

WEST LIMERICK INDEPENDENT LIVING CLG**Safety Statement**

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Prepared By	West Limerick Independent Living CLG
Applies To	All employees (including Personal Assistants, Home Support Workers, Coordinators and Managers), Board Members, volunteers, contractors, agency personnel, students and visitors of West Limerick Independent Living CLG (“WLIL”)
Related Policies	This Safety Statement connects to and cross-references most of WLIL’s operational policy set; see Section 27 for a full mapping of each appendix to its governing policy. Risk Management Policy, Lone Working Policy, Falls Prevention Policy, Safeguarding Policies, Fire Safety Policy, Incident Management Policy, Infection Prevention and Control Policy, Training & Development Policy, Business Continuity Policy, Digital Risk Assessment Policy

All amendments, revisions and updates to this Safety Statement shall be documented within the Version Control section of this document. Amendments may include legislative updates, organisational restructuring, changes in operational practice, appointment of Safety Representatives, changes to emergency arrangements, revisions to risk assessments or outcomes arising from incidents, audits or inspections. Controlled copies of the Safety Statement shall be updated and redistributed where necessary to ensure all personnel have access to the current approved version.

VERSION CONTROL

Version	Amendment	Date	Description	Computer Filename	Prepared By	Approved By
01		08/12/2009	Final copy	WEST LIMERICK INDEPENDENT LIVING-067-09	Majella Harty	
02		26/01/2010		WEST LIMERICK INDEPENDENT LIVING	Majella Harty	WEST LIMERICK INDEPENDENT LIVING
04	Amended First Aid Section and new Company Directors Added	10/01/2012	Amended	WEST LIMERICK INDEPENDENT LIVING	Gerard O'Connor	WEST LIMERICK INDEPENDENT LIVING
05	Added Personal Risk Assessment	04/07/2013	Added	WEST LIMERICK INDEPENDENT LIVING	Margaret O'Brien and Gerard O'Connor	WEST LIMERICK INDEPENDENT LIVING
06	Amended full Safety Statement	25/04/2021	Amended	West Limerick Independent Living	Margaret O'Connor and Gerard O'Connor	WEST LIMERICK INDEPENDENT LIVING
07	Updated Safety Statement	03/04/2024	Amended	West Limerick Independent Living	Margaret O'Connor	WEST LIMERICK INDEPENDENT LIVING
08	Safety Statement Review	05/10/2024	Amended	ComplyPro Healthcare	James McLoughlin	WEST LIMERICK INDEPENDENT LIVING
09	Redevelopment of Safety Statement	18/05/2026	Amended	WLIL Safety Statement	Gerard O'Connor	
10	Board approval	09/10/2026	Approved by the Board of Directors on 9 October 2026	WLIL Safety Statement	Gerard O'Connor	Board of Directors (signed on its instruction by the General Manager)

Note: All amendments to this Safety Statement must be documented above i.e. Version: 2, Amendment 1 date: 05/10/24, description: newly elected safety representative, Prepared by: Approved by:

Superseded versions shall be withdrawn from operational use to avoid reliance on outdated procedures.

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SECTION 1 – INTRODUCTION

This Safety Statement has been prepared in accordance with Section 20 of the Safety, Health and Welfare at Work Act 2005 and associated health and safety legislation relevant to the delivery of community-based disability, Personal Assistant and Home Support Services.

The purpose of this document is to specify the manner in which West Limerick Independent Living CLG (WLIL) seeks to secure, manage, monitor and promote the safety, health and welfare of:

- Employees
- Service users
- Contractors
- Volunteers
- Students and placement personnel
- Visitors
- Agency personnel
- Members of the public
- Any persons who may be affected by the organisation's activities

This Safety Statement outlines the organisational arrangements, governance systems, risk management processes, responsibilities and control measures intended to support the safe delivery of services across all operational activities of West Limerick Independent Living CLG.

WLIL recognises that the delivery of Personal Assistant Services and Home Support Services presents unique operational and legal challenges because services are primarily delivered:

- Within private homes
- In community environments
- Across wide geographical areas
- Through lone working arrangements
- In dynamic and changing environments
- Within locations not owned, managed or directly controlled by the organisation

Unlike traditional workplace environments, many service-user settings are domestic homes where the organisation may have limited control over structural conditions, environmental factors, household arrangements or the actions of third parties. Accordingly, WLIL adopts a balanced, proportionate and dynamic approach to health and safety management that reflects the practical realities of community-based disability services while seeking, so far as is reasonably practicable, to protect the safety, health and welfare of employees, service users and others affected by organisational activities.

West Limerick Independent Living CLG operates within the philosophy and principles of Independent Living and recognises the importance of:

- Individual autonomy
- Choice and control
- Dignity and respect
- Person-centred practice
- Community participation
- Rights-based service delivery
- The dignity of risk
- Safeguarding and protection from harm

The organisation recognises that service users retain the right to make decisions regarding their lives, homes, routines and personal choices, including circumstances where certain levels of risk may continue to exist. WLIL therefore seeks to balance its obligations under health and safety legislation with the rights, preferences, independence and dignity of the individuals supported by the organisation.

This Safety Statement is based upon hazard identification, risk assessment and the implementation of appropriate preventative and protective measures in accordance with Section 19 of the Safety, Health and Welfare at Work Act 2005.

WLIL further recognises that effective risk management within community-based disability services relies upon reasonable cooperation, communication and shared responsibility between:

- The organisation
- Employees
- Service users
- Family members or representatives where appropriate
- External professionals and agencies
- Contractors and third parties

Employees delivering services within community settings are expected to exercise ongoing professional judgement and dynamic risk awareness during the course of their duties. Employees must report hazards, incidents, unsafe conditions, safeguarding concerns or significant changes in environmental or service-user circumstances promptly in accordance with organisational procedures so that appropriate review, support and control measures may be implemented. Where risks cannot be controlled to a reasonably practicable level, the organisation may review, restrict, suspend or withdraw certain activities or services in order to protect the safety, health and welfare of employees, service users or others.

Key Safety Personnel and Governance Arrangements

West Limerick Independent Living CLG maintains designated personnel and governance arrangements to support the implementation, monitoring and review of organisational health and safety systems.

Management Safety Leads:

- General Manager
- Health and Safety Officer

Appointed First Aider:

- Coordinator

First Aid Box Location:

- Reception Area – WLIL Main Office

Safety & Quality Committee Members may include:

- Coordinator
- Coordinator
- Finance Manager / Company Secretary
- Coordinator
- Health and Safety Officer
- General Manager
- A representative of the Board of Directors, typically the Chairperson or another designated Board representative

The organisation may also facilitate the appointment or election of employee Safety Representatives in accordance with Section 25 of the Safety, Health and Welfare at Work Act 2005.

Safety & Quality Committee shall meet periodically to review matters relating to:

- Incidents and accidents
- Hazard identification and risk management
- Lone working arrangements
- Safeguarding and welfare concerns
- Training and competency compliance
- Emergency planning and preparedness
- Audit findings and governance reviews
- Operational safety concerns
- Policy and procedural review
- Continuous improvement measures

Records of meetings, recommendations and actions arising shall be maintained as part of the organisation's governance, compliance and safety management framework.

This Safety Statement should be read in conjunction with all organisational policies, procedures, risk assessments, care planning systems, safeguarding arrangements, lone worker procedures, incident management systems and operational guidance relevant to the delivery of services by West Limerick Independent Living CLG.

SECTION 2 – ORGANISATIONAL PROFILE

West Limerick Independent Living CLG (WLIL) is a community-based disability organisation supporting individuals with disabilities and additional support needs to live independently within their homes and communities in accordance with the principles of independent living, person-centred practice, dignity, autonomy, inclusion and rights-based service delivery.

The organisation delivers community-based supports designed to assist individuals to exercise choice and control over their daily lives while promoting participation, independence, social inclusion, wellbeing and community engagement.

WLIL primarily provides:

- Personal Assistant Services
- Home Support Services
- Independent Living Supports
- Community Participation Supports
- Social and Recreational Supports
- Transport and Accompanied Travel Supports
- Care Planning and Coordination Services
- Community-Based Support and Monitoring Arrangements
- Administrative and Operational Support Services related to service delivery

Services are delivered primarily throughout:

- West Limerick
- East Limerick
- Limerick City

- North Tipperary
- Surrounding areas and associated community locations

Services are delivered across a wide range of operational environments including:

- Private homes
- Apartments and supported living settings
- Community facilities
- Public spaces and recreational environments
- Healthcare settings
- Educational and training environments
- Vehicles and transport settings
- Office and administrative locations

WLIL recognises that the delivery of community-based disability services presents operational, environmental and legal challenges that differ significantly from traditional workplace or institutional care environments.

A significant proportion of services are delivered:

- Through lone working arrangements
- Within environments not directly controlled by the organisation
- Across geographically dispersed locations
- Within dynamic and changing environments
- In situations requiring ongoing risk awareness and professional judgement
- In environments where service-user needs and conditions may fluctuate rapidly

Accordingly, the organisation maintains a dynamic and proportionate approach to hazard identification, risk assessment, safeguarding, incident management and operational oversight.

WLIL recognises that risks associated with community-based disability services may include, but are not limited to:

- Lone working risks
- Manual handling and people handling risks
- Falls and mobility risks
- Infection prevention and communicable disease risks
- Safeguarding and welfare concerns
- Violence, aggression or behavioural distress risks
- Environmental and household hazards
- Fire and emergency response risks
- Driving and transport-related risks
- Fatigue and psychological wellbeing concerns
- Slips, trips and access/egress hazards
- Smoking and environmental exposure risks
- Medication and sharps exposure risks
- Digital governance and cybersecurity risks
- Data protection and confidentiality risks
- Risks associated with remote working and mobile technology
- Service-user deterioration or changing support needs
- Severe weather and community disruption risks

WLIL recognises that employees may encounter circumstances requiring dynamic reassessment of risks during service delivery and employees are expected to report hazards, incidents, safeguarding concerns or significant changes in circumstances promptly through approved organisational procedures.

Service Complexity Statement

Individuals supported by WLIL may present with a broad range of support needs, disabilities, health conditions and social circumstances which may include:

- Physical disabilities
- Sensory disabilities
- Acquired brain injuries
- Neurological conditions
- Intellectual disabilities
- Autism spectrum conditions
- Mental health presentations
- Age-related conditions
- Reduced mobility or frailty
- Communication difficulties
- Complex medical needs
- Behavioural support needs
- Social isolation or vulnerability
- Cognitive impairment
- Complex family or social circumstances

WLIL recognises that service-user needs may fluctuate over time and that environmental, medical, psychological or social circumstances may change rapidly within community-based settings.

The organisation seeks to ensure that services are delivered safely, respectfully and in a manner that supports:

- Independence and autonomy
- Human rights and dignity
- Safeguarding and protection from harm
- Participation and inclusion
- Privacy and confidentiality
- Informed choice and decision-making
- The dignity of risk
- Person-centred and rights-based practice

WLIL maintains systems intended to support safe and effective service delivery including:

- Risk assessment systems
- Care planning systems
- Incident reporting procedures
- Lone worker arrangements
- Safeguarding procedures
- Supervision and escalation pathways
- Training and competency systems
- Governance and audit arrangements
- Digital governance and cybersecurity controls

- Emergency planning and business continuity procedures

The organisation recognises that the effective delivery of community-based disability services requires cooperation and communication between employees, service users, families or representatives where appropriate, healthcare professionals, external agencies and other relevant stakeholders.

WLIL further recognises that not all risks within community environments can be entirely eliminated and therefore adopts a balanced, proportionate and reasonably practicable approach to risk management while respecting the rights, independence and choices of the individuals supported by the organisation.

SECTION 3 – SAFETY POLICY STATEMENT

West Limerick Independent Living CLG (WLIL) is committed, so far as is reasonably practicable, to securing, managing and promoting the safety, health and welfare of employees, service users and any persons who may be affected by the organisation's activities, in accordance with the Safety, Health and Welfare at Work Act 2005 and associated statutory regulations.

The organisation recognises that the delivery of Personal Assistant Services and Home Support Services within private homes, community settings and lone-working environments presents unique operational, environmental and safeguarding challenges requiring ongoing risk assessment, professional judgement, supervision and dynamic safety management.

WLIL is committed to maintaining a practical, proportionate, rights-based and person-centred approach to health and safety management that reflects:

- The principles of Independent Living
- The dignity, rights and autonomy of service users
- Safeguarding responsibilities
- The realities of community-based disability services
- The legal obligations of employers and employees under health and safety legislation
- Continuous improvement in organisational governance and risk management systems

The organisation shall, so far as is reasonably practicable:

- Provide and maintain safe systems of work
- Provide and maintain safe workplaces and working environments
- Identify hazards and assess risks associated with organisational activities
- Implement appropriate preventative and protective measures
- Maintain systems for dynamic and ongoing risk management
- Ensure safe access and egress where reasonably practicable
- Provide suitable information, instruction, training, supervision and support to employees
- Maintain safe arrangements for the use of equipment, transport and assistive devices
- Support safeguarding, dignity, professional conduct and protection from harm
- Maintain appropriate emergency procedures and incident management arrangements
- Consult and cooperate with employees on matters relating to health and safety
- Maintain appropriate welfare arrangements for employees
- Monitor health and safety performance and review organisational systems periodically
- Investigate accidents, incidents, near misses and safety concerns appropriately
- Cooperate, where reasonably practicable, with external agencies, contractors and third parties regarding safety matters

- Maintain systems intended to support compliance with relevant health and safety, safeguarding, data protection and employment legislation

WLIL recognises that many services are delivered within private homes and community environments that are not owned, managed or directly controlled by the organisation. While the organisation will take all reasonably practicable steps to identify and manage risks associated with service delivery, effective risk management within community settings also relies upon reasonable cooperation between the organisation, employees, service users, families or representatives where appropriate, landlords, external professionals and relevant third parties.

The organisation acknowledges that not all risks within community-based disability services can be entirely eliminated without adversely affecting independence, autonomy, dignity or person-centred service delivery. Accordingly, WLIL adopts a balanced and proportionate approach to risk management which seeks to protect employees and service users while respecting the rights, choices and independence of the individuals supported by the organisation.

WLIL will maintain arrangements for:

- Hazard identification and risk assessment
- Dynamic and environmental risk review
- Lone worker monitoring and support
- Incident and near miss reporting
- Safeguarding escalation and reporting
- Emergency planning and business continuity
- Infection prevention and control
- Manual handling and people handling safety
- Driving and transport safety
- Training and competency management
- Supervision and governance oversight
- Digital governance and cybersecurity awareness
- Audit, review and continuous improvement

Employee Wellbeing Commitment

WLIL recognises the importance of employee wellbeing, psychological safety and supportive supervision within community-based and lone-working environments.

The organisation is committed, so far as is reasonably practicable, to supporting:

- Stress management
- Burnout prevention
- Psychological wellbeing
- Supportive supervision arrangements
- Trauma-informed management practices
- Fatigue awareness and management
- Post-incident support and debriefing where appropriate
- Respectful workplace relationships
- Dignity at work principles
- Anti-bullying and anti-harassment measures

The organisation recognises that health and safety is a shared responsibility requiring the cooperation of management, employees, contractors, service users and relevant third parties.

Employees are required to:

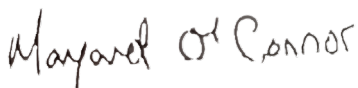
- Take reasonable care for their own safety, health and welfare and that of others
- Cooperate with organisational safety arrangements and procedures
- Attend mandatory training and supervision where required
- Use equipment appropriately and safely
- Report hazards, incidents, defects, unsafe conditions and safeguarding concerns promptly
- Avoid conduct which may place themselves or others at unreasonable risk

No employee shall bear any financial cost associated with measures required to protect safety, health and welfare at work.

This Safety Policy Statement shall be reviewed periodically and revised where necessary to reflect legislative updates, operational changes, identified risks, incident trends, organisational learning and continuous improvement measures.

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:



Margaret O'Brien O'Connor, General Manager

Date signed: 09-10-2026

SECTION 4 – LEGISLATIVE AND REGULATORY FRAMEWORK

This Safety Statement has been prepared having regard to the Safety, Health and Welfare at Work Act 2005 and associated statutory instruments, regulations, codes of practice, national guidance documents and relevant governance frameworks applicable to the delivery of community-based disability, Personal Assistant and Home Support Services.

WLIL recognises that legislative and regulatory compliance forms an essential component of organisational governance, safeguarding, operational oversight and risk management.

This Safety Statement supports compliance with relevant legislation and guidance including, but not limited to:

Health and Safety Legislation

- Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work (General Application) Regulations 2007–2025
- Safety, Health and Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016
- Safety, Health and Welfare at Work (Chemical Agents) Regulations
- Safety, Health and Welfare at Work (Biological Agents) Regulations
- Manual Handling of Loads Regulations
- Display Screen Equipment Regulations
- Workplace Regulations
- Personal Protective Equipment Regulations
- Work Equipment Regulations
- Pregnant Employees Regulations
- HSA Codes of Practice and Guidance Documents
- HSA Guidance relating to Lone Working and Community-Based Working Environments

Safeguarding, Disability and Rights-Based Frameworks

- Children First Act 2015
- Assisted Decision-Making (Capacity) Act 2015 (as amended)
- HSE Safeguarding Vulnerable Persons at Risk of Abuse Policies and Procedures
- Relevant adult safeguarding guidance and emerging safeguarding legislation
- United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) principles
- Independent Living philosophy and rights-based service delivery principles
- Relevant HIQA Standards, National Standards and Quality Frameworks where applicable

Employment and Workplace Legislation

- Employment Equality Acts
- Organisation of Working Time Act 1997
- Protected Disclosures Act 2014–2022
- Relevant employment and welfare legislation applicable to community-based services

Data Protection, Digital Governance and Cybersecurity

- General Data Protection Regulation (GDPR)
- Data Protection Act 2018
- Organisational data protection and confidentiality procedures
- Cybersecurity awareness guidance and good practice standards relevant to cloud-based systems and remote working environments

WLIL recognises the importance of secure information management, cybersecurity awareness and appropriate digital governance arrangements within community-based disability services.

