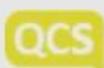




Review Sheet

Last Reviewed 27 Mar '23	Last Amended 27 Mar '23	Next Planned Review in 12 months, or sooner as required.
Business impact	Changes are important, but urgent implementation is not required, incorporate into your existing workflow. MEDIUM IMPACT	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy will support the service to ensure compliance with relevant environmental legislation and industry best practice. It has been reviewed and updated to outline how the service will promote the reduction of waste and reduce its carbon footprint. New content has also been added regarding Reduce, Reuse and Recycle principles as well as additional Further Reading links and Underpinning Knowledge references.	
Relevant legislation:	<ul style="list-style-type: none"> • The Environment Act 2021 • The Care Act 2014 • Civil Contingencies Act 2004 • Control of Substances Hazardous to Health Regulations 2002 • The Hazardous Waste (England and Wales) Regulations 2005 • Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015 • Health and Safety at Work etc. Act 1974 • Management of Health and Safety at Work Regulations 1999 • The Workplace (Health, Safety and Welfare) Regulations 1992 • The Health and Safety (Miscellaneous Amendments) Regulations 2002 • Data Protection Act 2018 • Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) • Coronavirus Act 2020 • UK GDPR 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: Reduce Reuse Recycle, (2023), <i>What Does Reduce Reuse Recycle Mean?</i>. [Online] Available from: https://www.reducereuserecycle.co.uk/index.php [Accessed: 27/3/2023] • Author: Public Health England, (2020), <i>Public Health England's 2020 sustainable development report</i>. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/614442/2020_sustainable_development_report.pdf [Accessed: 27/3/2023] • Author: Public Health England, (2020), <i>Sustainable Development Management Plan 2020/25</i>. [Online] Available from: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/614442/2020_sustainable_development_report.pdf [Accessed: 27/3/2023] • Author: HSE, (2022), <i>Management of healthcare waste</i>. [Online] Available from: https://www.hse.gov.uk/healthservices/healthcare-waste.htm [Accessed: 27/3/2023] • Author: HSE publication, (2014), <i>Health and safety in care homes</i>. [Online] Available from: https://www.hse.gov.uk/pUbns/priced/hsg220.pdf [Accessed: 27/3/2023] • Author: The King's Fund: Chris Naylor, John Appleby, (2012), <i>Sustainable health and social care: Connecting environmental and financial performance</i>. [Online] Available from: https://www.kingsfund.org.uk/publications/sustainable-health-and-social-care [Accessed: 27/3/2023] 	





HS02 - Environmental Policy and Procedure

Health and Safety - Health & Safety

First Option Healthcare Limited
A M P House, North Wing, 7th Floor, Dingwall Road, Croydon, CR0 2LX

Suggested action:	<ul style="list-style-type: none">• Encourage sharing the policy through the use of the QCS App• Add the policy to the planned team meeting agendas
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



1. Purpose

1.1 To describe the arrangements in place at First Option Healthcare Limited for ensuring compliance with relevant environmental legislation and for following industry best practice.

1.2 To outline the key environmental responsibilities of First Option Healthcare Limited and the means by which it ensures compliance is maintained.

1.3 To support First Option Healthcare Limited in meeting the following Key Lines of Enquiry/Quality Statements (New):

Key Question	Key Lines of Enquiry	Quality Statements (New)
RESPONSIVE	R2: How are people's concerns and complaints listened and responded to and used to improve the quality of care?	QSR4: Listening to and involving people
WELL-LED	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed?	QSW5: Governance, management and sustainability
WELL-LED	W4: How does the service continuously learn, improve, innovate and ensure sustainability?	QSW7: Learning, improvement and innovation
WELL-LED	W5: How does the service work in partnership with other agencies?	QSW6: Partnerships and communities
WELL-LED	No equivalent KLOE	QSW8: Environmental sustainability sustainable development

1.4 To meet the legal requirements of the regulated activities that {First Option Healthcare Limited} is registered to provide:

- The Environment Act 2021
- The Care Act 2014
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Coronavirus Act 2020
- UK GDPR



2. Scope

- 2.1** The following roles may be affected by this policy:
- All staff
- 2.2** The following Service Users may be affected by this policy:
- Service Users
- 2.3** The following stakeholders may be affected by this policy:
- Family
 - Advocates
 - Representatives
 - Commissioners
 - External health professionals
 - Local Authority
 - NHS



3. Objectives

- 3.1** To ensure that Managers and Department Heads of First Option Healthcare Limited take all reasonable steps to meet their responsibility under Environmental Law as documented in this policy.
- 3.2** To ensure that staff, Service Users and those who use the premises of First Option Healthcare Limited are protected and kept safe by having environmental procedures in place to mitigate harm.
- 3.3** To ensure that staff and Service Users are informed about the environmental impact of their decisions relating to the service.



