

New Road Psychotherapy Health and Safety Policy

Introduction:

This policy outlines our commitment to ensuring the well-being, safety, and health of all New Road staff, clients, and visitors. It is an essential part of our compassionate approach to mental health support.

General Health and Safety Principles:

- General health and safety principles are the foundation for creating and maintaining a safe and healthy environment. These principles encompass proactively identifying and managing risks to prevent accidents, injuries, and illnesses.
- Key aspects include the commitment to continuous assessment and improvement of safety measures, ensuring compliance with relevant regulations and standards, and fostering a culture of awareness and responsibility among all individuals.
- Effective communication and providing necessary resources are essential to empower staff and participants to act safely and responsibly. By prioritising health and safety, organisations protect their members and enhance overall well-being and productivity, creating an environment where everyone can thrive securely.

Safe Environment:

- All areas are kept clean and free from obstructions.
- Regular safety checks will be conducted on equipment and facilities.
- Proper ventilation, heating, and lighting must be maintained.

Hygiene:

- Regular cleaning of all surfaces will be conducted to maintain hygiene.

Accessibility:

- Our consulting rooms require stairs to access. Unfortunately, there is currently no wheelchair access. We do offer online therapy.

Mental Health and Well-Being:

- Mental and well-being are crucial components of overall health, encompassing life's emotional, psychological, and social aspects.
- Prioritising mental well-being involves fostering a supportive environment where individuals feel valued, understood, and able to express their feelings without stigma.
- Key strategies include promoting work-life balance, providing access to mental health resources, encouraging open conversations about mental health, and offering support systems such as counselling and peer support.
- Addressing mental health proactively can enhance resilience, improve quality of life, and create a more compassionate and productive community.

Confidentiality:

- All client information will be handled with utmost privacy and in compliance with data protection laws.

Support for Staff:

- Regular supervision and opportunities for professional development will be offered.
- Support for the well-being of staff will be prioritised, acknowledging the emotionally demanding nature of the work.

Procedures for Critical Incidents:

Procedures are essential for managing critical incidents, including those involving violent or aggressive behaviour, to protect the safety and well-being of all individuals on the premises.

Critical incidents are events that pose a significant risk to health or safety, such as physical violence, verbal threats, or behaviours that may lead to harm.

Response Procedures:

- If safe to do so de-escalation techniques should be employed, including calm communication and maintaining a safe distance.
- If a situation cannot be safely de-escalated, staff must not put themselves or those visitors in danger and instead must vacate the premises, alerting other people in the building if safe or necessary to do so. Once at a safe distance, emergency services should be contacted if necessary, with clear details provided.

Incident Reporting:

- All incidents must be documented in a Critical Incident Report Log.
- A formal incident review will be conducted to improve safety measures and training.

Emergency Procedures:

Emergency procedures are critical protocols designed to ensure safety and minimise harm during unexpected incidents such as fires, medical emergencies, or natural disasters.

First Aid:

- First-aid kits will be accessible, and staff will be trained in basic first-aid procedures.

Evacuation Plans:

- Clear evacuation procedures will be established and regularly reviewed.
- Fire safety equipment must be maintained and tested regularly.

Incident Reporting:

- All accidents and incidents must be reported promptly, and proper records must be maintained.

Policy Review:

- This policy will be regularly reviewed and updated to ensure compliance with legal requirements and best practices.

Conclusion

At New Road Psychotherapy, we are dedicated to creating a just and equitable society where everyone is treated with dignity and respect. We recognise that this requires ongoing commitment, effort, and steadfast resolve to be an actively inclusive organisation.

Contact Information: If you have any questions or concerns about this policy, please email the centre manager at admin@newroadpsychotherapy.com.

Review and Revision: This policy will be reviewed annually and updated as necessary to ensure its relevance and effectiveness.

Effective Date: 4 June 2024

Last Updated: 13th February 2025