While the organisation may not fall directly within the formal scope of the NIS2 Directive based on its operational profile and scale, WLIL nevertheless seeks to implement reasonable and proportionate cybersecurity controls and staff awareness measures appropriate to the sensitive nature of the information processed by the organisation.

Employees are required to comply with organisational procedures relating to:

- Confidentiality
- Secure handling of information
- Password security
- Phishing awareness
- Multi-factor authentication requirements
- Approved IT systems and communication methods
- Secure storage and transmission of sensitive information

This Safety Statement also reflects:

- Person-centred practice
- Rights-based approaches to service delivery
- Safeguarding principles
- Dignity, autonomy and independence
- Dynamic risk management principles
- Continuous improvement and governance oversight
- The operational realities of community-based disability services

SECTION 5 – SAFETY MANAGEMENT STRUCTURE

Organisational Chart

The organisational chart outlines the governance, management and operational structure of West Limerick Independent Living CLG and demonstrates the reporting relationships, coordination systems, escalation pathways and support functions involved in the delivery of community-based disability, Personal Assistant, Home Support and transport services.

The structure supports organisational governance, safeguarding oversight, incident escalation, operational supervision, health and safety management and continuous quality improvement throughout all service areas.

5.1 Board of Directors

The Board of Directors has overall responsibility for governance oversight and strategic direction within West Limerick Independent Living CLG.

The Board shall, so far as is reasonably practicable:

- Promote a positive organisational safety culture
- Monitor organisational governance and compliance
- Ensure appropriate oversight of health and safety management systems
- Ensure appropriate safeguarding and risk management arrangements are maintained
- Support continuous improvement and organisational accountability
- Ensure adequate resources are available for the safe delivery of services

- Review significant incidents, risks and governance concerns where appropriate
- Monitor organisational performance relating to safety, quality and compliance
- Support the implementation of this Safety Statement and associated organisational policies

Directors:

- Chairperson
- Director
- Director
- Director
- Director
- Company Secretary

The Board recognises its obligations under the Safety, Health and Welfare at Work Act 2005 and associated legislation regarding governance oversight, organisational accountability and the protection of employees and persons affected by organisational activities.

Employer Responsibilities Under Legislation

In accordance with Section 8 of the Safety, Health and Welfare at Work Act 2005, West Limerick Independent Living CLG shall ensure, so far as is reasonably practicable, the safety, health and welfare at work of employees and any persons affected by organisational activities.

The organisation shall provide and maintain:

- Safe systems of work
- Safe workplaces and working environments
- Safe means of access and egress
- Safe equipment, plant and work systems
- Appropriate hazard identification and risk assessment arrangements
- Suitable preventative and protective measures
- Adequate information, instruction, training and supervision
- Emergency procedures and incident management arrangements
- Appropriate welfare facilities and supports
- Suitable Personal Protective Equipment where required
- Appropriate systems for monitoring, review and continuous improvement

The Board of Directors and senior management shall ensure that appropriate governance arrangements, monitoring systems, escalation procedures, supervision systems and audit processes are maintained to support compliance with legislative obligations and organisational safety management requirements.

The organisation recognises obligations under Section 80 of the Safety, Health and Welfare at Work Act 2005 regarding accountability where offences arise through neglect, consent or connivance.

Where WLIL shares workplaces, service-user environments or operational activities with external agencies, contractors, healthcare professionals or third parties, the organisation shall cooperate and coordinate, so far as is reasonably practicable, regarding health and safety matters, safeguarding concerns and risk management arrangements.

5.2 General Manager

In this Safety Statement, “Manager” and “General Manager” mean the same role.

The General Manager has overall operational responsibility for the implementation and monitoring of this Safety Statement and associated organisational health and safety arrangements.

Responsibilities include:

- Operational leadership and service oversight
- Implementation of this Safety Statement
- Monitoring organisational compliance
- Staff supervision and operational support
- Safeguarding oversight and escalation
- Oversight of incident management arrangements
- Risk management oversight
- Training and competency oversight
- Monitoring lone worker arrangements
- Escalation of serious incidents or significant risks
- Supporting audit, governance and review processes
- Liaison with external agencies and regulatory bodies where required

The General Manager shall support the maintenance of a safe, respectful and person-centred working environment consistent with organisational values and legislative obligations.

5.3 Service Coordinators

Service Coordinators play a central role in the day-to-day operational management and supervision of community-based disability services and lone-working staff.

Service Coordinators are responsible for:

- Staff supervision and support
- Service-user liaison and communication
- Monitoring service delivery arrangements
- Care planning and review oversight
- Environmental and operational risk review
- Lone worker communication and welfare monitoring
- Escalation of incidents, hazards and safeguarding concerns
- Monitoring compliance with organisational procedures
- Supporting dynamic risk management within community settings
- Reporting operational concerns to management or the Health and Safety Officer where appropriate
- Supporting employees following incidents or operational concerns

Service Coordinators shall maintain regular communication with employees working within geographically dispersed and lone-working environments.

Where incidents, hazards or safeguarding concerns arise, Service Coordinators shall ensure appropriate escalation and reporting procedures are followed.

5.4 Health and Safety Officer

The Health and Safety Officer supports the implementation, monitoring and review of organisational health and safety systems throughout WLIL.

The Health and Safety Officer shall support:

- Organisational health and safety management systems
- Incident monitoring and review
- Health and safety governance processes
- Monitoring compliance with this Safety Statement
- Coordination of risk assessment reviews
- Audit coordination and monitoring activities
- Health and safety training coordination
- Monitoring incident trends and corrective actions
- Review of organisational risk management arrangements
- HSA reporting where required
- Liaison with management regarding significant health and safety concerns
- Support for incident escalation and investigation processes
- Document control and version management relating to health and safety systems

The Health and Safety Officer may liaise with Service Coordinators, management, employees and external competent persons regarding operational safety concerns, incidents and risk management matters.

5.5 Employees

Employees have responsibilities under Sections 13 and 14 of the Safety, Health and Welfare at Work Act 2005.

Employees are required to:

- Take reasonable care for their own safety, health and welfare and that of others
- Cooperate with organisational safety arrangements and procedures
- Follow organisational policies, procedures, risk assessments and care planning arrangements
- Attend mandatory training and supervision arrangements
- Report hazards, incidents, defects, near misses and safeguarding concerns promptly
- Maintain professional boundaries and respectful conduct
- Use equipment, PPE and assistive devices safely and appropriately
- Participate in risk management and incident reporting processes
- Avoid conduct which may place themselves or others at unreasonable risk
- Escalate concerns where risks cannot be controlled safely

Employees must not:

- Engage in unsafe conduct
- Undertake duties beyond their competency or training
- Misuse equipment or organisational systems
- Ignore hazards or safeguarding concerns
- Place themselves or others at unnecessary risk
- Bypass agreed safety procedures or control measures

Failure to comply with organisational health and safety procedures, safeguarding procedures, risk assessments or safe systems of work may result in disciplinary action in accordance with organisational policies and procedures.

Lone Worker Supervision and Support

WLIL recognises that many Personal Assistants and support staff operate within lone-working and community-based environments where direct supervision may not always be immediately available.

Accordingly, supervision, communication and operational support arrangements form an essential component of organisational safety management.

The level and frequency of supervision may vary depending on:

- Risk assessments
- Service-user complexity
- Environmental conditions
- Lone working arrangements
- Safeguarding considerations
- Employee experience and competency
- Operational concerns identified during service delivery

Regular communication between employees, Service Coordinators, management and the Health and Safety Officer forms part of the organisation's ongoing monitoring and support arrangements.

Employees shall not be expected to remain in situations where there is serious and immediate danger to their safety, health or welfare and must report such concerns promptly through organisational escalation procedures.

Competent Persons

The organisation may appoint internal and/or external competent persons, as defined under the Safety, Health and Welfare at Work Act 2005, to advise, support or assist regarding specialist health and safety matters where additional expertise or independent review is considered necessary.

SECTION 6 – CONSULTATION, EMPLOYEE PARTICIPATION, SAFETY AND QUALITY GOVERNANCE

West Limerick Independent Living CLG (WLIL) is committed to consultation, participation and cooperation with employees and service users regarding health, safety, welfare, safeguarding and quality matters in accordance with Sections 25 and 26 of the Safety, Health and Welfare at Work Act 2005.

The organisation recognises that effective consultation, communication and participation form essential components of organisational safety management, safeguarding, service quality and continuous improvement within community-based disability services.

WLIL further recognises that health and safety, safeguarding and service quality are closely interconnected within Personal Assistant and Home Support Services and therefore maintains integrated Safety and Quality governance arrangements intended to support safe, effective and person-centred service delivery.

The organisation recognises that many employees work within geographically dispersed, lone-working and community-based environments where regular communication, supervision and operational support arrangements are particularly important.

WLIL is committed to consultation regarding:

- Health and safety matters
- Hazard identification and risk management
- Lone working arrangements

- Safeguarding and welfare concerns
- Service quality and service-user wellbeing
- Policy and procedure development
- Workplace wellbeing and psychological safety
- Incident reporting and learning
- Operational and environmental concerns
- Training and competency needs
- Service delivery concerns impacting safety or quality
- Continuous improvement initiatives

Consultation arrangements may include:

- Staff meetings
- Supervision meetings
- Safety and Quality Committee meetings
- Governance and audit reviews
- Safety Representatives and employee representatives
- Incident and safeguarding review processes
- Training sessions
- Direct communication with management
- Telephone and remote communication systems
- Electronic communication systems
- CarePlanner/Nourish communication and reporting systems
- Consultation during risk assessment and review processes
- Monthly service-user review calls and quality monitoring arrangements

WLIL recognises that effective consultation within community-based disability services may require flexible communication methods due to lone-working arrangements, remote service delivery and geographically dispersed operational areas.

Employees are encouraged to raise concerns, suggestions, hazards or operational issues openly and in good faith without fear of disadvantage, penalisation or reprisal.

Safety and Quality Governance

WLIL maintains a combined Safety and Quality Committee as part of the organisation's governance, safeguarding and continuous improvement framework.

The organisation recognises that health and safety, safeguarding, operational oversight and service quality are closely linked within community-based disability services and therefore integrates these functions within the one governance structure.

The Safety and Quality Committee supports:

- Organisational health and safety oversight
- Service quality monitoring
- Incident and near miss review
- Safeguarding oversight
- Risk management review
- Governance and compliance monitoring
- Training and competency review

- Operational learning and continuous improvement
- Review of corrective and preventative actions
- Service-user welfare and quality concerns

The Safety and Quality Committee shall meet a minimum of six times annually, or more frequently where operational circumstances require.

Records of meetings, recommendations, actions arising and follow-up measures shall be maintained as part of the organisation's governance and safety management framework.

Safety and Quality Committee members may include:

- General Manager
- Health and Safety Officer / Coordinator
- Coordinator
- Coordinator
- Coordinator
- Finance Manager / Company Secretary
- An Employee representative
- An Employee representative
- Board representation where appropriate

WLIL recognises the importance of employee participation and frontline operational input within the Safety and Quality governance process.

Board and Service User Involvement

WLIL recognises the importance of service-user participation and lived experience within organisational governance structures.

The organisation acknowledges that a significant proportion of the Board of Directors are service users and therefore bring direct lived experience, operational insight and service-user perspectives to governance oversight, organisational decision-making, safety management and service quality review processes.

This governance structure supports the organisation's commitment to:

- Independent Living principles
- Rights-based service delivery
- Person-centred practice
- Safeguarding and dignity
- Service-user participation and representation
- Continuous improvement of services

Operational Consultation and Risk Monitoring

Service Coordinators maintain ongoing communication with frontline employees, including Personal Assistants and support staff, regarding operational matters, lone working arrangements, environmental concerns, safeguarding matters and health and safety issues arising during service delivery.

Coordinators carry out workplace and service-user environmental risk assessments:

- Annually as a minimum
- Following incidents or near misses
- Where service-user needs change
- Where environmental conditions change

- Where hazards or concerns are identified
- Where operational review indicates reassessment is necessary

WLIL also maintains electronic reporting and escalation systems through the Nourish CarePlanner system and associated organisational applications.

Employees may report:

- Equipment defects
- Hazards
- Environmental concerns
- Incidents and near misses
- Safeguarding concerns
- Operational issues
- Lone worker concerns

through approved electronic systems for immediate review and escalation to the relevant Coordinator and/or the Health and Safety Officer.

Where significant concerns arise, Coordinators shall escalate matters appropriately to management, the Health and Safety Officer or the Safety and Quality Committee where required.

Service User Consultation and Quality Monitoring

WLIL maintains regular service-user communication and quality monitoring arrangements as part of the organisation's operational oversight and continuous improvement systems.

Service Coordinators conduct regular monthly telephone reviews with service users, or more frequently where required, to:

- Monitor satisfaction with services
- Identify operational concerns
- Review wellbeing and welfare concerns
- Identify safeguarding concerns
- Monitor service quality
- Review changes in needs or circumstances
- Identify health and safety concerns within the service environment
- Ensure supports remain appropriate and person-centred

Information arising from these reviews may contribute to:

- Risk assessment review
- Service review processes
- Incident prevention
- Safeguarding oversight
- Quality improvement measures
- Operational planning and support arrangements

Safety Representatives and Employee Participation

In accordance with Section 25 of the Safety, Health and Welfare at Work Act 2005, employees may select or appoint Safety Representatives for the purpose of representing employees on health and safety matters.

The organisation shall support Safety Representatives and employee representatives in carrying out their functions and shall facilitate reasonable access to:

- Relevant information
- Consultation arrangements
- Risk assessment processes where appropriate
- Incident review information where appropriate
- Relevant training and guidance
- Communication with management regarding safety concerns

Current operational safety contacts and management safety leads within WLIL include:

- General Manager
- Coordinator / Health and Safety Officer
- Coordinator / Appointed First Aider

Appointed Employee Safety Representatives

West Limerick Independent Living CLG has two appointed Safety Representatives elected by employees in accordance with Section 25 of the Safety, Health and Welfare at Work Act 2005:

- **Employee Safety Representative**
- **Employee Safety Representative**

The Safety Representatives are entitled to make representations to management on health and safety matters, inspect workplaces following reasonable notice, investigate accidents and employee complaints, and accompany Health and Safety Authority Inspectors where appropriate. WLIL shall facilitate the Safety Representatives in carrying out their functions, provide reasonable access to relevant information and risk assessments, and ensure they are not penalised for acting in their representative capacity. Employees are encouraged to raise health and safety concerns with either Safety Representative at any time.

Access to Safety Information

The master controlled copy of the Safety Statement shall be maintained by the Health and Safety Officer.

Controlled copies may be maintained electronically and/or in hard-copy format through approved organisational systems.

WLIL shall ensure, so far as is reasonably practicable, that employees, contractors and relevant third parties have access to the current approved version of the Safety Statement in a form, manner and language appropriate to their role, work activities and level of understanding.

Given the geographically dispersed and community-based nature of services, electronic access arrangements may be used to support access for remote and lone-working employees.

Protection Against Penalisation

West Limerick Independent Living CLG shall not penalise, threaten penalisation or subject an employee to disadvantage for:

- Raising health and safety concerns
- Reporting hazards, incidents or unsafe practices
- Reporting safeguarding concerns in good faith
- Acting in compliance with health and safety legislation
- Leaving a workplace or environment where serious and imminent danger exists
- Participating in investigations, inspections or consultations

- Acting as a Safety Representative or employee representative
- Cooperating with incident investigations or governance reviews

Employees are encouraged to report concerns openly and in good faith without fear of disadvantage or reprisal.

Safety Representative Functions

Safety Representatives may, in accordance with Section 25 of the Safety, Health and Welfare at Work Act 2005:

- Make representations to management regarding health and safety matters
- Inspect workplaces following reasonable notice
- Investigate accidents, incidents and dangerous occurrences where appropriate
- Investigate employee complaints relating to safety, health and welfare
- Accompany Health and Safety Authority Inspectors where appropriate
- Participate in consultation arrangements relating to organisational safety management
- Review relevant risk assessments and safety arrangements where appropriate
- Participate in organisational safety and quality improvement processes

WLIL shall cooperate with and support Safety Representatives in carrying out their functions in accordance with legislative requirements and organisational procedures.

SECTION 7 – DYNAMIC RISK MANAGEMENT FRAMEWORK

WLIL recognises that risk management within community-based disability services is dynamic and ongoing.

