



Devon Prison Cluster
**Buddy Support
Worker Induction
Programme**

Prisoners assisting other prisoners



**Health and Safety
(including managing stress)**

Adapted from Care Standard 13

To complete this module...

you will need to show that you understand the outcomes outlined below, please use this booklet as a guide but don't copy directly from this, when writing your answers in your workbook, please try to give your own examples.

Outcomes

- Describe the main points of the health and safety policies and procedures, within the prison that affect their role, (including safeguarding).
- Outline the main health and safety responsibilities within the context of their role.
- Describe different types of accidents and sudden illness that may occur within own work setting.
- List tasks relating to health and safety that should not be carried out without special training.
- Describe how and when to report health and safety risks that they have identified
- Identify the common signs and indicators of stress in yourself and others and describe them.
- Identify circumstances that tend to trigger stress in yourself and others.
- Understand the way you manage stress.

In addition to those outcomes listed above, you will also be observed in the workplace and will need to demonstrate the below outcomes:

- Show how that you can assist people to move safely, maintaining the individual's dignity, within agreed ways of working.
- Show safe practices for storing, using and disposing of hazardous substances, as appropriate within the prison regime.

To complete this module you will be supported by the Prison to understand their policies and procedures in relation to Health and Safety.

They will have strict ways of working so that they confirm to the laws and regulations around Health and Safety, it is important that in your role as Buddy Support Worker you ensure that you follow these carefully as they are in place to protect yours and others safety.

In this workbook – there are highlights from health and safety law but this is for your knowledge only. **YOU MUST ENSURE YOU FOLLOW THE PRISONS PROCEDURES AND RISK ASSESSMENTS** – as they would have been written by experts and will fully cover all aspects of the law and national regulations.

You must ensure that you have undertaken training and are aware of the Health and Safety requirements before you undertake an activity, you must make sure that your supervisor has discussed this with you and shown you the safe ways in which to work.

You also have the responsibility to take these matters seriously and must make sure that you follow procedures and don't do things to put either yourself or others in danger, if you see anyone else taking risks you have a duty to report this to your supervisor.

Example activity: In your role as Buddy Support Worker you will undertake cleaning and you must be aware of how the prison uses risk assessment within this activity and health and safety aspects such as where is the equipment stored so out of reach of others.

Activities undertaken

Write in the table the activities you undertake within your role.

What risk assessment/prison procedures do they relate to? Have you been trained by the Prison to undertake this and do you feel confident in undertaking this? Make sure you use this to discuss with your supervisor – if you need any more training or support in these areas it is your responsibility to make sure you let your supervisor know this.

Activity you undertake in your role Example: pushing wheelchair	What risk assessment does the prison undertake?	Have you been trained in this? Do you feel confident doing the activity?

Legislation and regulations

The Health and Safety at Work etc. Act (1974)

[With regards to moving and handling a person the law in relation to people's rights is also relevant e.g. the Human Rights Act, Mental Capacity Act, Equality Act, etc.]

Relevant regulations:

- The Manual Handling Operations Regulations (1992) [As amended in 2002] Known as MHOR.
- The Provision and Use of Work Equipment Regulations (1998)
- Lifting Operations and Lifting Equipment Regulations (1998)
- The Management of Health and Safety At Work Regulations (1999)
- The Health and Safety at Work etc. Act 1974

This is the main piece of legislation but there are also other laws relating to health and safety and a wide range of regulations which back them up.

Brief summary of the Health and Safety at Work etc. Act 1974 Employers have a legal duty to make sure that those employed are kept safe and well in their workplace(s).

This includes:

- Consulting individual workers and/or their representatives when changes are to be made in policy and practice.
- Providing suitable and appropriate information, training, instruction and supervision on health and safety.
- Risk assessment and management.
- Ensuring that the equipment which workers use is safe, properly maintained, serviced, fit for its purpose, updated and replaced when required.
- Ensuring that the conditions in which those they are employing are safe e.g. clean, properly lit, free from hazards, properly heated, ventilated etc.
- Ensuring that hazardous substances are stored and used safely.
- Providing suitable "welfare facilities" for the workforce.
- Providing first aid facilities.