4. Policy

- 4.1** First Option Healthcare Limited acknowledges the importance of the environment we live in, and that of the wider environment.
- 4.2** First Option Healthcare Limited is committed to its responsibility to support the wider environment, which in turn supports each individual's health and wellbeing.
- 4.3** First Option Healthcare Limited will work to integrate environmental considerations into its business decisions and adopt greener alternatives, wherever possible, throughout its operations.
- 4.4** First Option Healthcare Limited recognises that the decisions it makes on a day-to-day basis have an impact on both the wider and immediate environment.

First Option Healthcare Limited is committed to reducing the impact on the environment by:

- Complying fully with all relevant legal requirements, codes of practice and regulations
- Improving efficiency and reducing waste
- Reducing air, water and land pollution
- Minimising the use of non-sustainable resources
- Support viable initiatives and ideas by staff and Service Users to support the environment
- Promoting positive change with all stakeholders
- Identifying and managing environmental risks and hazards
- Establishing targets to measure the continuous improvement in its environmental performance



5. Procedure

5.1 Responsibilities

- First Option Healthcare Limited and its employees have a responsibility to protect the environment
- The Clinical Director is responsible for ensuring that the Environmental Policy is disseminated
- The Clinical Director is responsible for ensuring that the procedures attached to this policy are followed

5.2 Working Efficiently and Minimising Waste - Reduce, Reuse, Recycle

First Option Healthcare Limited implements the elements of 'Reduce, Reuse, Recycle' and aims to ensure that it is considerate about its implementation and use of resources. First Option Healthcare Limited will promote responsible purchasing, ensuring that requests and purchases are carefully planned and match needs.

Reduce

Utilities: All staff should ensure that taps are not left running and electrical equipment and lights are turned off when they are not in use, without compromising the safety of Service Users.

Paper: First Option Healthcare Limited is aware of excess paper usage and implements the following:

- Only print if absolutely necessary
- Complete a print preview to avoid unnecessary printing errors
- Ensure that double-sided printing is implemented when appropriate
- First Option Healthcare Limited will only print rosters/rotas (where applicable) if absolutely necessary and will encourage the use of cloud-based/electronic software that reduces the need for paper copies
- First Option Healthcare Limited will utilise the QCS App on work smartphones and tablets to convey policy updates to staff, to reduce the necessity for paper copies
- First Option Healthcare Limited will ensure that all staff have access to the QCS Management System wherever possible

Reuse

- Before throwing anything away, First Option Healthcare Limited will consider if the item/s can be reused again (if not by First Option Healthcare Limited, then another party) and act accordingly
- First Option Healthcare Limited actively endeavours to avoid the use of single-use plastics where possible, and searches for a more sustainable alternative

Recycle

- First Option Healthcare Limited ensures that appropriate recycling bins will be available for recycling (where possible) within the waste management process
- Staff will actively encourage recycling when providing services to individuals in the community (where possible)
- Members of staff must ensure that health and safety is adhered to in the first instance for the safe disposal of waste, and that confidential waste is disposed of securely

5.3 Reducing Pollution & Travel

- First Option Healthcare Limited will ensure that environmentally friendly and sustainable resources are purchased wherever possible, whilst maintaining standards of cleanliness and other health and safety requirements
- Where First Option Healthcare Limited purchases/leases vehicles, these will be used only when necessary
- Where vehicles are no longer fit for operational use, more environmentally efficient models should be scoped for purchase where financially viable
- All medical and chemical products will be used and disposed of in accordance with all relevant legal requirements, codes of practice and regulations
- First Option Healthcare Limited encourages the use of other modes of transport and (where applicable) actively encourages the use of bikes, making use of schemes such as the Cycle to Work Scheme
- Where applicable, First Option Healthcare Limited is mindful about how to reduce travel and as such, promotes car sharing for staff working together at the same Service User address where possible. This



may require creating a run that encompasses all Service Users who require the support of 2 members of staff, enabling them to car share (provided the times meet Service User need)

- First Option Healthcare Limited is aware of the need to reduce excessive emissions, and as such, plans routes accordingly to ensure that 2 carers are not driving to the same road unless it is absolutely necessary

5.4 Training and Awareness

- All staff will receive suitable training to enable them to deal with their specific areas of environmental control
- Service Users will have access to information (in a format that is relevant to them) on how individuals can make positive environmental change to help First Option Healthcare Limited meet its objectives
- All staff, Service Users, visitors and contractors will be reminded to adhere to any warnings or signs in relation to hazards

5.5 Inclusion

- First Option Healthcare Limited will encourage suggestions to improve the environment where they are possible, and will engage Service Users and staff in taking these forward
- Where First Option Healthcare Limited has environmental objectives, Service Users, partners, clients, suppliers and subcontractors will be consulted and included in their implementation