The organisation utilises a range of operational and governance measures to support risk management, including:

- Digital risk assessment systems
- Incident reporting systems
- Review and monitoring processes
- Escalation pathways
- Periodic audit and oversight activities

The WLIL Digital Risk Assessment System supports:

- Dynamic risk assessment
- Version control
- Audit trails
- Review monitoring
- Governance oversight

7.1 Controlled Risk Assessment Register and Digital Risk Assessment System

Controlled Risk Assessment Register and Digital Risk Assessment System

In accordance with Section 19 of the Safety, Health and Welfare at Work Act 2005, West Limerick Independent Living CLG maintains a structured and ongoing programme of hazard identification, risk assessment and risk control.

Operational risk assessments are maintained through the WLIL Digital Risk Assessment System, which forms part of the organisation's overall safety management framework and should be read in conjunction with this Safety Statement. The digital system supports the identification, assessment, review, monitoring and control of risks arising from community-based disability services, lone working environments, transport activities, office operations and service-user support arrangements.

The WLIL Digital Risk Assessment System may include, but is not limited to:

- Service User Environmental Risk Assessments
- Manual Handling and Hoist Risk Assessments
- Lone Working Risk Assessments
- Falls Prevention and Management Assessments
- Infection Prevention and Control Risk Assessments
- Violence and Aggression Risk Assessments
- Medication Support Assessments
- Safeguarding Risk Assessments
- Pregnancy Risk Assessments
- DSE / Workstation Assessments
- Fire and Emergency Risk Assessments
- Driving and Transport Risk Assessments
- Chemical / COSHH Risk Assessments (Hazardous Substance / Chemical Risk Assessments)
- Incident and Near Miss Reviews
- Site-Specific and Activity-Based Assessments

- Emergency Action Plans
- Personal Assistant Duties and Compliance Reviews

Risk assessments are carried out by Service Coordinators and Managers and may be maintained electronically and/or in controlled hard-copy format where required. Assessments are subject to periodic review, version control, audit oversight and amendment where circumstances change, incidents occur, hazards are identified or operational practices are modified.

The WLIL Digital Risk Assessment System incorporates:

- review and sign-off processes,
- audit trails,
- escalation pathways,
- linked incident reporting,
- monitoring and reassessment functions,
- and governance oversight mechanisms.

Relevant employees shall have access to risk assessments appropriate to their role and responsibilities. Risk assessments are reviewed:

- annually,
- following incidents or near misses,
- where service-user needs change,
- where environmental conditions change,
- following safeguarding concerns,
- following operational changes,
- or where additional hazards are identified.

Where required, local dynamic risk assessments may also be completed by employees or management in response to changing operational circumstances.

Frontline staff are expected to carry out ongoing dynamic assessment of service-user environments and immediately escalate hazards, equipment defects, environmental changes, safeguarding concerns or unsafe conditions through approved reporting pathways.

Risk assessments may include:

- Environmental risks
- Lone worker risks
- Falls risks
- Infection risks
- Behavioural risks
- Manual handling risks
- Transport risks
- Fire risks
- Safeguarding concerns
- Service-specific risks

Risk assessments are reviewed:

- Annually
- Following incidents
- Where circumstances change

- Where concerns arise
- Following significant operational changes

RISK ASSESSMENT PROCESS

Risk assessments shall:

1. Identify hazards
2. Assess likelihood and severity
3. Identify persons at risk
4. Implement controls
5. Assign responsibility
6. Review effectiveness

Risk assessments relevant to organisational activities and service-user environments are maintained through approved organisational systems and may include:

- service-user environmental assessments,
- falls assessments,
- moving and handling assessments,
- lone worker assessments,
- transport risk assessments,
- pregnancy risk assessments,
- DSE assessments,
- violence and aggression assessments,
- and task-specific operational assessments.

Organisational, environmental and service-user-specific risk assessments may be maintained electronically and/or in hard copy format through approved organisational systems, including the WLIL Digital Risk Assessment System and CarePlanner/Nourish systems where applicable.

HIERARCHY OF CONTROL

WLIL applies the hierarchy of control where reasonably practicable:

1. Elimination
2. Substitution
3. Engineering controls
4. Administrative controls
5. PPE

In addition to organisational risk assessments, local, environmental or service-specific risk assessments may be completed where required to address individual service-user environments, operational activities or changing circumstances.

WLIL reserves the right to modify, suspend or withdraw services where risks cannot be controlled to a reasonably practicable level.

7.2 Risk Rating Matrix and Risk Prioritisation

West Limerick Independent Living CLG utilises a structured risk rating matrix as part of the organisational risk assessment process to support consistent assessment, prioritisation and management of identified hazards and operational risks.

The matrix supports the assessment of:

- Likelihood of occurrence
- Potential severity of harm or adverse outcome
- Overall risk rating
- Priority for corrective or preventative action

Risk ratings are determined by multiplying the likelihood score by the severity score.

The organisational risk matrix is utilised across:

- Service-user environmental risk assessments
- Lone working assessments
- Manual handling assessments
- Falls assessments
- Transport risk assessments
- Infection prevention assessments
- Safeguarding-related environmental concerns
- Operational and workplace risk assessments
- Dynamic reassessment activities where appropriate

The risk matrix supports:

- Consistent organisational risk scoring
- Prioritisation of control measures
- Escalation of significant risks
- Governance oversight
- Audit and review processes
- Dynamic risk management within community-based environments

Risk Rating Guidance

WLIL's authoritative risk matrix, including the specific likelihood/impact scoring used organisation-wide, is set out in WLILP23 - Risk Management Policy, Appendix 3. This document does not maintain a separate risk matrix, to avoid two different scoring systems existing at once.

Risk Rating	Classification	Guidance
1-3	LOW	Manage through routine procedures and monitoring
4-6	MEDIUM	Additional controls and monitoring may be required
8-16	HIGH	Immediate review, escalation and control measures required

Risk Assessment Principles

When assessing risks, employees and managers shall consider:

- The likelihood of the hazard occurring
- The potential severity of injury, harm or adverse outcome

- Environmental conditions
- Lone working arrangements
- Service-user vulnerability
- Existing control measures
- Dynamic and changing operational circumstances

Risk assessments shall remain dynamic and subject to ongoing review where circumstances, environments or service-user needs change.

The organisational risk matrix may be maintained electronically through the WLIL Digital Risk Assessment System and associated governance systems.

7.3 Pregnancy, Post-Natal and Breastfeeding Employee Risk Management

West Limerick Independent Living CLG (WLIL) recognises its obligations under the Safety, Health and Welfare at Work Act 2005 and associated regulations to protect the safety, health and welfare of pregnant employees, employees who have recently given birth, and employees who are breastfeeding.

Given the nature of community-based disability services, WLIL acknowledges that certain work activities, environments and operational arrangements may present additional risks during pregnancy or the post-natal period.

Where an employee notifies the organisation that they are pregnant, have recently given birth or are breastfeeding, WLIL shall, so far as is reasonably practicable:

- Carry out an individual pregnancy risk assessment
- Review existing operational and environmental risks
- Implement appropriate control measures where required
- Review duties, work arrangements and working environments
- Consider medical advice or restrictions provided by the employee's medical practitioner where appropriate
- Maintain appropriate confidentiality regarding sensitive medical information

Pregnancy-related risk assessments may consider:

- Manual handling and people handling activities
- Hoisting and transfer tasks
- Lone working arrangements
- Driving and transport requirements
- Fatigue and working hours
- Infection prevention and control risks
- Exposure to smoking or environmental hazards
- Aggression or violence risks
- Slips, trips and falls risks
- Access and egress concerns within private homes
- Stress, emotional wellbeing and psychological pressures
- Use of PPE where applicable
- Service-user complexity and environmental conditions

WLIL recognises that many services are delivered within private homes and community environments that are not directly controlled by the organisation. Accordingly, pregnancy-related risk assessments may require ongoing review and dynamic reassessment where circumstances change.

Where risks are identified, the organisation may implement reasonable and proportionate control measures including:

- Modification of duties
- Temporary restriction of higher-risk activities
- Additional supervision or support arrangements
- Adjustment of lone working arrangements
- Review of transport or driving duties
- Adjustment of working hours where reasonably practicable
- Temporary reassignment to alternative duties where available and appropriate

Employees shall not be required to undertake duties that present unreasonable risk to their safety, health or wellbeing during pregnancy or the post-natal period.

Pregnancy risk assessments shall be reviewed:

- Periodically throughout the pregnancy
- Where duties change
- Where environmental risks change
- Following incidents or concerns
- Where medical advice changes
- Following return to work where appropriate

Employees are encouraged to notify management as early as reasonably practicable where pregnancy-related workplace adjustments or supports may be required.

Relevant pregnancy-related risk assessments may be maintained through the WLIL Digital Risk Assessment System and associated organisational governance systems.

SECTION 8 – COMMUNITY-BASED WORKING ENVIRONMENT

West Limerick Independent Living CLG (WLIL) primarily delivers services within private homes, community settings and geographically dispersed environments as part of the organisation's Personal Assistant, Home Support and Independent Living Services.

The organisation recognises that community-based disability services differ significantly from traditional workplace environments and that many service-user settings are domestic homes which are not owned, managed or directly controlled by WLIL.

Accordingly, environmental conditions, operational risks and service-user circumstances may vary significantly and may change rapidly during the course of service delivery.

WLIL recognises that employees working within community-based and lone-working environments may encounter dynamic operational risks including:

- Environmental hazards
- Lone working risks
- Manual handling and mobility risks
- Safeguarding and welfare concerns
- Infection prevention concerns
- Aggression or behavioural risks
- Unsafe access or egress arrangements
- Fire and emergency risks
- Transport and travel-related risks
- Equipment defects or unsafe assistive equipment
- Smoking and environmental exposure risks
- Hoarding, infestation or sanitation concerns
- Emotional and psychological pressures associated with service delivery

The organisation further recognises that certain environmental concerns identified within private homes may also constitute safeguarding, welfare or self-neglect concerns requiring appropriate escalation, review or multidisciplinary involvement.

Environmental concerns may include, but are not limited to:

- Unsafe flooring or trip hazards
- Poor access or restricted emergency egress
- Unsafe stairs or access routes
- Inadequate lighting or ventilation
- Smoking, vaping or excessive smoke exposure
- Oxygen use combined with smoking or fire risks
- Unsafe pets or uncontrolled animals
- Hoarding or excessive clutter
- Infestation, poor sanitation or biohazard concerns
- Structural deterioration or unsafe building conditions
- Utility failures or unsafe heating arrangements
- Unsafe electrical conditions or overloaded sockets

- Infection prevention concerns
- Unsafe storage of equipment or hazardous substances
- Environmental neglect or self-neglect concerns
- Unsafe manual handling environments
- Limited emergency service access
- Inadequate space for safe care delivery or equipment use

WLIL shall, so far as is reasonably practicable, take reasonable and proportionate steps to assess and manage risks associated with community-based working environments.

Where concerns arise, the organisation may:

- Carry out or review risk assessments
- Implement reasonable control measures
- Liaise with service users, families or representatives where appropriate
- Liaise with healthcare professionals or external agencies where required
- Review care planning and operational arrangements
- Escalate safeguarding or welfare concerns appropriately
- Implement additional supervision or monitoring arrangements
- Review staffing or lone-working arrangements
- Restrict, modify or suspend specific activities where necessary
- Determine whether services can continue safely and reasonably practicably

WLIL recognises the importance of balancing health and safety obligations with the rights, dignity, autonomy and independence of service users in accordance with Independent Living principles and person-centred practice.

The organisation acknowledges that not all risks within private homes can be entirely eliminated and therefore adopts a balanced and proportionate approach to environmental risk management while seeking to protect employees, service users and others affected by organisational activities.

Dynamic Risk Awareness and Reporting

Employees delivering services within community settings are expected to exercise ongoing dynamic risk awareness during service delivery.

Employees must immediately report:

- Environmental hazards
- Unsafe conditions
- Equipment defects
- Unsafe access or egress arrangements
- Safeguarding concerns
- Significant changes in service-user needs or circumstances
- Infection prevention concerns
- Fire or utility concerns
- Aggression or behavioural incidents
- Any situation presenting serious or immediate risk

through approved organisational reporting and escalation procedures including the CarePlanner/Nourish system and direct reporting to Coordinators, management or the Health and Safety Officer where appropriate.

Where immediate risk is identified, employees shall take reasonable steps to protect themselves and others and may withdraw from unsafe environments where serious and imminent danger exists.

Restricted Activities

Employees are not permitted to:

- Access roofs
- Enter confined spaces
- Carry out electrical repairs or modifications
- Carry out gas or utility repairs
- Undertake unsafe lifting operations
- Work from ladders, unstable furniture or unsafe platforms
- Undertake work at height unless specifically authorised, trained and risk assessed
- Use unsafe, defective or damaged equipment
- Carry out specialist maintenance activities beyond their competency or role
- Undertake duties beyond their training, competence or physical capability

Activities requiring specialist competency, certification or contractor involvement shall only be undertaken by appropriately qualified and authorised personnel.

Safe Place of Work and Access/Egress

WLIL shall, so far as is reasonably practicable, seek to ensure that work environments, access routes and egress arrangements relevant to service delivery are maintained in a reasonably safe condition.

This may include:

- Maintaining safe entrances and exits
- Maintaining clear walkways and circulation routes
- Minimising trip and slip hazards
- Ensuring adequate lighting where reasonably practicable
- Identifying emergency access concerns
- Maintaining safe access to transport areas
- Identifying unsafe environmental conditions through risk assessment
- Reviewing emergency evacuation considerations where appropriate

The organisation recognises that private homes are not controlled workplace environments and therefore environmental conditions may vary significantly.

Risk assessments and environmental reviews may be undertaken periodically, following incidents, where circumstances change or where hazards or concerns are identified.

Smoking / Vaping Controls

WLIL recognises its obligations under the Public Health (Tobacco) Acts 2002–2015 and associated health and safety obligations relating to employee welfare and smoke-free working environments.

Employees should not be exposed unnecessarily to cigarette smoke, vaping, second-hand smoke or other airborne irritants during service delivery.

Where excessive smoke exposure, oxygen use, fire risks or environmental respiratory concerns are identified, the organisation may implement reasonable and proportionate control measures including:

- Environmental review
- Risk assessment
- Adjustment of service arrangements
- Scheduling adjustments where practicable
- Increased ventilation measures where possible
- Escalation of significant fire or safety concerns

WLIL recognises that many services are delivered within private homes where legal and practical considerations may differ from conventional workplaces. Accordingly, the organisation seeks to balance employee safety with the rights, dignity and autonomy of service users while implementing reasonable and proportionate protective measures where required.

Employees are encouraged to report concerns regarding excessive smoke exposure or associated environmental risks promptly to their Coordinator, Manager or the Health and Safety Officer.

Animals and Pets

Where animals or pets present a potential risk to employees, service users or service delivery arrangements, WLIL may implement reasonable control measures to support safe service delivery.

Potential risks may include:

- Aggressive or uncontrolled animals
- Trip hazards
- Hygiene or infection concerns
- Allergies or respiratory concerns
- Interference with equipment or safe movement

Employees are prohibited from bringing animals or pets to work unless specifically authorised as part of approved service arrangements.

Hoarding, Infestation and Environmental Hygiene Concerns

Where significant environmental hygiene concerns, infestation, excessive clutter, poor sanitation, biohazard risks or associated environmental concerns are identified, WLIL may:

- Carry out environmental review and risk assessment
- Implement appropriate control measures
- Escalate safeguarding or welfare concerns
- Liaise with relevant professionals or agencies where appropriate
- Review service arrangements and staffing supports
- Determine whether services can continue safely

Safe Systems of Work

WLIL shall develop, implement and maintain safe systems of work appropriate to the nature of community-based disability services, lone-working environments and dynamic service-user settings.

Safe systems of work may include:

- Lone working procedures
- Dynamic risk assessment procedures
- Manual handling and people handling procedures
- Infection prevention and control procedures
- Safeguarding procedures
- Transport safety arrangements
- Incident and near miss reporting procedures
- Emergency response procedures
- Equipment usage and defect reporting procedures
- Communication and escalation procedures
- Service-user environmental review processes
- Fire and emergency arrangements
- Smoking and environmental exposure controls

Safe systems of work shall be reviewed periodically and following:

- Incidents or near misses
- Significant operational changes
- Changes in legislation or guidance
- Changes in service-user needs
- Environmental changes
- Identification of additional hazards or concerns

WLIL may utilise digital governance systems, including CarePlanner/Nourish and associated organisational systems, to support reporting, monitoring, escalation and review of environmental and operational risks.

Structural Responsibility Within Private Homes

While WLIL shall take reasonable and proportionate steps to assess and manage environmental risks associated with service delivery, responsibility for structural maintenance, utilities, electrical systems, property defects and general household conditions within private homes may remain with the property owner, tenant, landlord or relevant third party depending on the circumstances.

The organisation recognises that environmental conditions within community-based settings may change rapidly and therefore risk assessments may require ongoing review and dynamic reassessment by employees, Coordinators, management and the Health and Safety Officer during service delivery.

Where risks cannot be controlled to a reasonably practicable level, WLIL reserves the right to review, restrict, modify, suspend or withdraw specific activities or services pending further assessment, review or implementation of additional control measures.

SECTION 9 – LONE WORKING

Lone working forms a significant component of service delivery within West Limerick Independent Living CLG (WLIL) due to the community-based nature of Personal Assistant Services, Home Support Services and Independent Living Supports.