Cooperating with other employers on health and safety who are employing similar workers

- Having emergency procedures in place e.g. fire procedures.
- Providing health checks where exposure to health hazardous occurs.
- Providing protective clothing without charging their employees for it or expecting them to provide it for themselves.
- Reporting certain injuries or illnesses to relevant authorities

Employees' duties under the Act include:

- Taking "reasonable care" of your own or other people's health and safety.
- Cooperating with your employer on health and safety e.g. by attending the courses which your employer organises, following agreed health and safety procedures and practices etc.
- Using equipment and protective clothing in the agreed way(s) and not interfering with it or misusing it.
- Complying with rules and procedures regarding "manual handling". (This includes assisting people to move, transfer and alter their position as well as in relation to moving objects and equipment such as heavy boxes, furniture and specialist equipment).
- Reporting concerns if you feel there is some aspect of your work or something connected with your workplace which might compromise someone's safety. This is exercising your duty of care.

The Manual Handling Operations Regulations (MHOR) (1992)

These regulations tell us that when we are lifting, lowering, pushing, pulling, carrying and supporting, that a manual handling activity is taking place.

The regulations require us to take into account the following:

1. Can the risk be avoided? For example, if someone can do something independently then they should be encouraged to do so, or if a local authority or health authority can provide a commode with a smaller capacity it will be safer to carry and empty than one which will become much heavier when full.
2. Assess the risk - Conduct a risk assessment.
3. Reduce the risk - Manage the risk.

Provision and Use of Work Equipment Regulations 1998

These regulations apply to all equipment we use at work, this may include wheelchairs, transfer aids, beds etc. The regulations require employers to provide employees with adequate information, supervision, instructions and training and to ensure that the equipment is:

- Suitable.
- Only used for its intended purpose.
- Maintained in a safe condition.

Health and Safety hazards and risks

Hazard Anything which poses a danger to health or wellbeing / “anything which could cause harm.” *

Risk “The risk is the chance, high or low, that somebody could be harmed by these and other hazards, together with an indication of how serious the harm could be.” *

* = Quoted directly from the Health and Safety Executive’s website:
<http://www.hse.gov.uk/risk/fivesteps.htm>

Risk assessment involves:

- Identifying the hazard(s).
- Understanding and evaluating the risk(s) which the hazard(s) pose.
- Deciding what can be done to reduce, minimise or eliminate it.
- Drawing up an action plan.

Risk management involves:

- Putting the agreed plan into action.
- Monitoring its effectiveness by reviewing it regularly.

It is usual to record a risk assessment and to have a written plan with regards to addressing the specific hazards and risks even in small businesses.

The risk management measure should be proportional to the risk.

The law does not require employers to eliminate all risks, but they are required to protect people as far as is “reasonably practicable”.

The five step approach to risk assessment and management

This five step approach is recommended by the Health and Safety Executive

Step 1 - Identify the hazard(s).

Step 2 - Decide who might be harmed and how.

Step 3 - Evaluate the risks and decide on precautions. Step 4 - Record your findings and implement them.

Step 5 - Review your assessment and update if necessary.

Employers have a legal responsibility to ensure that they are protecting people as far as is “reasonably practicable”.

- The measures put in place should be proportional to the risk.
- The process should not be complicated.

Responding to accidents and sudden illnesses at work

There are many causes of accidents in work environments:

- Failure to address risks or to put risk management plans into action.
- Badly maintained and managed working environment where hazards are not addressed.
- Faulty or unprotected equipment.
- Poorly designed equipment.
- Lack of a safe system of working.
- Poor safety awareness.
- Poor information, instruction, training and supervision.
- Failure to use or understand appropriate safety signs or warnings.
- Lack of safety equipment and protective clothing.
- Tiredness.
- Behaving irresponsibly, e.g. fooling around, flouting agreed procedures

Employers must keep an accident book up to date and ensure that all accidents at work are recorded in it.

Causes of sudden illnesses

- Infectious diseases – (Including those which are contagious and those which are not passed on from direct person-to-person contact.)
- A crisis in someone's health such as a heart attack or a seizure.

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (1985 as updated in 2013) RIDDOR places responsibilities on employers to report accidents at work ("dangerous occurrences") and diseases to the Health and Safety Executive including those which may be infectious or contagious and those which may develop as a result of work (industrial/occupational diseases).