5.6 Assessing and Monitoring

- First Option Healthcare is responsible for the physical environment of First Option Healthcare Limited and will identify and manage environmental risks and hazards
- Targets to measure the continuous improvement in the environmental performance of First Option Healthcare Limited will be regularly reviewed and changes made accordingly
- First Option Healthcare Limited will complete an review of its Environmental Policy at least annually

5.7 Speaking Out

- All stakeholders are encouraged to speak out where they see environmental hazards or have concerns
- Staff can raise concerns to team leaders, and any hazard will be reported immediately to the Clinical Director
- Service Users may make a complaint as well as report to a member of staff

5.8 Energy Management

- First Option Healthcare Limited will operate its facilities with due consideration to the impacts of its energy consumption
- First Option Healthcare Limited will maintain its plant, machinery, equipment and buildings in a manner which best ensures their continued energy efficiency
- First Option Healthcare Limited monitors use of all resources, including energy consumption and devises strategies to reduce this where practicable without detriment to its service delivery and the safety of Service Users



6. Definitions

6.1 Corporate Social Responsibility

- Corporate Social Responsibility, often abbreviated "CSR," is a corporation's initiatives to assess and take responsibility for the company's effects on environmental and social wellbeing
- The term generally applies to efforts that go beyond what may be required by regulators or environmental protection groups

6.2 Pollution

- Something introduced into the environment (usually chemical) which has harmful or poisonous effects

6.3 QCS App

- 'App' is short for 'application' - which is another name for a computer programme
- Normally, when people talk about apps, they are almost always referring to programmes that run on mobile devices, such as smartphones or tablet computers. The QCS App replicates the QCS Management system and is available via [Google Play](#) or the [App Store](#)

6.4 Greener Alternatives

- Consider the impact that the operations of First Option Healthcare Limited have on its carbon footprint, and ways to reduce that impact on the environment
- This could be sourcing more locally to reduce emissions, installing solar panels, and using suppliers who themselves care for the environment and maintain high standards, i.e. ISO 14001

6.5 ISO 14001

- This is an international standard for environmental management
- It sets out a system of predetermined objectives by which to attain this standard
- This standard is externally audited and accredited, which gives stakeholders confidence that First Option Healthcare Limited is maintaining a high standard of environmental management practice

6.6 Environment

- The planet - all living and non-living naturally occurring matter
- Also determined as air, water and land



Key Facts - Professionals

Professionals providing this service should be aware of the following:

- Managers of First Option Healthcare Limited will ensure that resources are used wisely to reduce unnecessary waste
- Managers will ensure that staff of First Option Healthcare Limited receive ongoing training in environmental awareness and how it impacts the business
- All staff must discuss any area of environmental management which is of concern through staff meetings, changeover and in supervision



Key Facts - People affected by the service

People affected by this service should be aware of the following:

- First Option Healthcare Limited understands its responsibility to protect the environment and will do all that it can to limit waste and pollution, and save energy, whilst ensuring that the service is not compromised
- All visitors and contractors who come to First Option Healthcare Limited are to observe any information provided on environmental management and inform staff of any concerns they may have
- Service Users follow any notice which is placed at First Option Healthcare Limited to keep them safe from environmental harm and inform staff of any concerns they may have



Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Please refer to the QCS Resource Centre for access to:

- **QCS Carbon Reduction Plan**
- **QCS Carbon Reduction Plan - Sample**

NHS - National Standards of Healthcare Cleanliness 2021:

<https://www.england.nhs.uk/wp-content/uploads/2021/04/B0271-national-standards-of-healthcare-cleanliness-2021.pdf?msclkid=9952c9ddaac711ecb02bbaa028fc3816>

NHS - National Standards of Healthcare Cleanliness 2021: Supporting Documents:

<https://www.england.nhs.uk/publication/national-standards-of-healthcare-cleanliness-2021-supporting-documents/>

Reuse Network:

<https://reuse-network.org.uk/>

Reusebox - The 3 R's of Waste Management:

<https://www.reusebox.co.uk/3-rs-waste-management/>



Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- The wide understanding of the policy is enabled by proactive use of the QCS App
- First Option Healthcare Limited has in place a Sustainable Development Management Plan (see Underpinning Knowledge section)
- First Option Healthcare Limited is working towards achieving ISO 14001 and achieving high standards with recognition for that achievement
- First Option Healthcare Limited clearly shows the correlation between reduced environmental impact and Service User wellbeing
- First Option Healthcare Limited proactively encourages stakeholders to contribute their ideas and initiatives to further increase their contribution to protecting the environment
- The provider keeps an open line of communication between managers, staff and key stakeholders in conveying, discussing, disseminating and embedding environmental management



Forms

Currently there is no form attached to this policy.