Employees may work alone within private homes, community environments, transport settings and geographically dispersed locations where direct supervision is not always immediately available.

WLIL recognises that lone working may present additional operational, environmental, safeguarding and personal safety risks and therefore maintains lone worker arrangements intended to support the safety, health and welfare of employees while delivering community-based services.

The organisation maintains lone worker systems including:

- Nourish CarePlanner electronic monitoring systems
- GPS-supported login and logout systems
- Scheduling oversight and shift monitoring
- Communication and welfare monitoring arrangements
- Incident and escalation procedures
- Periodic supervision and support arrangements
- Coordinator and management oversight
- Out-of-hours emergency support arrangements
- Dynamic risk assessment procedures
- Lone worker escalation pathways
- Incident reporting and review systems

WLIL utilises the CarePlanner/Nourish system as part of its operational oversight and lone worker monitoring arrangements.

Employees are generally required to log into and out of scheduled shifts through the approved electronic system using GPS-enabled devices. These systems support:

- Attendance verification
- Lone worker monitoring
- Operational oversight
- Welfare monitoring
- Incident escalation
- Review of missed or incomplete visits
- Emergency response arrangements where concerns arise

Failure to log into scheduled duties, unexplained loss of contact or unexpected interruption to scheduled service delivery may trigger welfare checks, attempted contact procedures or escalation arrangements where reasonably necessary.

Employees working alone are required to:

- Maintain communication with Coordinators, management or designated contacts where required
- Carry and maintain access to a charged and operational mobile phone while on duty where reasonably practicable
- Use approved communication and monitoring systems appropriately
- Log into and out of duties using approved organisational systems

- Follow lone worker procedures and risk assessments
- Report hazards, incidents or concerns promptly
- Escalate safeguarding, environmental or behavioural concerns appropriately
- Exercise ongoing dynamic risk awareness during service delivery
- Withdraw from unsafe or high-risk situations where necessary
- Seek support or assistance where concerns arise

Employees working within community settings are expected to carry out ongoing dynamic assessment of environmental conditions, service-user circumstances and operational risks during the course of service delivery.

Employees must promptly report:

- Unsafe environmental conditions
- Aggression or behavioural concerns
- Safeguarding or welfare concerns
- Equipment defects or failures
- Lone worker concerns
- Unsafe access or egress arrangements
- Significant changes in service-user presentation or circumstances
- Situations presenting serious or immediate risk

through approved organisational reporting and escalation procedures.

The organisation recognises that supervision requirements may vary depending on operational circumstances and identified risks.

Supervision and monitoring arrangements may take account of:

- Risk assessments
- Service-user complexity
- Environmental conditions
- Lone working arrangements
- Safeguarding concerns
- Behavioural or aggression risks
- Geographic location
- Time of day or out-of-hours working
- Employee experience and competency
- Newly commenced or higher-risk service arrangements

Emergency and Escalation Contact Arrangements

West Limerick Independent Living CLG maintains emergency and escalation contact arrangements to support employees working within lone-working, community-based and out-of-hours environments.

Employees shall maintain access to emergency contact information while undertaking organisational duties and must escalate emergencies, safeguarding concerns, incidents or serious operational risks through approved organisational procedures.

Where immediate emergency assistance is required, employees must contact the emergency services by dialling:

- 999 or 112

and request the appropriate emergency response service.

Organisational Emergency Contacts

Contact	Role	Telephone
Margaret O'Connor	General Manager	085 2521248
Gerard O'Connor	Company Secretary / Finance Manager	069 77320
Michaela Quirk	Health and Safety Officer / Coordinator	085 8623649
Cassie Costello	Service Coordinator	085 8558042
Sarah Stack	Employee Representative	069 77320
Laura Mulqueen	Coordinator / First Aider	085 8663889
Precious Madubeko	Service Coordinator	085 2578688
Trish Cunningham	Employee Representative	069 77320

Utility and National Emergency Contacts

Service	Contact Number
Emergency Services	999 / 112
ESB Networks Emergency Line	1800 372 999
Gas Networks Ireland Emergency Line	1800 20 50 50
HSELive	1800 700 700
Samaritans	116 123

Regular contact between Service Coordinators and lone workers forms part of the organisation's standard supervision, support and welfare monitoring arrangements.

Service Coordinators and management maintain availability during operational hours to support employees where concerns arise.

WLIL also maintains out-of-hours emergency contact arrangements whereby a designated Coordinator may be available outside normal office hours to provide operational support, guidance or emergency escalation assistance where required.

Employees are instructed that where immediate emergency assistance is required they should contact the relevant emergency services by dialling 999 or 112 and request the appropriate emergency response service including:

- Ambulance services
- Gardaí
- Fire Brigade
- Other emergency services where appropriate

Employees shall not be expected to place themselves at unreasonable risk and may withdraw from any environment or situation where they reasonably believe there is serious or immediate danger to their safety, health or wellbeing.

Where employees experience:

- Threatening behaviour
- Aggression or violence
- Unsafe environmental conditions
- Significant conflict or turmoil

- Safeguarding concerns
- Immediate personal safety concerns

they are instructed to remove themselves from the environment as safely and as quickly as reasonably practicable and contact their Service Coordinator, management or emergency services where appropriate.

Employees must report such incidents or circumstances as soon as reasonably practicable so that the situation may be reviewed and appropriate control measures implemented.

Where concerns arise regarding the welfare or safety of a lone worker, the organisation may implement escalation procedures including:

- Attempted employee contact
- Contact with designated Coordinators or management
- Review of CarePlanner/Nourish activity and scheduling systems
- Welfare checks
- Contact with emergency contacts where appropriate
- Contact with emergency services where reasonably necessary

Lone working arrangements, communication systems, escalation pathways and risk management arrangements shall be reviewed periodically and following incidents, safeguarding concerns, operational changes or identification of additional risks.

WLIL recognises that effective lone worker support relies upon ongoing communication, dynamic risk awareness, supervision, employee participation and appropriate operational escalation arrangements throughout all community-based services.

SECTION 10 – SAFEGUARDING AND PROFESSIONAL CONDUCT

West Limerick Independent Living CLG (WLIL) is committed to safeguarding and promoting the safety, dignity, wellbeing, rights and welfare of all service users, employees and individuals engaged with the organisation.

The organisation recognises that safeguarding forms an essential component of safe, ethical and person-centred community-based disability services and acknowledges that safeguarding responsibilities apply across all operational activities, service environments and organisational roles.

WLIL is committed to:

- Safeguarding adults at risk and vulnerable persons
- Protecting children and young persons where applicable
- Preventing abuse, neglect, exploitation and harm
- Promoting dignity, respect and human rights
- Supporting autonomy, independence and informed choice
- Maintaining professional boundaries and ethical conduct
- Promoting person-centred and rights-based service delivery
- Responding appropriately to safeguarding, welfare and protection concerns
- Supporting safe and respectful working environments

WLIL recognises that safeguarding concerns within community-based disability services may include, but are not limited to:

- Physical abuse

- Emotional or psychological abuse
- Sexual abuse
- Financial abuse or exploitation
- Neglect or acts of omission
- Self-neglect
- Environmental neglect
- Coercive or controlling behaviour
- Bullying, intimidation or harassment
- Discriminatory abuse
- Institutional or organisational abuse
- Breaches of privacy, dignity or confidentiality
- Unsafe professional boundaries
- Online or digital exploitation
- Unsafe living conditions or welfare concerns

The organisation further recognises that safeguarding concerns may arise within:

- Private homes
- Community settings
- Lone-working environments
- Family or informal support arrangements
- Transport settings
- Digital communication environments
- Situations involving changing health, behavioural or social circumstances

WLIL acknowledges that safeguarding within disability services must be balanced appropriately with:

- Autonomy and independence
- Person-centred practice
- Informed choice and decision-making
- Rights-based service delivery
- The dignity of risk
- Assisted decision-making principles
- Respect for privacy and personal lifestyle choices

The organisation recognises that adults may make decisions or lifestyle choices which others may consider risky, unusual or unwise. Accordingly, safeguarding responses shall seek to balance the protection of individuals from harm with respect for their legal rights, preferences, dignity and independence in accordance with organisational policies and relevant legislation.

WLIL is committed to safeguarding in line with:

- HSE Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures (2014)
- Children First Act 2015
- Assisted Decision-Making (Capacity) Act 2015 (as amended)
- Relevant Irish safeguarding guidance and governance frameworks
- Relevant data protection and confidentiality legislation

- Emerging adult safeguarding legislation and guidance, including the proposed Heads of the Safeguarding (Vulnerable Adults) Bill
- Independent Living principles and rights-based practice

The organisation maintains safeguarding systems and governance arrangements including:

- Safeguarding escalation pathways
- Incident and concern reporting systems
- Multidisciplinary liaison arrangements
- Safeguarding review mechanisms
- Supervision and support arrangements
- Training and competency systems
- Confidential reporting arrangements
- Governance and oversight systems
- Risk assessment and environmental review processes
- Digital governance and record management systems

Employees working within community-based and lone-working environments are expected to remain alert to safeguarding, welfare, self-neglect, environmental neglect, behavioural and professional boundary concerns and must escalate concerns promptly through approved organisational safeguarding and incident reporting procedures.

Employees must:

- Follow organisational safeguarding procedures
- Report safeguarding concerns promptly and appropriately
- Cooperate with safeguarding reviews and investigations
- Maintain confidentiality and professional standards
- Maintain appropriate professional boundaries
- Respect the dignity, rights and autonomy of service users
- Escalate concerns relating to abuse, neglect, exploitation or unsafe conditions
- Participate in safeguarding training and supervision arrangements
- Report unsafe, unethical or inappropriate conduct
- Support person-centred and respectful service delivery

Employees must not:

- Engage in abusive, neglectful or exploitative behaviour
- Form inappropriate personal, financial or dependent relationships with service users
- Accept inappropriate gifts or financial involvement
- Breach confidentiality without lawful or appropriate justification
- Ignore safeguarding, welfare or professional boundary concerns
- Engage in discriminatory, intimidating or disrespectful behaviour
- Use social media or digital communication inappropriately with service users

Professional conduct expectations are further outlined within:

- Code of Conduct Policy
- Safeguarding Policies and Procedures
- HR Policies and Procedures
- Confidentiality and Data Protection Policies

- Disciplinary Procedures
- Lone Worker Procedures
- Social Media and Digital Communication Policies

WLIL recognises that safeguarding concerns may arise gradually through ongoing contact with service users and that employees may become aware of:

- Deterioration in living conditions
- Self-neglect or environmental neglect
- Social isolation or vulnerability
- Emotional distress or psychological harm
- Changes in behaviour or presentation
- Unsafe care arrangements
- Financial concerns or exploitation
- Family conflict or safeguarding risks
- Deterioration in health or wellbeing

Such concerns must be reported promptly in accordance with organisational safeguarding and incident reporting procedures.

The organisation maintains multidisciplinary liaison arrangements and may liaise, where appropriate and lawful, with:

- HSE Safeguarding Teams
- Social Work Departments
- Healthcare professionals
- Gardaí
- Emergency services
- Advocacy services
- Regulatory or statutory bodies
- Family members or representatives where appropriate

WLIL shall support employees who raise safeguarding concerns in good faith and shall not penalise employees for reporting safeguarding concerns, unsafe practices or welfare concerns appropriately and in accordance with organisational procedures.

Safeguarding concerns, incidents and professional conduct issues may be reviewed through:

- Incident review processes
- Safeguarding review meetings
- Risk assessment reviews
- Supervision arrangements
- Governance and audit systems
- Safety and Quality Committee oversight
- Organisational disciplinary procedures where appropriate

All employees are required to complete safeguarding training appropriate to their role and responsibilities and to participate in ongoing safeguarding awareness, supervision and organisational learning arrangements.

WLIL is committed to maintaining a safeguarding culture which promotes:

- Respect and dignity
- Openness and accountability

- Professionalism and ethical conduct
- Rights-based service delivery
- Service-user participation and voice
- Safe and respectful working relationships
- Early identification and escalation of concerns
- Continuous improvement in safeguarding practice and governance.

SECTION 11 – MANUAL HANDLING AND PEOPLE HANDLING

West Limerick Independent Living CLG (WLIL) recognises that manual handling and people handling activities form a significant component of community-based disability services and may present substantial risks to employees, service users and others where not appropriately assessed, planned, supervised and carried out.

The organisation acknowledges that moving and handling activities within private homes and community environments present unique operational challenges due to:

- Lone-working arrangements
- Restricted or variable environmental conditions
- Limited space within private homes
- Changing service-user needs and mobility levels
- Variable flooring and access arrangements
- Environmental clutter or unsafe layouts
- Uncontrolled working environments
- The use of assistive equipment within domestic settings
- Dynamic operational conditions and changing circumstances

WLIL recognises its obligations under the Safety, Health and Welfare at Work Act 2005 and associated Manual Handling of Loads Regulations relating to safe systems of work, risk assessment, training and reasonably practicable risk reduction measures.

The organisation shall, so far as is reasonably practicable:

- Assess manual handling and people handling risks
- Maintain appropriate moving and handling procedures
- Provide moving and handling training and refresher training
- Monitor competency and safe practice
- Maintain systems for reporting unsafe practices, environmental concerns and equipment defects
- Review moving and handling arrangements periodically
- Promote safe and person-centred handling practices
- Support employees in identifying and escalating unsafe conditions or practices

Manual handling and people handling activities may include:

- Assisting transfers
- Repositioning service users
- Assisting mobility and ambulation
- Hoisting and transfer procedures
- Bed mobility support

- Wheelchair assistance
- Assisting activities of daily living
- Supporting access within community settings
- Transport-related mobility assistance
- Physical support tasks associated with service delivery

WLIL recognises that people handling differs significantly from general object handling due to:

- Unpredictable movement
- Variable mobility and strength
- Complex medical or neurological conditions
- Communication difficulties
- Behavioural or cognitive considerations
- Environmental limitations within private homes
- Safeguarding and dignity considerations

Accordingly, moving and handling arrangements shall seek to balance:

- Safety
- Dignity and respect
- Independence and autonomy
- Person-centred practice
- Service-user comfort and wellbeing
- Reasonably practicable risk reduction measures

The organisation maintains moving and handling arrangements including:

- Service-user moving and handling assessments
- Hoist and transfer risk assessments
- Environmental risk assessments
- Lone worker risk assessments
- Training and refresher arrangements
- Competency monitoring and supervision
- Incident reporting and escalation systems
- Dynamic reassessment procedures
- Review and monitoring arrangements

Manual handling and people handling risk assessments may consider:

- Service-user mobility and functional ability
- Weight-bearing status and transfer ability
- Hoist and sling requirements
- Environmental space limitations
- Flooring and access conditions
- Availability and suitability of equipment
- Employee competency and training
- Lone-working considerations
- Falls risks
- Behavioural or communication issues

- Fatigue and physical demands
- Emergency evacuation considerations
- Infection prevention considerations
- Service-user preferences and dignity considerations

Manual Handling Training Records

The designated Manual Handling Trainer or Coordinator shall maintain oversight of organisational manual handling training records and associated documentation.

Employees must:

- Follow agreed moving and handling plans, risk assessments and safe systems of work
- Attend mandatory moving and handling training and refresher training
- Work within the limits of their training and competency
- Carry out ongoing dynamic assessment during moving and handling activities
- Report hazards, unsafe practices or environmental concerns promptly
- Report damaged, defective or unsuitable equipment immediately
- Escalate concerns where handling activities cannot be completed safely
- Avoid unsafe lifting, carrying or transfer practices
- Seek support where required

Employees must not:

- Undertake unsafe lifting operations
- Use obviously defective or unsafe equipment
- Deviate from agreed handling procedures without appropriate reassessment
- Undertake handling activities beyond their competency or physical capability
- Place themselves or service users at unreasonable risk

Unsafe manual handling practices, environmental limitations or equipment concerns must be escalated immediately through approved organisational reporting procedures.

Employees working within community-based and lone-working environments are expected to exercise ongoing dynamic risk awareness during moving and handling activities and must reassess situations where environmental conditions, service-user needs or operational circumstances change.

Where employees believe that moving and handling activities cannot be completed safely, they must stop the activity where reasonably practicable and escalate concerns to their Coordinator, Manager or the Health and Safety Officer.

WLIL recognises that private homes are not controlled workplace environments and therefore environmental limitations may affect the safe delivery of moving and handling activities.

Where concerns arise regarding environmental suitability, the organisation may:

- Carry out environmental review and reassessment
- Review handling arrangements and risk controls
- Implement additional control measures where reasonably practicable
- Review staffing or lone-working arrangements
- Liaise with service users, families or healthcare professionals where appropriate
- Restrict or modify certain activities
- Determine whether services can continue safely and reasonably practicably

11.1 Equipment Safety, Defect Reporting and Service User Responsibilities

WLIL recognises that assistive equipment used within service-user homes may include:

- Hoists
- Slings
- Wheelchairs
- Transfer aids
- Standing aids
- Shower and toileting equipment
- Hospital beds
- Pressure-relief equipment
- Other mobility or assistive devices

The organisation further recognises that such equipment is generally supplied directly to the service user through:

- The HSE
- Occupational Therapy services
- Physiotherapy services
- Local Authorities or Housing Adaptation Schemes
- Private purchase arrangements
- Other external providers

Accordingly, ownership, servicing, maintenance and replacement responsibility for such equipment generally remains with the service user, property owner, HSE, supplier or relevant third party, unless otherwise formally agreed.