- If someone is off work or not able to do their usual work tasks (whether an employee or self-employed) for over seven consecutive days after an injury then it must be reported within 15 days of the accident taking place.
- Accidents must be recorded, but do not need to be reported where a worker is unable to work for three or fewer consecutive days.
- Accidents which do not result in death must be reported if they result in an injury and the person is immediately taken to a hospital.
- All deaths in a workplace must be reported.

Hazardous substances

The Control of Substances Hazardous to Health Regulations 2002 (with their amendments) are known as the COSHH Regulations.

- They apply to all employers including self-employed people.
- Employers usually follow a standardised procedure for conducting COSHH assessments risk management processes for them.

Employers need to:

- **DECIDE** on the precautions to be taken.
- **USE** the best control method.
- **MONITOR** the exposure of workers (including checking how well the measures to protect them are being put into practice).
- **INSTRUCT** and **INFORM** workers how to use, store and dispose of substances safely and follow relevant emergency procedures relating to them. This includes making Materials Safety Data Sheets and risk assessment available to them.

According to the Health and Safety Executive's website (in 2014) the following come within the regulations:

- Chemicals and products containing chemicals.
- Fumes.
- Vapours.
- Mists.
- Dust.

- Gases.
- Biological agents/biohazards.
- Nanotechnology. [Substances which are at least one millionth of a millimetre in size are classed as nano materials. They can occur naturally or be manufactured and can exist in substances and products incidentally or be bi-products of processes.]

Note that asbestos, lead and radioactive substances do not come under these regulations because there are other specific regulations on these. All the relevant regulations have the force of law and it is compulsory to follow them and not merely optional.

Risk management of hazardous substances requires those in contact with or using them in the workplace know how to:

- Store them safely.
- Use them safely.
- Dispose of them safely.

A risk assessment about a hazardous substance may be referred to as a “COSHH assessment”.

The state of your health: whether you have allergies and the health and safety of the people using the environments in which the substances are used are significant to the risk assessment and the management measures.

- ALWAYS tell your employer about a significant health risk/need, allergy or if you are pregnant as these may have a bearing on the risk assessment and management.
- ALWAYS flag up to your manager if you or someone else experience an adverse reaction to a substance.

If you are given protective clothing (PPE) or equipment to use when working with hazardous substances you must use them. They should be provided taking into account your specific health needs, size and fit.

- NEVER mix substances/chemicals.
- ALWAYS store them in their original container and as instructed.
- ALWAYS follow the manufacturer’s instructions.
- ALWAYS use your personal protective equipment (PPE).
- BE fully aware of what to do in an emergency in relation to hazardous substances.
- ALWAYS dispose of the substances safely. If in doubt ask the manufacturer.
- ALWAYS follow the risk assessment and management procedures and use in conjunction with the Material Safety Data Sheet (MSDS).

Some products have tamper proof lids (e.g. medicine containers) and should always be used as intended. Many products have tactile warnings so that blind/visually impaired people can understand them, e.g. instructions in braille and/or raised details.

Stress

The following fact sheet has been written by **Mind** – www.mind.org.uk

What is stress?

We all know what it's like to feel stressed, but it's not easy to pin down exactly what stress means. When we say things like "this is stressful" or "I'm stressed", we might be talking about:

- Situations or events that put pressure on us – for example, times where we have lots to do and think about, or don't have much control over what happens.
- Our reaction to being placed under pressure – the feelings we get when we have demands placed on us that we find difficult to cope with

It's overwhelming. Sometimes you can't see beyond the thick fog of stress.

There's no medical definition of stress, and health care professionals often disagree over whether stress is the cause of problems or the result of them. This can make it difficult for you to work out what causes your feelings of stress, or how to deal with them. But whatever your personal definition of stress is, it's likely that you can learn to manage your stress better by:

- managing external pressures, so stressful situations don't seem to happen to you quite so often
- developing your emotional resilience, so you're better at coping with tough situations when they do happen and don't feel quite so stressed

Is stress a mental health problem?

Being under pressure is a normal part of life. It can be a useful drive that helps you take action, feel more energised and get results. But if you often become overwhelmed by stress, these feelings could start to be a problem for you.

