Health and Safety: Helping us to help you

About this information sheet
This information sheet is for all Social Services service users and their carers. It gives brief information about our obligations under Health and Safety legislation, and explains some of the ways that this may affect the service we provide to you.

Health and Safety Legislation
All organisations and businesses in the United Kingdom, which includes Social Services, have a legal duty to comply as far as is reasonably practical with Health and Safety Acts and Regulations. These laws exist to protect people at work, and members of the public who may be affected by the way that work is carried out, from harm and ill health.

Our commitment to you
We are committed to ensuring that all our premises, transport and equipment are as safe as possible for staff and service users. To help with this the City and County of Swansea has a specialist Health and Safety Section which offers advice on how best to comply with health and safety law in a practical setting, and to assess and manage risk sensibly.

Staff training
All our staff are trained to deliver high quality services to our customers, with various training courses tailored to the service area that they work in. Areas in which our staff are trained include: safe moving of people and objects, first aid, fire safety, transport safety, food hygiene and risk assessment.

Our responsibility for safety
Managers of our services have a responsibility to consider the safety of both service users and staff. Sometimes either a staff member or a service user will identify a situation which may affect the health and wellbeing of either party. The manager will then need to assess the risk involved and decide whether changes need to be made.

How you can help us
Social Services may need to ask for your assistance or co-operation to allow us to provide services in as safe a manner as possible.

For example if we provide a service in your home we may need you to use specific equipment which we provide, ask for certain furniture to be rearranged, or ask that you limit certain activities e.g. smoking because of concerns about health and safety.

If we are providing you with transport we may require you to use seatbelts or to comply with other safety requirements.

We may need to check the suitability of furniture and equipment brought into our premises such as care/respite homes and day centres.

Certain activities may have to be limited or postponed because of concern over health and safety e.g. community visits or activities in bad weather conditions.

Please help us continue to promote the positive benefits of a Health and Safety culture.
What if I am concerned about health and safety issues

If you have any queries, please contact the manager of your service in the first instance. If you require further information on Health and Safety please contact:

Corporate Health and Safety Services
The Guildhall
Swansea
SA1 4PE
☎ 01792 636210

Swansea Social Services and personal information

When you are in touch with Social Services, we will keep information about you in written records and computer files. We will keep this information confidential, except where we need to share it with people providing you with care, or to protect you or other people.

You have a right to ask to see records we keep about you.

We can give you more information about how we handle personal information. Phone 01792 636693 for the factsheet Your Personal Information.

Comments and complaints

We welcome any comments about our services – good or bad. We are interested to hear how we could do things better, and we like to know when we are doing well.

If you are unhappy with the services you receive, we encourage you to make a complaint. Full details are given in the factsheet ‘Making a comment, complaint or compliment about Social Services.’ For more advice or information about making a complaint, you can contact our Complaints Officers on 01792 637345.

This information is also available in alternative formats, such as large print, on audiotape, in Braille, or electronically. Please phone 01792 636693 for copies.