard impose two main duties.

Duties of Managers/Employers

The NAS in accordance with its statutory duties will take all reasonable measures to guard against the outbreak of fire on the premises that they own or occupy, and to ensure as far as is reasonably practicable the safety of persons in the event of a fire.

The NAS will ensure so far as is reasonably practicable that:

- All escape routes are indicated, kept clear, fitted with emergency lighting and are available at all times.
- Where the premises are occupied appropriate fire fighting equipment is provided.
- There is full compliance with the requirements of the Safety, Health and Welfare at Work (General Application) Regulations 2007 Chapter 1 Pt 2 Regulations 12 and 13 in particular.

Duties of all Employees, Contractors, Visitors

Statutory duties are also imposed on every person using the premises to conduct themselves in such a way as to ensure that as far as reasonably practicable any person on the premises is not exposed to danger from fire as a consequence of any act or omission of theirs.

The obligations in this section require all employees, irrespective of status, to work safely and to co-operate fully with procedures and practices set down by the employer. All employees should be familiar with the day to day fire prevention measures as well as the equipment that should be used in the event of a fire.

The NAS acknowledges its responsibility in relation to management of fire safety and have developed a Fire Safety Management Strategy which includes the following;

- Fire Safety Register
- Fire Safety Training Programme
- Maintenance Contracts for fire safety equipment
- Fire Safety Risk Assessments



5.5 Maintenance of Buildings, Plant and Equipment

It is the obligation of managers to ensure that there is a planned preventative maintenance programme for buildings, plant and equipment. Records in relation to the completion of this programme must be maintained and available for inspection if requested.

Maintenance of plant and equipment should be in full compliance with Guidance of Statutory Inspections issued by the State Claims Agency and Inspection and Testing of Equipment and Machinery Regulatory Requirements Parts 1 & 2

5.6 Medical Devices / Equipment Management

To ensure effective governance in relation to medical devices, the HSE Medical Device/Equipment Management Policy sets out the requirements to the management of medical devices/equipment within the service and within agencies funded by the HSE and to ensure that medical devices/equipment are managed in a way which complies with the requirements of regulation and best practice. A Medical Devices /Equipment Management Committee (MDEMC) to facilitate implementation, monitor compliance and provide assurance in relation to the policy and standards is to be established.

5.7 Selection, Control and Management of Contracted and Agency Personnel

The management of contractors is recognised by the NAS as an integral component of the Safety Management Programme and will ensure that appropriate selection of contractors is in line with current safety, health and welfare legislative requirements.

Contractors will be required to submit their safety Statement, details of their Safety Management Programme and previous safety performance at the tender stage for examination. As part of the tendering process it is a management responsibility to ensure that contractors are made aware of any specific hazards present in the workplace relating to the contract that may pose a risk to them.

5.8 Shared Place of Work

Services who share a place of work are required by the Safety, Health and Welfare at Work Act 2005, to co-operate in complying with and implementing health and safety provisions and to co-ordinate their preventative activities. They must keep each other informed about the risks to safety, health and welfare arising from their work activities.

5.9 Training and Instruction

The NAS acknowledge the need to provide a safe and healthy environment for employees, service users and others, and commits to ensuring that employees and managers receive the necessary training to undertake the responsibilities/ duties required of them in their role as an employee of the NAS in a safe and efficient manner.

A systematic approach to identify training needs will be implemented in the NAS. Management must ensure staff are provided with and attend training or refresher training where necessary. Management must monitor and identify areas for further training or refresher training as appropriate.

There is a reciprocal duty placed on employees to attend such training.



It is the responsibility of management to ensure that there is an appropriate method in place for the recording of all training in accordance with legislative requirements. Training records must be appropriately maintained and managed and available for inspection



6.0 Risk Management Process

6.1 Risk Assessment

A Risk Assessment is a systematic and critical examination of the workplace for the purpose of identifying hazards, assessing the risk and recommending controls of the hazard where appropriate. Where hazards cannot be eliminated, control measures will be recommended to reduce the risk to an acceptable level

In accordance with Section 19 Safety Health and Welfare at Work Act 2005, Risk Assessments have been completed for each work location.

Within the Risk Assessment persons responsible for ensuring that additional recommended controls are implemented within agreed timeframes are named. Employees will be made aware of the Risk Assessments relevant to their work activities. A Risk Assessment will be reviewed where:

- (a) There has been significant change in the matters to which it relates, or
- (b) There is another reason to believe that it is no longer valid, e.g. new legislation, following an accident, introduction of a new process, etc.