Stress isn't a psychiatric diagnosis, but it's closely linked to your mental health in two important ways:

- Stress can cause mental health problems, and make existing problems worse. For example, if you often struggle to manage feelings of stress, you might develop a mental health problem like anxiety or depression.
- Mental health problems can cause stress. You might find coping with the day-to-day symptoms of your mental health problem, as well as potentially needing to manage medication, health care appointments or treatments, can become extra sources of stress.

This can start to feel like a vicious circle, and it might be hard to see where stress ends and your mental health problem begins.

Why does stress affect me physically?

You might find that your first clues about being stressed are physical signs, like tiredness, headaches or an upset stomach.

This could be because when we feel stressed emotionally, our bodies release hormones called cortisol and adrenaline. This is the body's automatic way of preparing to respond to a threat (sometimes called the 'fight or flight' response). If you're often stressed then you're probably producing high levels of these hormones, which can make you feel physically unwell and could affect your health in the longer term.

What are the signs of stress?

We all experience stress differently in different situations. Sometimes you might be able to tell right away when you're feeling under stress, but other times you might keep going without recognising the signs. Stress can affect you both emotionally and physically, and it can affect the way you behave.

Common signs of stress

How you might feel

irritable, aggressive, impatient or wound
up over-burdened
anxious, nervous or afraid
like your thoughts are racing and you can't switch off
unable to enjoy yourself
depressed
uninterested in
life
like you've lost your sense of
humour a sense of dread
worried about your
health neglected or
lonely

How you might behave

finding it hard to make decisions
avoiding situations that are troubling
you snapping at people
biting your nails
picking at your skin
unable to
concentrate
eating too much or too little
smoking or drinking alcohol more than
usual restless, like you can't sit still
feeling tearful or crying

How you might be physically affected

shallow breathing or
hyperventilating you might have a
panic attack blurred eyesight or
sore eyes
problems getting to sleep, staying asleep or having nightmares
sexual problems, such as losing interest in sex or being unable to enjoy sex
tired all the time
grinding your teeth or clenching your
jaw headaches
chest pains
high blood pressure
indigestion or heartburn
constipation or diarrhoea
feeling sick, dizzy or
fainting

What causes stress?

Feelings of stress are normally triggered by things happening in your life which involve:

- being under lots of pressure
- facing big changes
- worrying about something
- not having much or any control over the outcome of a situation
- having responsibilities that you're finding overwhelming
- not having enough work, activities or change in your life

There might be one big thing causing you stress, but stress can also be caused by a build-up of small challenges. This might make it harder for you to identify what making you feels stressed, or to explain it to other people.

Why do certain things make me feel stressed?

The amount of stress we feel in different situations can depend on:

- our perception of the situation – this might be connected to our past experiences, our self-esteem, and how our thought processes work (for example, if we tend to interpret things positively or negatively)
- how skilled we are at dealing with pressure
- our emotional resilience to stressful situations

We're all different, so a situation that doesn't bother you at all might cause someone else a lot of stress. For example, if you're feeling confident or usually enjoy public speaking, you might find that giving a speech in front of people feels comfortable and fun. But if you're feeling low or usually prefer not to be the centre of attention, this situation might cause you to experience signs of stress.

What kind of situations can cause stress?

Common life events which often cause a lot of stress include:

Personal

illness or injury
pregnancy and becoming a parent
bereavement
long-term health problems
organising a complicated event, like a family holiday

Friends and family

getting married or civil partnered
going through a break-up or getting divorced
difficult relationships with parents, siblings, friends or children
being a carer for a friend or relative who needs lots of support

Employment and study

losing your job
long-term unemployment
retiring exams and
deadlines difficult issues at
work starting a new job

Housing

poor housing conditions
moving house problems with neighbours

Money

worries about money or
benefits poverty
debt

[The above are examples that have been given on the Mind website]

Activity

Think about yourself – what makes you stressed?

What types of situations make me stressed?

What are the signs that I am stressed?

How can I deal with pressure?