WLIL employees are not responsible for:

- Servicing equipment
- Mechanical maintenance or repair
- Altering equipment
- Carrying out technical inspections
- Certifying equipment safety
- Installing specialist equipment

Employees may assist with routine cleaning of equipment as part of normal support activities where appropriate and safe to do so.

Employees are required to:

- Visually check equipment prior to use where reasonably practicable
- Report obvious defects, damage or concerns immediately
- Escalate concerns regarding servicing or maintenance status
- Remove equipment from use where immediate serious danger is identified where reasonably practicable
- Inform the service user and Coordinator where equipment appears unsafe, defective or overdue for servicing

WLIL may assist in communicating concerns regarding equipment safety to service users, families, Occupational Therapists, Physiotherapists, suppliers or relevant external agencies where appropriate. Where equipment defects, environmental limitations or unsafe conditions present significant risk, the organisation may review, restrict or suspend certain activities pending reassessment or implementation of additional control measures.

Moving and handling arrangements shall be reviewed periodically and following:

- Incidents or near misses
- Falls or transfer-related concerns
- Changes in service-user needs or mobility
- Environmental changes
- Equipment concerns or reported defects
- Safeguarding concerns
- Identification of additional risks
- Operational review or audit findings

WLIL is committed to promoting safe, dignified and person-centred moving and handling practices throughout all community-based disability and home support services.

SECTION 12 – FALLS PREVENTION AND MANAGEMENT

West Limerick Independent Living CLG (WLIL) recognises that falls present a significant risk within community-based disability services and may result in serious injury, deterioration in health, loss of independence, safeguarding concerns and risks to employees and service users.

The organisation acknowledges that falls risks within private homes and community settings may be influenced by:

- Reduced mobility or balance
- Neurological or medical conditions
- Fatigue or illness
- Medication effects
- Environmental conditions
- Unsafe flooring or trip hazards
- Poor lighting or restricted access
- Clutter or hoarding conditions
- Unsuitable footwear or mobility aids
- Unsafe transfer arrangements
- Cognitive or behavioural factors
- Equipment defects or unsuitable equipment
- Lone-working arrangements
- Transport and vehicle access arrangements
- Changing service-user needs or health status

WLIL recognises that falls risks within community-based services are dynamic and may change rapidly due to environmental, medical, behavioural or operational circumstances.

The organisation maintains falls prevention and management arrangements including:

- Falls risk assessments
- Environmental and access reviews
- Service-user mobility reviews
- Incident and near miss reporting systems
- Escalation and emergency response procedures

- Manual handling and transfer assessments
- Equipment and mobility aid review processes
- Dynamic reassessment procedures
- Staff training and supervision arrangements
- Safeguarding and multidisciplinary review arrangements

Falls prevention measures may include:

- Environmental risk reduction measures
- Review of access and egress arrangements
- Safe transfer procedures
- Appropriate use of mobility and assistive equipment
- Review of staffing or lone-working arrangements
- Falls awareness training
- Review of footwear or walking aids where appropriate
- Monitoring of changing mobility or health conditions
- Communication with healthcare professionals where appropriate

Employees working within community-based environments are expected to exercise ongoing dynamic risk awareness regarding falls prevention during service delivery.

Employees must promptly report:

- Falls or suspected falls
- Near misses
- Unsafe environmental conditions
- Deterioration in mobility or balance
- Changes in health status or presentation
- Unsafe transfer arrangements
- Equipment defects or concerns
- Repeated falls incidents
- Concerns regarding service-user safety or welfare

through approved organisational reporting and escalation systems.

WLIL recognises that repeated falls, unsafe living environments, self-neglect, deterioration in mobility or failure to engage with recommended supports may also give rise to safeguarding or welfare concerns requiring additional review or escalation.

Falls Response and Escalation

Employees must not undertake unsafe lifting or recovery attempts following a fall.

Where a fall occurs, employees shall:

- Assess the immediate safety of the situation
- Seek emergency medical assistance where required
- Follow approved moving and handling procedures
- Avoid unsafe manual handling practices
- Escalate concerns promptly to their Coordinator or management
- Remain within the limits of their training and competency

- Follow emergency procedures where necessary

Employees must not place themselves or service users at unreasonable risk during falls response situations.

Where emergency assistance is required, employees shall contact emergency services by dialling 999 or 112 and request the appropriate emergency response service.

Falls incidents or near misses may trigger:

- Reassessment of falls risks
- Environmental review
- Equipment review
- Manual handling reassessment
- Safeguarding review where appropriate
- Review of staffing or lone-working arrangements
- Multidisciplinary review
- Revision of care planning or service arrangements
- Additional monitoring or supervision measures

WLIL recognises the importance of balancing falls prevention measures with:

- Independence and autonomy
- Person-centred practice
- Service-user dignity
- Rights-based approaches
- The dignity of risk

The organisation acknowledges that not all falls risks can be entirely eliminated within community-based and independent living environments and therefore adopts a balanced and reasonably practicable approach to falls prevention and risk management.

Falls prevention and management arrangements shall be reviewed periodically and following:

- Falls incidents or near misses
- Changes in mobility or health status
- Environmental changes
- Safeguarding concerns
- Equipment concerns or failures
- Operational review findings
- Identification of additional risks or hazards

WLIL is committed to promoting safe, dignified and person-centred falls prevention and management practices throughout all community-based disability and home support services.

SECTION 13 – INFECTION PREVENTION AND CONTROL

West Limerick Independent Living CLG (WLIL) recognises the importance of infection prevention and control in protecting the safety, health and welfare of employees, service users and others affected by organisational activities.

The organisation acknowledges that community-based disability services and home support environments present unique infection prevention and control challenges due to:

- Service delivery within private homes and community settings
- Lone-working arrangements
- Close personal care and physical support activities
- Exposure to bodily fluids and biological materials
- Variable environmental hygiene conditions
- Limited control over domestic environments
- Contact with multiple service-user settings
- Changing public health risks and communicable disease concerns
- The presence of vulnerable or medically compromised individuals

WLIL recognises its obligations under:

- The Safety, Health and Welfare at Work Act 2005
- Safety, Health and Welfare at Work (Biological Agents) Regulations
- Safety, Health and Welfare at Work (General Application) Regulations
- Relevant public health guidance
- HSE Infection Prevention and Control guidance
- Relevant safeguarding and occupational health obligations

The organisation shall, so far as is reasonably practicable, implement infection prevention and control arrangements proportionate to:

- Community-based service delivery
- Identified infection risks
- Public health guidance
- Service-user needs and vulnerabilities
- Operational and environmental conditions

WLIL maintains infection prevention and control arrangements including:

- Hand hygiene arrangements
- Respiratory hygiene and cough etiquette guidance
- Personal Protective Equipment (PPE) arrangements
- Infection prevention training and awareness
- Communicable disease management procedures
- Outbreak management and escalation procedures
- Environmental and hygiene risk assessments
- Waste management arrangements where appropriate
- Cleaning and hygiene guidance
- Exposure reporting and escalation procedures
- Dynamic infection risk assessment processes
- Occupational health and welfare arrangements where applicable

The organisation recognises that infection risks within community-based services may include, but are not limited to:

- Respiratory infections
- Influenza and viral illnesses

- COVID-19 and similar communicable diseases
- Gastrointestinal infections
- Exposure to bodily fluids
- Blood or body fluid contamination
- Poor environmental hygiene conditions
- Infestation or sanitation concerns
- Exposure to hazardous substances or cleaning chemicals
- Sharps or clinical waste concerns
- Smoking and poor ventilation environments
- Contact with contaminated surfaces or equipment

WLIL recognises that private homes are not controlled workplace environments and therefore infection prevention conditions may vary significantly between service-user settings.

While the organisation shall take reasonable and proportionate steps to assess and manage infection prevention risks associated with service delivery, responsibility for general household hygiene, environmental cleanliness, domestic maintenance and sanitation within private homes may remain with the service user, property owner, tenant, landlord or relevant third party depending on the circumstances.

Having reviewed the structure of the 2026 Safety Statement, the best location for this addition is:

13.1 – CHEMICAL SAFETY AND CLEANING PRODUCTS

West Limerick Independent Living CLG (WLIL) recognises that employees may utilise cleaning agents, disinfectants, sanitisers and related hygiene products during the delivery of services within service users' homes, transport vehicles, office environments and community settings.

The organisation acknowledges that while many products used within community-based disability services are domestic or low-level commercial cleaning products, they may still present risks including:

- skin irritation,
- eye irritation,
- respiratory irritation,
- chemical exposure,
- fire risks,
- environmental contamination,
- or unsafe reactions where products are mixed incorrectly.

WLIL shall, so far as is reasonably practicable:

- Maintain appropriate Chemical / COSHH Risk Assessments where required
- Promote safe storage and handling of cleaning products
- Provide appropriate information, instruction and guidance to employees
- Encourage safe use of PPE where necessary
- Maintain infection prevention and hygiene procedures
- Promote safe disposal arrangements
- Review hazards associated with chemical products periodically
- Obtain Safety Data Sheets (SDS) for higher-risk substances where reasonably practicable

Employees must:

- Follow manufacturer instructions and product labelling
- Never mix chemicals unless specifically instructed by manufacturer guidance

- Use products only for their intended purpose
- Report adverse reactions, spillages or unsafe storage arrangements
- Store products securely and away from vulnerable persons where reasonably practicable
- Use gloves or other PPE where identified through risk assessment or product guidance
- Wash hands appropriately following use of cleaning or disinfectant products
- Report defective, leaking or damaged containers

Employees must not:

- Decant chemicals into unlabelled containers
- Mix bleach with other cleaning agents
- Use unknown substances
- Use damaged or leaking containers
- Carry out activities beyond their competency or training

The organisation recognises that employees may encounter a wide variety of household products within private homes that are not supplied directly by WLIL. Accordingly, employees are expected to exercise ongoing dynamic risk awareness and report significant concerns relating to hazardous substances, unsafe storage, excessive chemical exposure or environmental hygiene concerns through approved organisational reporting procedures.

The following table outlines common products that may be encountered during service delivery. This list is not exhaustive and additional products may be encountered depending on the service-user environment.

Common Cleaning and Hygiene Products

Product Type	Typical Use	Potential Hazards	Basic Precautions
Alcohol Hand Sanitiser	Hand hygiene	Flammable, eye irritation	Keep away from heat and avoid eye contact
Household Bleach	Surface disinfection	Skin/eye irritation, toxic fumes if mixed	Never mix with other chemicals and use ventilation
Disinfectant Sprays	Surface cleaning	Respiratory irritation, flammable aerosol	Use in ventilated areas
Disinfectant Wipes	Equipment and surface cleaning	Skin irritation	Avoid prolonged skin exposure
Multi-Surface Cleaner	General cleaning	Mild irritation	Follow manufacturer instructions
Washing-Up Liquid	Kitchen cleaning	Mild skin irritation	Avoid prolonged contact
Laundry Detergent	Laundry duties	Skin and eye irritation	Store securely and avoid direct exposure
Toilet Cleaner / Descaler	Bathroom cleaning	Corrosive irritation	Use gloves and avoid splashing
Clinical Cleaning Products	Bodily fluid clean-up	Chemical and biological exposure	Follow infection prevention procedures
Vehicle Cleaning Products	Cleaning transport vehicles	Irritation and inhalation risks	Ensure ventilation during use
Aerosol Air Fresheners	Odour control	Respiratory irritation	Avoid excessive use in confined spaces

Chemical safety arrangements shall be read in conjunction with:

- Infection Prevention and Control Procedures

- Risk Assessment Procedures
- Lone Working Procedures
- PPE Arrangements
- Incident Reporting Procedures
- Safeguarding Procedures
- HSA guidance relating to Chemical Agents and Biological Agents

Where infection prevention concerns arise, the organisation may:

- Carry out environmental or infection risk review
- Implement additional infection control measures
- Review service arrangements
- Liaise with healthcare professionals or public health services where appropriate
- Implement PPE requirements
- Modify work practices or staffing arrangements where reasonably practicable
- Escalate safeguarding or welfare concerns where appropriate
- Review whether services can continue safely and reasonably practicably

Employees are expected to exercise ongoing dynamic infection prevention awareness during service delivery and must report infection prevention concerns, environmental hygiene concerns or exposure risks promptly through approved organisational reporting and escalation procedures.

Employees must:

- Follow organisational infection prevention procedures and public health guidance
- Practice appropriate hand hygiene
- Follow respiratory hygiene and cough etiquette guidance
- Use PPE appropriately where required
- Report infectious illness, symptoms or exposure concerns where appropriate
- Follow organisational reporting and escalation procedures
- Maintain appropriate hygiene standards during service delivery
- Report environmental hygiene or contamination concerns promptly
- Dispose of waste appropriately where applicable
- Work within the limits of their training and competency

Employees must not:

- Attend work where doing so would present unreasonable infection risks to others
- Misuse or fail to use PPE where required
- Ignore infection prevention concerns or contamination risks
- Undertake duties involving infection risks without appropriate controls where reasonably practicable

The organisation recognises the need to assess risks arising from:

- Hazardous substances
- Biological agents
- Potentially infectious materials
- Environmental contamination
- Chemical exposure

- Poor ventilation or environmental conditions
- Sharps or bodily fluid exposure

Appropriate control measures, training, PPE and guidance shall be implemented where such risks are identified through risk assessment or public health guidance.

Personal Protective Equipment (PPE)

Where PPE is identified as necessary through risk assessment, infection prevention guidance or public health requirements, WLIL shall, so far as is reasonably practicable:

- Provide appropriate PPE
- Provide information and training regarding correct use
- Provide guidance regarding limitations, storage and disposal
- Monitor PPE requirements as operational circumstances change
- Review PPE arrangements periodically and following public health updates

PPE may include:

- Disposable gloves
- Aprons
- Face masks or respiratory protection where appropriate
- Eye protection where required
- Hand hygiene products

Employees are required to:

- Use PPE appropriately and in accordance with training and guidance
- Report PPE shortages or concerns promptly
- Dispose of PPE appropriately where applicable
- Follow organisational and public health guidance regarding PPE use

The organisation recognises that PPE forms only one component of infection prevention and control and should be used alongside:

- Hand hygiene
- Respiratory hygiene
- Environmental hygiene
- Safe systems of work
- Risk assessment
- Dynamic reassessment
- Appropriate communication and escalation procedures

Exposure Incidents and Communicable Disease Management

Where employees experience potential exposure to infectious illness, biological hazards, bodily fluids or contamination risks during service delivery, incidents must be reported promptly through approved organisational procedures.

Where appropriate, the organisation may implement:

- Incident review
- Infection risk reassessment
- Occupational health guidance

- Public health escalation
- Review of service arrangements
- Additional control measures
- Temporary operational adjustments where reasonably practicable

Communicable disease concerns, outbreaks or significant infection prevention issues may result in review or modification of service arrangements in accordance with public health guidance, operational risk assessment and reasonably practicable safety measures.

Infection prevention and control arrangements shall be reviewed periodically and following:

- Public health updates
- Communicable disease incidents or outbreaks
- Changes in legislation or guidance
- Operational changes
- Incident investigations
- Identification of additional risks or hazards

WLIL is committed to maintaining proportionate, practical and person-centred infection prevention and control arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 14 – MEDICATION AND SHARPS AWARENESS

West Limerick Independent Living CLG (WLIL) recognises that employees delivering community-based disability services may encounter medications, prescribed treatments, sharps or medication-related activities during the course of service delivery within private homes and community settings.

The organisation further recognises that medication management and administration primarily remain the responsibility of the service user, prescribing medical practitioner, pharmacist or relevant healthcare professional unless otherwise formally assessed, authorised and documented through approved organisational procedures.

WLIL employees do not generally administer medication as part of routine service delivery unless specifically authorised, trained, risk assessed and supported through approved organisational procedures and assessed competency arrangements.

The organisation recognises that employees may nevertheless provide limited medication-related assistance and may encounter sharps or medication-related risks within service-user environments.

Medication-related support activities may include:

- Collecting prescriptions from pharmacies
- Assisting with safe storage of medication
- Handing medication containers to service users
- Assisting service users to open medication packaging or containers where appropriate
- Prompting or reminding service users regarding medication where identified within care arrangements
- Observing and reporting concerns relating to medication storage or welfare concerns where appropriate

Employees must only provide medication-related assistance:

- In accordance with organisational policies and procedures
- In accordance with agreed care plans and risk assessments
- Within the limits of their training and competency
- In accordance with service-user consent and person-centred arrangements

- In line with safeguarding, confidentiality and professional boundary requirements

Employees must not:

- Administer medication unless specifically authorised and trained
- Alter prescribed medication arrangements
- Provide medical advice outside their competency
- Share medication between service users
- Use expired or unidentified medication
- Undertake medication-related tasks beyond organisational authorisation or assessed competency

Where employees assist with medication-related tasks, they should, where reasonably practicable:

- Confirm the medication relates to the correct service user
- Check packaging or labels for obvious concerns such as expiry or damage
- Store medication appropriately in line with instructions provided by the pharmacist, service user or healthcare professional
- Report concerns regarding medication safety, storage or presentation promptly

WLIL recognises that medications may include controlled drugs, refrigerated medication, prescribed treatments or specialist medication requiring additional safeguards or healthcare oversight.