Following the review, Risk Assessments will be amended as appropriate.

The selection and implementation of the most appropriate method of risk or hazard control is a crucial part of the risk assessment process.

Persons carrying out Risk Assessments will have regard to *Schedule 3 of Safety Health and Welfare at Work Act 2005*.

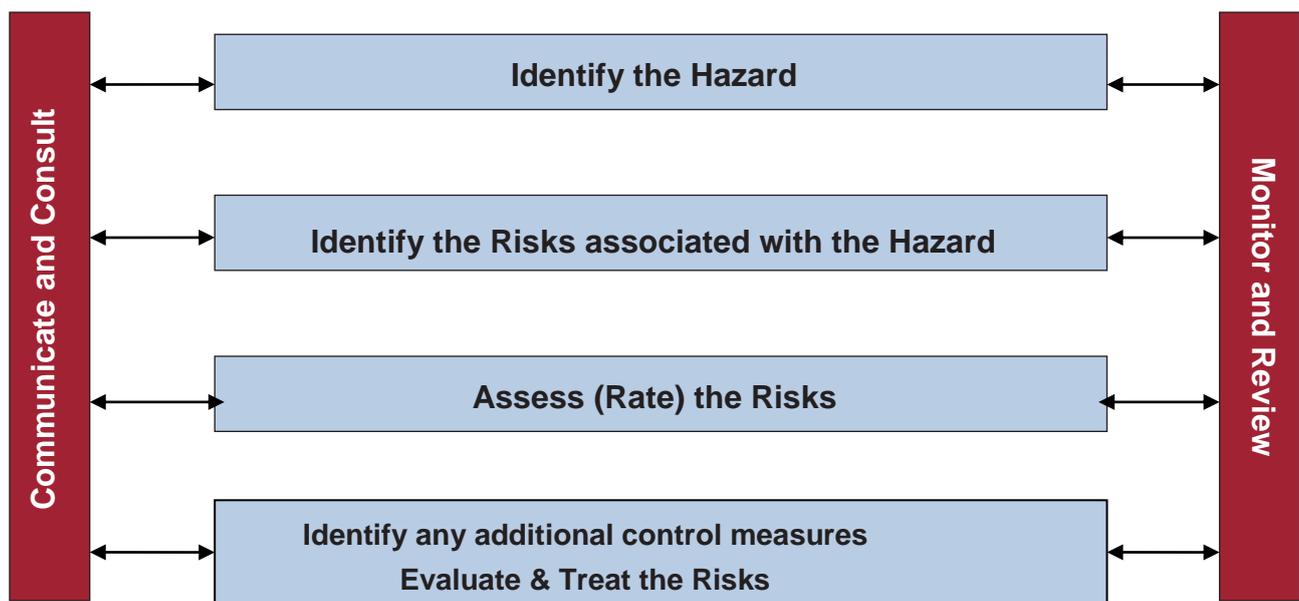


Communicate and Consult:

Describe the communication and consultation process in relation to risk assessment.

Figure 1 below outlines the Risk Management Process.

Figure 1 – Risk Management Process



Each of the 4 steps in the risks management process are described in detail below.

Step 1 Identification of hazards

The first step in safeguarding safety, health and welfare is to identify hazards. To help identify hazards it is useful to categorise hazards as the following

- Physical
- Chemical
- Biological
- Psychosocial

Step 2 Identification of risks associated with hazards

This step starts with describing the risks associated with and persons affected by each of the hazards identified. It is important that the description of each risk provided, accurately and comprehensively captures the nature and impact of the risk.

As the information from this process may be included in the relevant risk register the risks should be described using the following process:

The 'ICC approach' to risk description

- Risk is inherently negative, implying the possibility of adverse impacts. Describe the potential area of **Impact** if the risk were to materialise.
- Describe the **Causal Factors** that could result in the risk materialising.
- Ensure that the **Context** of the risk is clear, e.g. is the risk 'target' well defined (e.g. staff. Patient, department, hospital etc.

Step 3 Assess (Rate) the Risks

The next step in the process is to rate the risk associated with the hazard (risk analysis). Rating of risk is carried out taking account of existing control measures.

Two elements need to be determined when assessing the level of risk posed: i.e.

1. The **likelihood** that a specified event may occur or reoccur. and
2. The **impact** of harm to patients, staff, services, environment or the organisation as a result of the undesired event occurring.