Even though there are likely to be some things happening in your life that you can't control, there are still lots of practical things you can do to manage the amount of pressure you're under day to day. For example:

- identify your triggers
- organise your time
- address some of the causes
- accept the things you can't change

Identify your triggers

Working out what triggers stress for you can help you anticipate problems and think of ways to solve them. Even if you can't avoid these situations, being prepared can help.

Take some time to reflect on events and feelings that could be contributing to your stress.

You could consider:

- Issues that come up regularly, and that you worry about
- one-off events that are on your mind a lot
- ongoing stressful events

You might be surprised to find out just how much you're coping with at once. Remember that not having enough work, activities or change in your life can be just as stressful a situation as having too much to deal with.

Organise your time

Making some adjustments to the way you organise your time could help you feel more in control of any tasks you're facing, and more able to handle pressure.

- Identify your best time of day, and do the important tasks that need the most energy and concentration at that time. For example, you might be a morning person or an evening person.
- Make a list of things you have to do. Arrange them in order of importance, and try to focus on the most urgent first. If your tasks are work related, ask a manager or colleague to help you prioritise. You may be able to push back some tasks until you're feeling less stressed.
- Vary your activities. Balance interesting tasks with more mundane ones, and stressful tasks with those you find easier or can do more calmly.
- Try not to do too much at once. If you take on too much, you might find it harder to do any individual task well. This can make you feel like you have even more pressure on you.
- Take breaks and take things slowly. It might be difficult to do this when you're stressed, but it can make you more productive.

How can I be more resilient?

Taking steps to look after your wellbeing can help you deal with pressure, and reduce the impact that stress has on your life. This is sometimes called developing emotional resilience

– the ability to adapt and bounce back when something difficult happens in your life.

For example, you can:

- make some lifestyle changes
- look after your physical health
- give yourself a break
- use your support network

Make some lifestyle changes

There are some general changes that you can make to your lifestyle that could help you feel more able to cope with pressure and stressful situations.

- **Practise being straightforward and assertive in communicating with others.** If people are making unreasonable or unrealistic demands on you, be prepared to tell them how you feel and say no.
- **Use relaxation techniques.** You may already know what helps you relax, listening to music or going for a walk. If you know that a certain activity helps you feel more relaxed, make sure you set aside time to do it.
- **Develop your interests and hobbies.** Finding an activity that's completely different from the things causing you stress is a great way to get away from everyday pressures. If stress is making you feel lonely or isolated, shared hobbies can also be a good way to meet new people.
- **Make time for your friends.** When you've got a lot on this might seem hard, but it can help you feel more positive and less isolated. Chatting to friends about the things you find difficult can help you keep things in perspective – and you can do the same for them. Laughing and smiling with them will also produce hormones that help you to relax.
- **Find balance in your life.** You may find that one part of your life, such as your job, is taking up almost all of your time and energy. Try making a decision to focus some of your energy on other parts of your life, friends or hobbies. It's not easy, but this can help spread the weight of pressures in your life, and make everything feel lighter.

Look after your physical health

Taking steps to look after your physical health can help you manage stress and lessen the impact on your overall mental health.

- **Get good sleep.** Stress can make it difficult for you to sleep, and you may develop sleep problems. Being well-rested can increase your ability to deal with difficult situations.
- **Be more physically active.** Physical activity is important for reducing stress levels and preventing some of its damaging effects on the body (so long as you don't overdo it).

- **Eat healthily.** When you're stressed, it can be tempting to eat too much of the wrong kinds of food or to eat too little. But what you eat, and when you eat, can make a big difference to how well you feel.

Give yourself a break

Learning to be kinder to yourself in general can help you control the amount of pressure you feel in different situations, which can help you feel less stressed.

- Reward yourself for achievements – even small things like finishing a piece of work or making a decision. You could take a walk, read a book, or simply tell yourself “well done”.
- Get a change of scenery. You might want to go outside, or go to your cell.
- Resolve conflicts, if you can. Although this can sometimes be hard, speaking to a manager, colleague or family member about problems in your relationship with them can help you find ways to move forward.
- Forgive yourself when you make a mistake, or don't achieve something you hoped for. Try to remember that nobody's perfect and putting extra pressure on your self doesn't help.

Activity

Think about how you could support yourself when you are feeling stressed.

When I feel stressed

The signs I am stressed

What I could do to help myself