The organisation further recognises that employees may work within environments where sharps are present including:

- Insulin needles
- Lancets
- Injectable medication devices
- Medical sharps containers
- Other healthcare-related sharps within domestic settings

Employees are not expected to handle sharps unless specifically authorised, trained and risk assessed to do so.

Employees must:

- Avoid unsafe handling of sharps
- Avoid direct contact with discarded needles or unknown sharps
- Follow organisational procedures regarding sharps awareness
- Report unsafe sharps storage or discarded sharps immediately
- Use PPE where appropriate
- Escalate concerns regarding unsafe environmental conditions or infection risks

Where sharps risks are identified, appropriate control measures may include:

- Environmental review
- Risk assessment
- Sharps awareness guidance
- PPE provision where appropriate
- Liaison with healthcare professionals or service users where appropriate
- Review of service arrangements
- Infection prevention and control measures

Employees must not:

- Re-sheath needles
- Dispose of sharps inappropriately
- Handle sharps containers unnecessarily
- Attempt to clean blood or bodily fluids without appropriate controls and PPE where required

Employees sustaining sharps injuries, contamination incidents or exposure to blood or bodily fluids must:

- Seek immediate first aid and medical advice
- Report the incident immediately through approved organisational procedures
- Follow organisational infection prevention and incident reporting procedures
- Cooperate with incident review or follow-up arrangements where required

The organisation recognises that private homes are not controlled workplace environments and therefore medication storage arrangements, sharps presence and environmental conditions may vary significantly between service-user settings.

While WLIL shall take reasonable and proportionate steps to assess and manage identified medication or sharps-related risks associated with service delivery, responsibility for prescribed medications, medication administration, sharps disposal and healthcare treatment arrangements generally remains with the service user, prescribing healthcare professional or relevant external healthcare provider unless otherwise formally agreed.

Employees are expected to exercise ongoing dynamic risk awareness regarding medication, infection prevention and sharps-related concerns during service delivery and must escalate concerns promptly through approved organisational reporting pathways.

Medication and sharps-related arrangements shall be reviewed periodically and following:

- Incidents or near misses
- Sharps injuries or exposure incidents
- Changes in service-user needs or treatment arrangements
- Infection prevention concerns
- Safeguarding concerns
- Identification of additional risks or hazards
- Operational review or audit findings

WLIL is committed to maintaining safe, proportionate and person-centred medication awareness and sharps safety arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 15 – DRIVING AND TRANSPORT SAFETY

West Limerick Independent Living CLG (WLIL) recognises that driving, transport and travel activities form a significant component of community-based disability service delivery and may present risks to employees, service users and members of the public.

The organisation acknowledges that employees and transport personnel may regularly travel across wide geographical areas including:

- West Limerick

- East Limerick
- Limerick City
- North Tipperary
- Surrounding community locations

Driving and transport activities may include:

- Travel between service-user locations
- Lone-worker travel arrangements
- Community access and participation supports
- Transporting service users to appointments or activities
- Use of service-user vehicles where authorised
- Use of employee-owned vehicles for work-related activities
- Operation of organisational transport services
- Wheelchair-accessible transport arrangements
- Passenger assistance and mobility support activities

WLIL recognises its obligations under:

- The Safety, Health and Welfare at Work Act 2005
- Relevant Road Traffic legislation
- Road Safety Authority (RSA) guidance
- Manual handling and transport-related safety obligations
- Relevant insurance and licensing requirements
- Health and safety obligations relating to work-related driving and transport activities

The organisation shall, so far as is reasonably practicable, implement appropriate driving and transport safety arrangements proportionate to the nature of community-based disability services and transport operations.

General Driving Responsibilities

Employees using vehicles for work purposes must:

- Hold a valid and appropriate driving licence
- Maintain legally required motor insurance
- Ensure vehicles used for work purposes are roadworthy
- Comply with Road Traffic legislation and road safety requirements
- Drive safely and responsibly at all times
- Report transport incidents, collisions or safety concerns promptly
- Cooperate with organisational transport safety procedures
- Avoid driving while fatigued, unwell or otherwise unfit to drive safely
- Exercise appropriate caution during adverse weather or road conditions
- Follow lone-worker communication and escalation procedures where applicable

Employees using private vehicles for work-related activities may be required to provide:

- Driving licence details
- Insurance confirmation
- Motor tax documentation
- NCT documentation where applicable
- Confirmation that the vehicle is legally permitted for work-related use where required

WLIL recognises that employees may use private vehicles to travel between service-user locations as part of community-based service delivery arrangements.

The organisation further recognises that employees may, where authorised and appropriately insured, use:

- Their own vehicle for approved service-user transport arrangements
- A service user's vehicle for community access or appointment-related activities

where such arrangements form part of agreed service delivery supports.

Where employees use personal vehicles for authorised service-user transport, reimbursement of approved out-of-pocket travel expenses may occur in accordance with organisational procedures and agreed service arrangements.

Employees using their own vehicles or service-user vehicles for work-related activities must ensure that:

- Appropriate insurance arrangements are in place
- The vehicle is roadworthy and safe to operate
- Appropriate seatbelt use is maintained
- Wheelchair restraints or mobility equipment are secured appropriately where applicable
- Service users are transported safely and respectfully
- Any incidents, collisions or concerns are reported promptly

WLIL recognises that employees using private or service-user vehicles remain individually responsible for compliance with road traffic legislation, licensing requirements and insurance obligations unless otherwise formally agreed.

WLIL Organisational Transport Services

WLIL operates a limited transport service supporting service users with mobility disabilities and community access requirements.

The transport service may involve:

- Wheelchair-accessible vehicles
- Passenger transport activities
- Drivers and Passenger Assistants
- Mobility support arrangements
- Community transport and appointment-related travel
- Transport of service users with complex mobility needs

The organisation maintains transport safety arrangements including:

- Vehicle servicing and maintenance arrangements
- Roadworthiness inspections
- Driver competency and licence verification
- Wheelchair restraint and passenger safety systems
- Passenger Assistant support arrangements
- Vehicle cleanliness and infection prevention arrangements
- Incident reporting and review procedures
- Transport risk assessments
- Dynamic operational review arrangements

The organisation maintains specific transport-related risk assessments through the WLIL Digital Risk Assessment System and associated organisational governance systems.

Wheelchair and Mobility Transport Safety

Where wheelchair users or individuals with mobility needs are transported, appropriate safety measures shall be implemented where reasonably practicable including:

- Use of approved wheelchair restraint systems
- Appropriate securing of wheelchairs and mobility equipment
- Use of seatbelts or passenger restraints where appropriate
- Safe boarding and exiting arrangements
- Appropriate Passenger Assistant support where required
- Monitoring of passenger welfare during transport
- Safe loading and unloading procedures

Employees involved in transport activities must operate within the limits of their training, competency and organisational procedures.

Unsafe loading, transport or restraint practices must be reported and escalated immediately.

Mobile Phones and Distractions

The use of handheld mobile phones while driving is prohibited.

Employees must not:

- Use handheld mobile devices while operating vehicles
- Text, email or use electronic devices unsafely while driving
- Allow distractions to compromise safe driving practices

Hands-free systems may only be used where lawful and where their use does not compromise safe vehicle operation.

Fatigue, Fitness to Drive and Substance Use

Employees must not drive:

- While excessively fatigued
- While unwell or medically unfit to drive safely
- Under the influence of alcohol or drugs
- While impaired by medication or other substances
- Where stress, fatigue or operational pressures may impair safe judgement

Employees are expected to report concerns regarding fitness to drive where such concerns may affect safe service delivery.

WLIL recognises that travel between multiple service-user locations and geographically dispersed services may contribute to fatigue and therefore encourages employees to raise operational concerns where workloads, travel demands or scheduling arrangements may present safety concerns.

Severe Weather and Adverse Conditions

WLIL recognises that severe weather conditions and unsafe road environments may significantly affect transport operations, lone-worker travel and safe service delivery.

During periods of adverse weather, flooding, snow, ice, storms or unsafe road conditions, management may:

- Monitor official weather and road safety guidance
- Prioritise critical or essential services
- Amend schedules or travel arrangements
- Restrict non-essential travel
- Suspend transport services where necessary
- Implement additional communication or welfare monitoring arrangements
- Review lone-working and travel risks dynamically

Full operational procedures relating to severe weather events are outlined in Appendix 13.

Employees must exercise reasonable judgement during adverse weather and must not undertake journeys where they reasonably believe conditions present serious or immediate danger.

Incident Reporting and Emergency Response

All transport-related incidents, collisions, near misses, vehicle defects or passenger safety concerns must be reported promptly through approved organisational reporting procedures.

Employees involved in transport incidents must:

- Ensure immediate safety where reasonably practicable
- Seek emergency assistance where required
- Contact emergency services by dialling 999 or 112 where appropriate
- Report incidents to management or Coordinators promptly
- Cooperate with organisational incident review procedures

Where service users are involved in transport incidents, appropriate safeguarding, welfare and emergency procedures shall be followed.

Vehicle Safety and Defect Reporting

Employees must not operate vehicles they know, or reasonably believe, to be unsafe.

Vehicle defects, safety concerns or transport-related hazards must be reported promptly through approved organisational procedures.

WLIL may remove vehicles from service where safety concerns are identified.

Drivers and transport personnel are expected to carry out reasonable visual safety checks where applicable including:

- Tyres
- Lights
- Wheelchair restraints
- Brakes or warning indicators
- Vehicle cleanliness and safety
- Fuel levels where appropriate

- Safe storage of mobility equipment

Review and Monitoring

Driving and transport safety arrangements shall be reviewed periodically and following:

- Transport incidents or near misses
- Changes in legislation or guidance
- Vehicle changes or operational changes
- Severe weather events
- Safeguarding or passenger welfare concerns
- Identification of additional risks or hazards
- Audit or governance review findings

WLIL is committed to promoting safe, respectful and person-centred driving and transport arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 16 – VIOLENCE, AGGRESSION AND CHALLENGING BEHAVIOUR

West Limerick Independent Living CLG (WLIL) recognises that employees delivering community-based disability services may occasionally encounter situations involving:

- Aggression
- Verbal abuse
- Threatening behaviour
- Behavioural distress
- Emotional escalation
- Intimidation or harassment
- Unsafe or unpredictable situations
- Challenging behaviour associated with disability, illness, distress or environmental circumstances

The organisation acknowledges that employees frequently work:

- Alone within private homes
- In uncontrolled environments
- Across geographically dispersed locations
- Within emotionally sensitive or high-pressure situations
- With individuals experiencing distress, illness, frustration, cognitive impairment or behavioural difficulties

WLIL recognises its obligations under the Safety, Health and Welfare at Work Act 2005 to protect, so far as is reasonably practicable, the safety, health and welfare of employees and others affected by organisational activities.

The organisation further recognises that behaviour which may present risk can sometimes arise from:

- Medical conditions
- Neurological conditions
- Cognitive impairment
- Mental health difficulties

- Pain or discomfort
- Communication difficulties
- Emotional distress
- Anxiety or frustration
- Environmental pressures or safeguarding concerns

Accordingly, the organisation adopts a balanced, person-centred and trauma-informed approach to the management of violence, aggression and challenging behaviour while recognising the rights, dignity and needs of service users alongside the safety and wellbeing of employees.

WLIL maintains violence and aggression management arrangements including:

- Risk assessment systems
- Lone worker arrangements
- Incident and near miss reporting systems
- Escalation and emergency procedures
- Staff supervision and support arrangements
- Behavioural risk reviews
- Safeguarding and multidisciplinary liaison arrangements
- Dynamic risk assessment procedures
- Post-incident review and debriefing processes
- Training and guidance arrangements where appropriate

The organisation recognises that risks relating to aggression or challenging behaviour may vary significantly depending on:

- Service-user needs and presentation
- Environmental conditions
- Lone-working arrangements
- Known behavioural history or risk indicators
- Safeguarding concerns
- Emotional or psychological distress
- Time of day or out-of-hours work
- Family or household dynamics
- Changes in health or circumstances

Behavioural or aggression-related risk assessments may consider:

- Known behavioural triggers
- Communication difficulties
- Environmental stressors
- Previous incidents or concerns
- Lone-worker risks
- Exit and escape arrangements
- Service-user presentation and emotional state
- Safeguarding concerns
- Potential risks to employees or others
- Need for additional supports or control measures

Employees are expected to exercise ongoing dynamic risk awareness during service delivery and must promptly report:

- Aggression or threatening behaviour
- Verbal abuse or intimidation
- Escalating behavioural concerns
- Unsafe environmental conditions
- Safeguarding concerns
- Situations involving fear, intimidation or distress
- Near misses or unsafe interactions
- Significant changes in service-user presentation or behaviour

through approved organisational reporting and escalation procedures.

Employees must:

- Follow organisational procedures and risk assessments
- Maintain professional conduct and appropriate boundaries
- Use de-escalation and communication approaches where appropriate and within competency
- Report incidents or concerns promptly
- Seek support or assistance where concerns arise
- Cooperate with incident reviews and follow-up arrangements
- Work within the limits of their training and competency

Employees must not:

- Place themselves at unreasonable risk
- Remain within environments where serious or immediate danger exists
- Use unauthorised restrictive practices
- Respond aggressively or inappropriately to behavioural incidents
- Continue service delivery where conditions become unsafe and cannot be reasonably managed

WLIL recognises that employees are not expected to remain in situations where there is immediate or serious risk to their safety, health or wellbeing.

Where employees experience:

- Threatening behaviour
- Aggression or violence
- Escalating behavioural distress
- Unsafe or unpredictable situations
- Fear for personal safety
- Household conflict or safeguarding concerns

they are instructed to remove themselves from the situation as safely and as quickly as reasonably practicable and contact their Service Coordinator, Manager, designated support contact or emergency services where appropriate.

Where immediate emergency assistance is required, employees should contact emergency services by dialling 999 or 112 and request the appropriate emergency response service.

All incidents involving aggression, violence, threatening behaviour, intimidation or significant behavioural concerns must be reported promptly through approved organisational incident reporting procedures.

Incidents may result in:

- Incident review
- Dynamic reassessment
- Safeguarding review
- Lone-worker review
- Behavioural risk reassessment
- Environmental review
- Multidisciplinary liaison
- Additional supervision or support measures
- Review of staffing or service arrangements
- Temporary restriction, modification or suspension of services where necessary

WLIL recognises that repeated aggression, intimidation, behavioural escalation or unsafe environments may require broader operational or safeguarding review.

The organisation also recognises the potential emotional and psychological impact of aggression-related incidents on employees.

Employees affected by incidents involving aggression, violence or threatening behaviour may receive:

- Management support
- Supervision and follow-up
- Incident debriefing
- Welfare review
- Referral to appropriate support services where available
- Review of working arrangements where appropriate

The organisation shall support employees who report aggression, violence, safeguarding concerns or unsafe situations in good faith and shall not penalise employees for appropriately escalating concerns relating to personal safety or workplace risk.

Violence, aggression and behavioural risk management arrangements shall be reviewed periodically and following:

- Incidents or near misses
- Safeguarding concerns
- Changes in service-user needs or presentation
- Identification of additional risks
- Operational review findings
- Changes in legislation or guidance

WLIL is committed to promoting safe, respectful, person-centred and trauma-informed approaches to the management of violence, aggression and challenging behaviour throughout all community-based disability and home support services.

SECTION 17 – OFFICE SAFETY, DISPLAY SCREEN EQUIPMENT AND WELFARE FACILITIES

West Limerick Independent Living CLG (WLIL) recognises the importance of maintaining safe, healthy and suitable office-based working environments for employees engaged in administration, management, coordination, scheduling, governance and operational support activities.

The organisation acknowledges that office-based employees, including management, administrative staff and Service Coordinators, may undertake prolonged Display Screen Equipment (DSE) work and other administrative activities as part of the delivery and governance of community-based disability services.

WLIL recognises its obligations under:

- The Safety, Health and Welfare at Work Act 2005
- The Safety, Health and Welfare at Work (General Application) Regulations
- Display Screen Equipment (DSE) Regulations
- Workplace welfare and office safety requirements
- Relevant fire safety and electrical safety obligations

The organisation shall, so far as is reasonably practicable, maintain office environments and work arrangements that support the safety, health, welfare and wellbeing of employees and visitors.

WLIL maintains office safety arrangements including:

- Display Screen Equipment (DSE) assessments
- Ergonomic and workstation reviews
- Electrical safety arrangements
- Fire safety systems and emergency procedures
- Housekeeping and cleaning arrangements
- Safe workstation setup and review
- Welfare and hygiene facilities
- Lighting, heating and ventilation arrangements
- Office risk assessments
- Incident reporting and escalation systems
- Lone-working arrangements where applicable
- Stress and wellbeing supports where appropriate

The organisation recognises that office-based activities may involve risks including:

- Musculoskeletal strain or discomfort
- Poor posture or ergonomic issues
- Eye strain or fatigue
- Slips, trips and falls
- Electrical hazards
- Stress and fatigue
- Lone-working concerns
- Fire or emergency risks
- Manual handling of office materials or deliveries
- Psychological pressures associated with operational coordination and service management

Employees using DSE equipment shall:

- Follow organisational DSE guidance and workstation arrangements
- Take reasonable screen and posture breaks where practicable
- Report ergonomic or workstation concerns promptly
- Cooperate with DSE assessments and reviews
- Maintain safe and tidy workspaces
- Use office equipment appropriately and safely
- Report defective equipment or electrical concerns immediately
- Follow office safety procedures and emergency arrangements

WLIL shall undertake DSE and workstation assessments where required and may review:

- Desk and seating arrangements
- Screen positioning
- Keyboard and mouse setup
- Lighting and glare concerns
- Workstation ergonomics
- Posture and seating support needs
- Home or remote working arrangements where applicable

The organisation recognises that Service Coordinators and management staff may also undertake remote, mobile or community-based administrative activities as part of operational service delivery.