HSE Risk Matrix (Combining Impact and Likelihood)

Risk Matrix	Negligible(1)	Minor(2)	Moderate(3)	Major(4)	Extreme(5)
Almost Certain (5)	5	10	15	20	25
Likely (4)	4	8	12	16	20
Possible (3)	3	6	9	12	15
Unlikely (2)	2	4	6	8	10
Rare/Remote (1)	1	2	3	4	5

Example 1: Likelihood of 3 (Possible) x Impact of 2 (Minor) = 2 x 3 = 6 (Amber) M6

Example 2: Likelihood of 2 (Unlikely) x Impact of 3 (Moderate) = 3 x 2 = 6 (Amber) M6



Impact Table (Clinical and Non-Clinical Incidents)

	Negligible	Minor	Moderate	Major	Extreme
Injury	Adverse event leading to minor injury not requiring first aid. No impaired Psychosocial functioning	Minor injury or illness, first aid treatment required <3 days absence < 3 days extended hospital stay Impaired psychosocial functioning greater than 3 days less than one month	Significant injury requiring medical treatment e.g. Fracture and/or counselling. Agency reportable, e.g. HSA, Gardaí (violent and aggressive acts). >3 Days absence 3-8 Days extended hospital Stay Impaired psychosocial functioning greater than one month less than six months	Major injuries/long term incapacity or disability (loss of limb) requiring medical treatment and/or counselling Impaired psychosocial functioning greater than six months	Incident leading to death or major permanent incapacity. Event which impacts on large number of patients or member of the public Permanent psychosocial functioning incapacity.
Service User Experience	Reduced quality of service user experience related to inadequate provision of information	Unsatisfactory service user experience related to less than optimal treatment and/or inadequate information, not being talked to & treated as an equal; or not being treated with honesty, dignity & respect - readily resolvable	Unsatisfactory service user experience related to less than optimal treatment resulting in short term effects (less than 1 week)	Unsatisfactory service user experience related to poor treatment resulting in long term effects	Totally unsatisfactory service user outcome resulting in long term effects, or extremely poor experience of care provision
Compliance with Standards (Statutory, Clinical, Professional & Management)	Minor non compliance with internal standards. Small number of minor issues requiring improvement	Single failure to meet internal standards or follow protocol. Minor recommendations which can be easily addressed by local management	Repeated failure to meet internal standards or follow protocols. Important recommendations that can be addressed with an appropriate management action plan.	Repeated failure to meet external standards. Failure to meet national norms and standards / Regulations (e.g. Mental Health, Child Care Act etc). Critical report or substantial number of significant findings and/or lack of adherence to regulations.	Gross failure to meet external standards Repeated failure to meet national norms and standards / regulations. Severely critical report with possible major reputational or financial implications.
Objectives/Projects	Barely noticeable reduction in scope, quality or schedule.	Minor reduction in scope, quality or schedule.	Reduction in scope or quality of project; project objectives or schedule.	Significant project over – run.	Inability to meet project objectives. Reputation of the organisation seriously damaged.
Business Continuity	Interruption in a service which does not impact on the delivery of service user care or the ability to continue to provide service.	Short term disruption to service with minor impact on service user care.	Some disruption in service with unacceptable impact on service user care. Temporary loss of ability to provide service	Sustained loss of service which has serious impact on delivery of service user care or service resulting in major contingency plans being involved	Permanent loss of core service or facility. Disruption to facility leading to significant 'knock on' effect
Adverse publicity/ Reputation	Rumours, no media coverage. No public concerns voiced. Little effect on staff morale. No review/investigation necessary.	Local media coverage – short term. Some public concern. Minor effect on staff morale / public attitudes. Internal review necessary.	Local media – adverse publicity. Significant effect on staff morale & public perception of the organisation. Public calls (at local level) for specific remedial actions. Comprehensive review/investigation necessary.	National media/ adverse publicity, less than 3 days. News stories & features in national papers. Local media – long term adverse publicity. Public confidence in the organisation undermined. HSE use of resources questioned. Minister may make comment. Possible questions in Dail. Public calls (at national level) for specific remedial actions to be taken possible HSE review/investigation	National/International media/ adverse publicity, > than 3 days. Editorial follows days of news stories & features in National papers. Public confidence in the organisation undermined. HSE use of resources questioned. CEO's performance questioned. Calls for individual HSE officials to be sanctioned. Taoiseach/Minister forced to comment or intervene. Questions in the Dail. Public calls (at national level) for specific remedial actions to be taken. Court action. Public (independent) Inquiry.
Financial Loss (per local Contact)	<€1k	€1k – €10k	€10k – €100k	€100k – €1m	>€1m
Environment	Nuisance Release.	On site release contained by organisation.	On site release contained by organisation.	Release affecting minimal off-site area requiring external assistance (fire brigade, radiation, protection service etc.)	Toxic release affecting off-site with detrimental effect requiring outside assistance.