Where reasonably practicable, suitable arrangements shall be implemented to support safe and effective mobile or remote working activities including:

- Access to communication systems
- Appropriate IT and data security arrangements
- Dynamic risk awareness
- Lone-worker communication arrangements
- DSE and ergonomic considerations where applicable

Electrical and Equipment Safety

WLIL shall, so far as is reasonably practicable, ensure that office equipment and electrical systems are maintained in a safe condition.

This may include:

- Computers and laptops
- Printers and office devices
- Chargers and communication equipment
- Extension leads and electrical connections
- IT and communication systems
- Heating or ventilation equipment

Employees must:

- Use electrical equipment safely and appropriately
- Report damaged or defective electrical equipment immediately
- Avoid unsafe use of extension leads or electrical systems

- Cooperate with electrical safety procedures

Defective or unsafe equipment must not be used and shall be reported promptly through approved organisational procedures.

Fire Safety and Emergency Arrangements

WLIL maintains fire safety and emergency arrangements appropriate to office-based operations and community service activities.

This may include:

- Fire detection and alarm systems
- Fire extinguishers and emergency equipment
- Emergency evacuation procedures
- Emergency lighting where applicable
- Clear access and escape routes
- Fire safety signage and information
- Staff instruction and awareness arrangements

Employees must:

- Follow emergency procedures
- Maintain clear exits and circulation routes
- Report fire hazards or concerns promptly
- Cooperate with emergency evacuation arrangements

The organisation recognises that office-based and lone-working employees may occasionally work outside standard office hours and therefore appropriate communication and emergency arrangements may be required.

Housekeeping and Safe Working Environment

WLIL shall maintain office environments in a reasonably clean, safe and hygienic condition.

Employees are expected to:

- Maintain tidy workspaces
- Store equipment and materials safely
- Report hazards, spills or unsafe conditions promptly
- Avoid creating trip hazards or unsafe obstructions
- Cooperate with organisational housekeeping arrangements

Particular attention shall be given to:

- Walkways and circulation routes
- Safe storage arrangements
- Cleaning and hygiene standards
- Lighting and ventilation
- Slip and trip prevention
- Access and egress arrangements

Welfare Facilities

WLIL shall provide and maintain welfare facilities appropriate to organisational operations and office-based activities.

This may include:

- Sanitary and washing facilities
- Drinking water
- Rest and break facilities
- Suitable heating and ventilation
- Cleaning arrangements
- Facilities for meals and breaks
- Reasonably accessible work environments where practicable

Employees are expected to cooperate in maintaining welfare areas in a clean, safe and hygienic condition.

Stress, Wellbeing and Psychological Health

WLIL recognises that office-based employees, management personnel and Service Coordinators may experience operational pressures associated with:

- Community-based service coordination
- Incident management
- Scheduling and staffing pressures
- Safeguarding concerns
- Lone-worker support responsibilities
- Emergency response arrangements
- Complex service-user situations

The organisation recognises the importance of promoting psychological wellbeing, supportive supervision and appropriate communication arrangements as part of overall workplace safety and welfare.

Employees are encouraged to raise concerns regarding workload, stress, fatigue or workplace wellbeing through appropriate organisational support and supervision arrangements.

Review and Monitoring

Office safety, DSE and welfare arrangements shall be reviewed periodically and following:

- Workplace incidents or near misses
- Identification of ergonomic or environmental concerns
- Office layout or operational changes
- Changes in legislation or guidance
- Introduction of new equipment or work systems
- Employee feedback or wellbeing concerns
- Audit or governance review findings

WLIL is committed to maintaining safe, healthy and supportive office-based working environments appropriate to the governance and delivery of community-based disability and home support services.

SECTION 18 – FIRE SAFETY AND EMERGENCY PLANNING

West Limerick Independent Living CLG (WLIL) maintains emergency and fire safety arrangements proportionate to the nature, scale and locations of its activities, including:

- Office operations
- Community-based services
- Lone-working environments
- Service users' homes
- Transport services and vehicle operations
- Remote and mobile working arrangements

The organisation recognises that many services are delivered within private homes and community environments where WLIL does not have direct control over the physical environment. Employees are therefore required to exercise awareness, follow risk assessments and care planning arrangements, and report hazards or concerns identified during service delivery.

Emergency situations may include:

- Fire or smoke emergencies
- Medical emergencies
- Severe weather events
- Utility failures or gas leaks
- Transport incidents
- Lone-worker emergencies
- Violence or aggression incidents
- Pandemic or infectious disease events
- IT or communication failures
- Environmental or property hazards

WLIL shall, so far as is reasonably practicable, maintain emergency procedures, communication arrangements and reporting systems appropriate to organisational activities.

Fire Safety Arrangements

WLIL maintains, where applicable:

- Fire extinguishers
- Emergency lighting
- Fire evacuation procedures
- Emergency contact systems
- Fire equipment servicing arrangements
- Incident and emergency reporting procedures
- Lone-worker communication arrangements

Fire safety equipment maintained by WLIL shall be inspected and serviced periodically by competent persons.

Fire evacuation drills shall be carried out periodically within office locations where applicable and records maintained.

Employees must:

- Familiarise themselves with emergency procedures

- Follow evacuation procedures and emergency instructions
- Report fire hazards or unsafe conditions promptly
- Participate in relevant fire safety or emergency training where required
- Cooperate during emergency situations and evacuations
- Avoid placing themselves or others at unreasonable risk

Employees are not expected to fight fires beyond their level of training or competency.

Community-Based and Lone Working Emergencies

WLIL acknowledges that employees may work alone or within service users' homes where emergency and evacuation arrangements differ significantly from office-based environments.

Employees working within community settings shall:

- Follow lone-worker procedures and risk assessments
- Maintain access to a charged mobile phone where reasonably practicable
- Remain aware of exits, access routes and environmental hazards where possible
- Know the location or Eircode of service-user locations where reasonably practicable
- Report fire hazards, unsafe conditions or emergency concerns promptly
- Follow moving and handling guidance and care planning arrangements
- Contact emergency services immediately where required
- Exercise ongoing dynamic assessment during emergencies
- Not place themselves at unreasonable risk during emergencies

Where emergency situations involve:

- Reduced mobility
- Wheelchair users
- Hoisting dependency
- Oxygen use
- Unsafe electrical equipment
- Smoking or fire risks
- Blocked exits or cluttered environments

employees shall follow organisational procedures, risk assessments and emergency guidance and only provide assistance where it is safe and reasonably practicable to do so.

Employees are not expected to:

- Attempt unsafe rescues
- Carry out emergency actions beyond their training or physical capability
- Remain within environments where serious or immediate danger exists

Where immediate evacuation is not possible, employees shall:

- Call 999 or 112 immediately
- Provide clear location details including Eircode where available
- Follow instructions from emergency services personnel
- Remain with the individual where safe to do so
- Withdraw from the environment if personal safety becomes compromised

Formal fire evacuation drills may not be practicable within private homes; however, emergency arrangements and evacuation considerations may be addressed through:

- Risk assessment
- Care planning
- Environmental review
- Staff guidance and supervision

Transport and Vehicle Emergencies

Employees involved in transport services or accompanying service users during travel shall:

- Follow vehicle safety procedures
- Maintain awareness of passenger safety
- Contact emergency services where required
- Report accidents, incidents or near misses promptly
- Follow safeguarding and lone-worker procedures where applicable
- Cooperate with emergency response arrangements

Severe Weather and Service Disruption

Due to the wide geographical areas covered by WLIL, including West Limerick, East Limerick and North Tipperary, severe weather conditions may affect:

- Staff travel
- Transport operations
- Lone-worker safety
- Service-user access
- Safe delivery of services

During adverse weather or unsafe conditions, management may:

- Monitor official weather and road safety guidance
- Prioritise essential services
- Amend schedules or travel arrangements
- Restrict non-essential travel
- Suspend services where necessary to protect employees and service users

Further severe weather procedures are outlined within Appendix 13.

Emergency Contacts

Emergency Services: 999 / 112

Manager and Health & Safety Officer contact details are maintained on WLIL's staff noticeboard and internal contact list, kept current as role-holders change, rather than fixed in this document.

Review and Monitoring

Following emergency incidents, fire drills or evacuations, WLIL may review:

- Communication effectiveness
- Emergency response arrangements
- Procedural issues or weaknesses
- Training requirements
- Corrective or preventative measures

Records of drills, incidents, reviews and corrective actions shall be maintained in accordance with organisational procedures.

WLIL is committed to maintaining practical, proportionate and person-centred fire safety and emergency planning arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 19 – FIRST AID ARRANGEMENTS

West Limerick Independent Living CLG (WLIL) shall, so far as is reasonably practicable, maintain first aid arrangements appropriate to the nature, scale and locations of organisational activities in accordance with relevant health and safety legislation and workplace welfare requirements.

The organisation recognises that services are delivered across:

- Office environments
- Community-based settings
- Lone-working environments
- Transport services
- Service users' homes
- Remote and mobile working environments

Accordingly, first aid arrangements within community-based disability services may differ from traditional workplace settings due to the operational nature of home support and lone-worker service delivery.

WLIL maintains first aid arrangements including:

- Adequately stocked first aid kits where applicable
- Designated trained first aid personnel where required
- Emergency escalation and communication arrangements
- Incident and injury reporting systems
- Emergency contact procedures
- First aid supply monitoring arrangements

The organisation recognises that many services are delivered within private homes and community settings that are not owned, controlled or managed by WLIL. Accordingly, first aid facilities within service-user homes may vary and are not generally maintained by the organisation unless otherwise specifically arranged.

Employees working within community settings are expected to:

- Seek emergency medical assistance where required
- Contact emergency services by dialling 999 or 112 in emergencies
- Follow organisational incident reporting procedures
- Report accidents, incidents and near misses promptly
- Maintain awareness of emergency contact arrangements
- Work within the limits of their training and competency

Employees are not expected to provide medical treatment or first aid beyond their level of training or competency.

First Aid Personnel

WLIL maintains designated first aid personnel appropriate to organisational operations and service activities.

Current designated first aid personnel include:

- Coordinator (Appointed First Aider)
- Coordinator (Appointed First Aider)

Designated first aid personnel shall receive appropriate training and refresher training where required.

The organisation recognises that not all employees will hold full occupational first aid qualifications. Some employees may hold basic first aid or emergency response training while others may not require formal first aid certification depending on their role and operational requirements.

First Aid Kit Locations

WLIL maintains first aid kits in designated operational locations including:

- Open plan office area / central office location
- WLIL transport service vehicles where applicable

First aid kits shall be:

- Maintained in accessible locations
- Checked periodically
- Restocked where necessary
- Monitored to ensure contents remain within expiry dates where applicable

Appointed personnel shall monitor first aid supplies periodically and ensure equipment remains reasonably accessible and appropriately maintained.

Community-Based and Lone Working Arrangements

WLIL acknowledges that employees frequently work alone or within service users' homes where dedicated first aid facilities may not always be available.

Employees working within community settings shall:

- Maintain access to emergency communication arrangements where reasonably practicable
- Contact emergency services promptly where required
- Follow lone-worker and emergency procedures
- Report incidents or injuries promptly
- Seek assistance from management or Coordinators where necessary

Where designated first aid personnel are unavailable, alternative arrangements shall be implemented to ensure emergency assistance can still be obtained promptly through:

- Emergency services
- Management support
- Coordinator escalation arrangements
- Lone-worker communication systems

Incident Reporting and Confidentiality

All accidents, injuries, incidents and near misses must be reported in accordance with organisational procedures.

Records relating to first aid treatment, injuries or medical incidents shall be:

- Maintained securely
- Treated confidentially
- Managed in accordance with organisational data protection procedures and GDPR requirements

The organisation may review incidents, injuries or first aid events for the purposes of:

- Risk assessment review
- Incident investigation
- Identification of preventative measures
- Health and safety monitoring
- Training or operational improvement

WLIL is committed to maintaining practical and proportionate first aid arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 20 – INCIDENT REPORTING, INVESTIGATION AND GOVERNANCE REVIEW

West Limerick Independent Living CLG (WLIL) recognises the importance of prompt incident reporting, investigation and review as part of effective health and safety management, safeguarding, quality assurance and continuous improvement within community-based disability and home support services.

The organisation acknowledges that employees frequently work:

- Within private homes and community settings
- Across geographically dispersed areas
- In lone-working environments
- Within changing and unpredictable operational conditions

Accordingly, effective incident reporting and escalation arrangements form an essential component of organisational safety governance and risk management.

All accidents, incidents, hazards, near misses, safeguarding concerns, dangerous occurrences and unsafe conditions must be reported promptly in accordance with organisational procedures.

Statutory Reporting to the Health and Safety Authority (HSA) and HSE

In accordance with the Safety, Health and Welfare at Work Act 2005 and the Safety, Health and Welfare at Work (Reporting of Accidents and Dangerous Occurrences) Regulations 2016, West Limerick Independent Living CLG shall report notifiable accidents, dangerous occurrences and occupational incidents to the Health and Safety Authority (HSA) where required by law.

The Health and Safety Officer, shall be responsible for coordinating statutory reporting requirements on behalf of the organisation.

The organisation shall utilise the appropriate statutory reporting forms including:

- IR1 Form – Report of Injury
- IR3 Form – Report of Dangerous Occurrence

Reports shall be submitted within the statutory timeframes prescribed by legislation and current HSA guidance.

Health and Safety Authority Contact Details:

Health and Safety Authority - Metropolitan Building, James Joyce Street, Dublin 1.

Telephone: 0818 289 389 (Previously Lo-Call 1890 289 389)

Website: [Health and Safety Authority](https://www.hsa.ie)

Where appropriate, incidents, safeguarding concerns, serious injuries or service-user-related events may also be reported to:

- the HSE,
- HSE Safeguarding Teams,
- emergency services,
- An Garda Síochána,
- or other relevant statutory agencies,

in accordance with organisational procedures, safeguarding obligations and applicable legislation.

All incident reports, statutory notifications and associated records shall be maintained in accordance with organisational document control, confidentiality and data protection procedures.

Accident and Incident Investigation Responsibility

The General Manager, shall hold overall responsibility for the coordination and oversight of accident, incident and near miss investigations within West Limerick Independent Living CLG. The General Manager may delegate elements of the investigation process to the Health and Safety Officer, Service Coordinators or other competent persons where appropriate. All investigations shall seek to identify immediate and underlying causes, review risk control measures and identify any corrective or preventative actions required to support the safety, health and welfare of employees, service users and others affected by organisational activities.

Reportable matters may include:

- Employee injuries
- Service-user incidents
- Falls or near misses
- Aggression or violence incidents
- Safeguarding concerns
- Medication or sharps incidents
- Manual handling incidents
- Transport or vehicle incidents
- Environmental hazards
- Lone-worker concerns
- Equipment defects or failures
- Infection prevention concerns
- Fire or emergency incidents
- Property or environmental damage
- Unsafe practices or procedural concerns

WLIL maintains incident management arrangements including:

- Incident reporting systems
- Investigation and review procedures
- Escalation pathways
- Corrective action monitoring
- Governance and management review systems
- Safeguarding review arrangements
- Risk assessment review procedures
- Digital incident reporting arrangements where applicable

Employees must report incidents or concerns as soon as reasonably practicable through approved organisational procedures which may include:

- CarePlanner/Nourish reporting systems
- Incident report forms
- Telephone reporting to management or Coordinators
- Direct verbal reporting
- Email or written notification where appropriate
- Emergency escalation arrangements where required

Where immediate risk or emergency circumstances arise, employees must prioritise:

- Immediate safety
- Emergency response arrangements
- Contacting emergency services where required
- Escalation to management or Coordinators

Employees are expected to cooperate fully with incident reporting, investigation and review procedures.

Failure to report significant incidents, hazards, safeguarding concerns or unsafe conditions may result in additional safety risks and may be addressed through organisational procedures where appropriate.

Incident Investigation and Review

WLIL shall review incidents proportionate to the nature and seriousness of the event.

Incident investigations or reviews may involve:

- Review of risk assessments
- Environmental review
- Safeguarding review
- Lone-worker review
- Training or competency review
- Supervision review
- Equipment or operational review
- Review of communication arrangements
- Identification of corrective or preventative measures
- Governance or management review

The organisation recognises that incidents occurring within community-based disability services may involve complex environmental, safeguarding, operational or lone-working factors requiring dynamic and proportionate review arrangements.

Incidents may trigger:

- Reassessment of risks
- Review of care planning arrangements
- Retraining or supervision measures
- Safeguarding escalation
- Operational review
- Policy or procedural review
- Environmental review
- Modification of service arrangements where necessary

Near miss reporting is encouraged as part of proactive risk management and continuous organisational learning.

The organisation recognises that near misses provide valuable opportunities to identify hazards, review systems and prevent future incidents before harm occurs.