Step 4 Identify any Additional Control Measures that are required

(Risk Evaluation and Treatment)

There is a requirement to do all that is reasonably practicable to minimise the risk of harm to staff, service users and visitors. Therefore once a hazard is identified and the risk assessed, the necessary control measures must be developed and implemented to protect safety, health and welfare. Best practice is to remove the hazard, if it cannot be removed, control measures must be put in place to reduce the risk.

An action plan should be devised for each risk where the assessment completed indicates that further control measures are required. It is advised that when completing action plans that high risk hazards are dealt with as a priority. Time frames must be compiled for the actioning of each hazard identified. Actions must be realistic and timely. Immediate actions and long term actions must be considered in order to eliminate the hazard or reduce the risk to an acceptable level.

The General Principals of Risk Prevention are as follows:

- The avoidance of risks.
- The evaluation of unavoidable risks.
- The combating of risks at source.
- The adaptation of work to the individual, especially as regards the design of places of work, the choice of work equipment and the choice of systems of work, with a view, in particular, to alleviating monotonous work and work at a predetermined work rate and to reducing their effect on health.
- The adaptation of the place of work to technical progress.
- The replacement of dangerous articles, substances or systems of work by non-dangerous or less dangerous articles, substances or systems of work.

Recording your Risk Assessment:

The results of the risk assessment must be documented in accordance with legislative requirements.

Monitoring and Review

Once control measures have been developed and implemented a systematic and regular review must be implemented to ensure that the control measures are working effectively. Control measures must be monitored and evaluated on a regular basis. Sooner or later new equipment, procedures or substances will be introduced that could lead to new hazards – if there is any significant change the risk assessment should be amended to take account of these new hazards and brought to the attention of the relevant personnel. All assessments should be reviewed on an annual basis.



Section 7.0 Consultation Arrangements

The National Ambulance Service recognises that all staff has an integral role to play in the adoption and management of health and safety and should have effective means for consultation and representation on health & safety matters.

In accordance with S20 of the Safety, Health & Welfare at Work Act 2005 consultative structures have therefore been established to facilitate participation by management, staff delegates and Safety Representatives.

The effectiveness of the consultation arrangements will be reviewed at regular intervals. The National Ambulance Service has the following consultation mechanisms in place:

- Safety Representatives
- Safety Committees
- Health & Safety is an agenda item at management meetings



8.1 Resources

It is necessary to expend resources in order to achieve the implementation of the safety management programme. This takes the form of personnel, time and finance.

Finance is allocated in order to procure and maintain health and safety equipment that will help to minimise risk to staff. Examples include manual handling equipment, sharps freedelivery devices and communications equipment.

Time resources include developing the safety statement, monitoring and reviewing risk assessments, developing safe work practice sheets and consulting with employees. Additional specialist input is made by the Health and Safety co-ordinator, Moving and Handling instructors, Occupational Health department, Infection Control department and Fire Officers.



Section 9.0 Distribution / Access to the Safety Statement

Each employee has access to a copy of this Safety Statement which is located in the Health and Safety folder located in all workplaces.

The Health and Safety folder must not be removed from any of the above mentioned areas.



10.1 Safety Statement

Review this safety statement and its contents when:

- (a) There has been significant change in the matters to which it relates, or
- (b) There is another reason to believe that it is no longer valid, e.g. new legislation, following an accident, introduction of a new process, etc.
- (c) There is a direction from the Health & Safety Authority following inspection to have the safety statement amended.

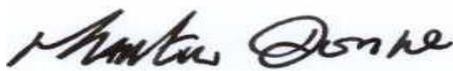
10.2 Safety Management System

This safety statement and its contents will be reviewed by NAS Leadership Team by 31/12/2017

Any revisions of the safety statement will be circulated to all staff by the relevant manager, supervisor and the Safety Representatives.

The HSA's Auditing Safety and Health Management System for the Healthcare Sector is the HSE's audit tool of choice.

Signed:



Print Name: Martin Dunne

Title: Director National Ambulance Service

Date: 03/01/2017