Reporting to External Authorities

Reportable incidents shall be notified to the Health and Safety Authority (HSA) or other relevant statutory authorities where required by legislation.

Accidents resulting in an employee being unable to carry out normal duties for more than three consecutive days shall be reported in accordance with legislative requirements.

WLIL may also engage, where appropriate, with:

- HSE Safeguarding Teams
- Gardaí
- Emergency services
- Insurance representatives
- Healthcare professionals
- Other relevant statutory or regulatory bodies

depending on the nature of the incident or concern.

Confidentiality and Record Management

Incident reports, investigations and related records shall be:

- Maintained securely
- Treated confidentially
- Managed in accordance with organisational procedures and GDPR requirements

Information relating to incidents shall only be shared where appropriate, necessary and lawful.

Governance and Continuous Improvement

Incident trends, significant incidents, safeguarding concerns and corrective actions may be reviewed through:

- Management review arrangements
- Safety and Quality Committee meetings
- Risk management processes
- Governance and audit systems

- Training and supervision arrangements

WLIL is committed to promoting a culture of openness, learning, accountability and continuous improvement in relation to incident reporting, investigation and organisational safety management.

SECTION 21 – DIGITAL GOVERNANCE, DATA PROTECTION AND CYBERSECURITY

West Limerick Independent Living CLG (WLIL) recognises the importance of secure information management, digital governance and cybersecurity in supporting the safe, lawful and effective delivery of community-based disability and home support services.

The organisation recognises that, in order to fulfil its legal, employment, safeguarding, governance and service delivery responsibilities, it is necessary to collect, process, store and manage certain personal, sensitive and confidential information relating to:

- Employees
- Service users
- Contractors and volunteers
- Governance and operational activities
- Financial and payroll administration
- Risk management and incident reporting
- Care planning and service delivery

WLIL is committed to ensuring that information is managed lawfully, securely, respectfully and proportionately in accordance with:

- GDPR and Data Protection legislation
- The Data Protection Acts
- Confidentiality obligations
- Organisational policies and procedures
- Reasonable and proportionate cybersecurity practices

The organisation maintains digital governance and cybersecurity arrangements proportionate to the size and operational nature of the organisation.

WLIL utilises systems including:

- CarePlanner/Nourish systems
- Microsoft 365
- Microsoft SharePoint
- Digital risk assessment systems
- Microsoft Azure cloud services
- BrightPay payroll systems
- Secure communication systems

WLIL recognises that many organisational systems operate through secure European or cloud-based hosting environments with controlled authentication and access arrangements.

The organisation implements reasonable and proportionate digital security measures including:

- Password-protected systems
- Multi-factor authentication (MFA) arrangements
- Secure authentication controls
- Restricted access permissions
- Role-based access controls
- Audit trail and monitoring functions
- Secure cloud storage arrangements
- Data backup and recovery arrangements where applicable
- Confidentiality and information governance procedures
- Device and account security measures
- Staff awareness and cybersecurity guidance

The organisation further maintains physical security arrangements including:

- Locked filing cabinets and secure document storage
- Controlled office access arrangements
- Intruder alarm systems
- Security camera systems where applicable
- Secure disposal arrangements for confidential information
- Restricted access to sensitive records and systems

WLIL recognises that community-based disability services involve mobile working, lone-working arrangements and remote access to digital systems. Accordingly, employees are expected to exercise appropriate care and vigilance regarding information security and confidentiality during service delivery.

Employees are required to:

- Maintain confidentiality at all times
- Follow organisational data protection and cybersecurity procedures
- Use organisational systems responsibly and appropriately
- Protect passwords and authentication credentials
- Follow MFA and secure login procedures
- Report suspected cybersecurity incidents, phishing attempts or data breaches promptly
- Ensure confidential information is not accessed or disclosed inappropriately
- Use approved systems and communication methods where required
- Secure devices and records appropriately during community-based work

Employees are required to understand and remain aware of:

- Phishing and scam awareness
- Password security
- Multi-factor authentication (MFA) requirements
- Safe handling of confidential information
- Cybersecurity risks associated with email, links or attachments
- Data protection and confidentiality responsibilities

Employees must not:

- Share passwords or login credentials

- Access information without legitimate operational reason
- Store confidential organisational information on unauthorised systems or devices
- Use organisational systems inappropriately or unlawfully
- Disclose confidential information without proper authority or lawful basis

The organisation recognises that cybersecurity incidents, data breaches or system failures may affect service delivery, safeguarding, payroll, communication or governance functions.

Accordingly, WLIL maintains:

- Incident reporting and escalation arrangements
- Secure backup and recovery measures where applicable
- Governance oversight arrangements
- Data protection and confidentiality policies
- Digital access management procedures
- Reasonable business continuity arrangements relating to digital systems

Suspected data breaches, cybersecurity incidents or unauthorised disclosures of information must be reported immediately through approved organisational reporting procedures.

The organisation shall review digital governance and cybersecurity arrangements periodically and following:

- Cybersecurity incidents or risks
- Data protection concerns or breaches
- System upgrades or operational changes
- Changes in legislation or guidance
- Audit or governance review findings
- Identification of emerging cybersecurity threats

WLIL is committed to maintaining practical, proportionate and secure digital governance, data protection and cybersecurity arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 22 – MENTAL HEALTH, WELLBEING AND WORKPLACE DIGNITY

West Limerick Independent Living CLG (WLIL) recognises the importance of promoting mental health, psychological wellbeing, dignity and respectful working environments as part of overall workplace safety and organisational wellbeing.

The organisation acknowledges that employees working within community-based disability services may experience pressures associated with:

- Lone-working arrangements
- Community-based service delivery
- Exposure to distressing or challenging situations
- Safeguarding concerns
- Behavioural or emotional incidents
- Complex service-user needs
- Travel and geographically dispersed working environments
- Emergency or crisis situations

- Fatigue, stress or emotional demands associated with care and support work

WLIL recognises its obligations under:

- The Safety, Health and Welfare at Work Act 2005
- Employment Equality legislation
- Workplace dignity and anti-harassment obligations
- Relevant organisational safeguarding and welfare responsibilities

The organisation is committed, so far as is reasonably practicable, to promoting:

- Psychological safety
- Employee wellbeing
- Respectful workplaces
- Work-life balance
- Supportive supervision and communication
- Professional and respectful working relationships
- Fair and dignified treatment of employees and service users

WLIL promotes workplace dignity and wellbeing through:

- Supportive management and supervision arrangements
- Respectful communication
- Anti-bullying and anti-harassment measures
- Incident and concern reporting systems
- Lone-worker support arrangements
- Staff consultation and engagement
- Risk assessment and review processes
- Access to support or referral arrangements where appropriate
- Governance and wellbeing review processes

Employees are expected to:

- Treat colleagues, service users and others with dignity and respect
- Maintain professional conduct and appropriate boundaries
- Communicate respectfully and professionally
- Report bullying, harassment, discrimination or inappropriate conduct
- Raise concerns regarding workload, stress or wellbeing where appropriate
- Cooperate with organisational wellbeing and safety procedures

Bullying, harassment, discrimination, intimidation or inappropriate conduct will not be tolerated and may be addressed through organisational policies and procedures.

The organisation recognises that incidents involving aggression, safeguarding concerns, lone working or critical events may have emotional or psychological impacts on employees.

Where appropriate, WLIL may provide:

- Supervision and management support
- Post-incident review or debriefing
- Welfare support arrangements
- Review of working arrangements
- Referral to appropriate support services where available

The organisation recognises that mental health concerns may affect individuals differently and encourages employees to raise concerns appropriately and seek support where required.

WLIL shall, so far as is reasonably practicable, seek to identify and manage workplace factors which may contribute to unreasonable stress or psychological risk through:

- Risk assessment
- Supervision and communication
- Incident review
- Operational monitoring
- Review of lone-working arrangements
- Staff consultation and governance review

The organisation may implement occupational health, health surveillance or fitness-to-work measures where required by:

- Legislation
- Occupational risk
- Public health guidance
- Operational necessity
- Safety considerations

Any such measures shall be implemented lawfully, proportionately and confidentially in accordance with organisational procedures and data protection requirements.

Employees affected by mental health concerns, workplace stress, injury or illness shall be treated respectfully and confidentially in accordance with organisational procedures and relevant legislation.

WLIL is committed to maintaining a workplace culture that promotes dignity, respect, wellbeing, professionalism and psychological safety throughout all community-based disability and home support services.

SECTION 23 – TRAINING, COMPETENCY AND SUPERVISION

West Limerick Independent Living CLG (WLIL) recognises the importance of appropriate training, competency, supervision and support arrangements in promoting the safe, effective and person-centred delivery of community-based disability and home support services.

The organisation recognises its obligations under the Safety, Health and Welfare at Work Act 2005 to provide employees with appropriate information, instruction, training and supervision relevant to their work activities and associated risks.

WLIL maintains training, competency and supervision arrangements proportionate to:

- The nature of community-based service delivery
- Lone-working environments
- Service-user needs and complexity
- Identified operational risks
- Employee roles and responsibilities
- Legislative and regulatory requirements

The organisation maintains a training framework which may include:

- Induction training
- Safeguarding training
- Manual handling and people handling training (refresher training **every 1–3 years**)
- Infection prevention and control training
- Lone-worker awareness and safety training
- Incident reporting procedures
- Fire safety and emergency awareness training
- Role-specific operational training
- Data protection and cybersecurity awareness
- Transport or driver-related training where applicable
- Additional operational or service-specific training where required

WLIL maintains:

- Training records and monitoring systems
- Refresher training arrangements
- Probationary review arrangements
- Supervision and support systems
- Competency monitoring arrangements
- Governance and audit review processes

Training records may include:

- Employee name
- Training title
- Date completed
- Trainer or provider details
- Expiry or refresher dates where applicable

Employees are expected to:

- Participate in mandatory training relevant to their role
- Maintain competency appropriate to assigned duties
- Follow organisational procedures and guidance
- Seek support or clarification where required
- Work within the limits of their training, competence and capability
- Cooperate with supervision and review arrangements

Employees shall not undertake duties beyond their competency, physical capability or training level.

The organisation recognises that employees working within community-based and lone-working environments may require ongoing supervision, communication and support arrangements proportionate to:

- The level of identified risk
- Service-user complexity
- Employee experience and competency
- Operational circumstances
- Lone-working arrangements
- Environmental conditions

Supervision arrangements may include:

- Formal supervision meetings
- Probationary reviews
- Spot checks or monitoring arrangements
- Incident review and feedback
- Training follow-up
- Welfare and support discussions
- Operational guidance and communication

Training arrangements shall be reviewed periodically and updated where:

- Work activities or operational practices change
- New equipment or systems are introduced
- Risks or legislation change
- Incidents or near misses occur
- Deficiencies or training needs are identified
- Public health or safeguarding guidance changes

Infection prevention and control training may include HSELand or equivalent programmes relating to:

- Hand hygiene
- PPE usage
- Respiratory hygiene
- Infection prevention and control practices
- Public health guidance relevant to community-based services

Induction and Probationary Arrangements

All newly appointed employees shall complete organisational induction prior to or as soon as reasonably practicable following commencement of duties.

Temporary employees, agency personnel, students, volunteers and placement workers shall receive information, instruction and supervision appropriate to:

- Their role and responsibilities
- The risks associated with the work activity
- Organisational procedures and safety arrangements

Induction arrangements may include:

- Garda Vetting confirmation
- Reference verification
- Mandatory training requirements
- Introduction to organisational policies and procedures
- Lone-worker procedures
- Safeguarding arrangements
- Incident reporting systems
- CarePlanner/Nourish orientation
- Introduction to risk assessment systems
- Emergency and communication arrangements

Employees may participate in probationary review meetings and ongoing supervision arrangements during their initial period of employment.

The organisation may require employees to confirm electronically or in writing that they have:

- Received relevant training or instruction
- Read and understood organisational procedures
- Understood safety responsibilities
- Agreed to comply with organisational policies and procedures

WLIL is committed to maintaining practical, proportionate and effective training, competency and supervision arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 24 – CONTRACTORS, VISITORS AND THIRD PARTIES

West Limerick Independent Living CLG (WLIL) recognises that service delivery and organisational operations may involve interaction or coordination with:

- Contractors
- Visitors
- External professionals
- Landlords or property representatives
- Healthcare professionals
- Transport providers
- Maintenance personnel
- Agency staff
- Volunteers and students
- Other third parties relevant to service delivery

The organisation recognises its obligations under the Safety, Health and Welfare at Work Act 2005 to cooperate and coordinate, so far as is reasonably practicable, with other parties regarding safety, health, welfare and risk management matters.

WLIL acknowledges that many services are delivered within private homes and community settings where the organisation does not own, occupy or directly control the environment. Accordingly, coordination, communication and dynamic risk awareness are important aspects of safe service delivery.

The organisation may coordinate safety arrangements with external parties regarding:

- Environmental risks
- Safeguarding concerns
- Emergency arrangements
- Access and egress issues
- Infection prevention concerns
- Maintenance or repair activities
- Transport or mobility arrangements
- Service-user safety and wellbeing
- Lone-working considerations where applicable

Contractors undertaking work on behalf of WLIL or within organisational premises may be required, where appropriate, to provide:

- Insurance documentation
- Safety Statements
- Risk Assessments
- Method Statements
- Evidence of competency, qualification or certification

Higher-risk activities may include:

- Electrical works
- Hot works
- Work at height
- Structural or maintenance works
- Hazardous substance handling
- Confined space work
- Vehicle or equipment servicing
- Major maintenance activities

Contractors and external personnel may receive information appropriate to the risks associated with the workplace or activity including:

- Emergency procedures
- Fire safety arrangements
- Hazard controls
- Lone-working arrangements where applicable
- Relevant organisational safety procedures
- Safeguarding or confidentiality requirements where appropriate

Visitors, contractors and third parties are expected to:

- Follow relevant safety procedures and instructions
- Cooperate with emergency arrangements
- Avoid obstructing emergency exits or access routes
- Report hazards, incidents or concerns promptly
- Respect confidentiality and safeguarding requirements where applicable
- Conduct themselves appropriately within service-user or organisational environments

Where contractors, visitors or third parties may have access to:

- Service users
- Sensitive information
- Private homes
- Confidential records
- Vulnerable persons
- Community-based service environments

appropriate safeguarding, confidentiality and professional conduct expectations may apply.

WLIL recognises that employees may occasionally work alongside external agencies, healthcare professionals, contractors or landlords within service-user homes or community environments.

Accordingly, the organisation shall seek, so far as is reasonably practicable, to:

- Cooperate and coordinate regarding safety matters
- Share relevant risk information where appropriate and lawful
- Escalate safeguarding or environmental concerns where necessary
- Promote safe systems of work and communication
- Support safe access and service delivery arrangements

Employees must report concerns relating to contractors, visitors or third parties where such concerns may affect:

- Safety
- Safeguarding
- Confidentiality
- Service-user wellbeing
- Environmental conditions
- Emergency arrangements
- Professional conduct

WLIL reserves the right to restrict, suspend or review contractor or third-party activities where significant safety, safeguarding or operational concerns arise.

The organisation is committed to maintaining practical and proportionate coordination arrangements with contractors, visitors and third parties appropriate to the delivery of community-based disability and home support services.

SECTION 25 – MONITORING, REVIEW AND CONTINUOUS IMPROVEMENT

West Limerick Independent Living CLG (WLIL) recognises the importance of ongoing monitoring, review and continuous improvement in supporting effective health and safety management within community-based disability and home support services.

The organisation acknowledges that services are delivered across:

- Private homes
- Community settings
- Lone-working environments
- Transport services
- Office and administrative environments
- Geographically dispersed locations

Accordingly, WLIL maintains practical and proportionate monitoring and review arrangements intended to identify risks, support learning, improve safety systems and promote continuous improvement.

The organisation maintains monitoring and review arrangements including:

- Incident and near miss review
- Review of risk assessments and control measures
- Training and refresher monitoring
- Supervision and support arrangements
- Governance and management review
- Corrective action monitoring

- Review of safeguarding and operational concerns
- Safety and Quality Committee review processes

Where incidents, accidents, safeguarding concerns or operational issues arise, employees are expected to report concerns promptly through approved organisational procedures.

Incidents may be reviewed through a structured process which may include:

- Employee reporting of the incident or concern
- Completion of incident reporting documentation
- Review by the relevant Service Coordinator
- Escalation to management where appropriate
- Review of contributory factors and lessons learned
- Consideration of risk assessments or operational procedures
- Identification of corrective or preventative actions where necessary

Relevant incidents, trends, concerns or learning outcomes may also be reviewed through management arrangements and Safety and Quality Committee processes.

Review outcomes may result in:

- Updated procedures or guidance
- Additional training or supervision
- Review of risk assessments
- Operational changes or control measures
- Safeguarding review
- Additional communication or support arrangements
- Further monitoring or follow-up actions

Monitoring and review activities may include:

- Incident trend analysis
- Employee feedback
- Supervision discussions
- Governance review
- Operational review
- Safety inspections where applicable
- Review of training compliance
- Review of corrective action implementation

The organisation recognises that formal audit activity within community-based home support services may differ from traditional workplace environments due to:

- Lone-working arrangements
- Service delivery within private homes
- Dynamic and changing environments
- Limited organisational control over service-user premises

Accordingly, monitoring and review processes shall be proportionate to the operational nature and scale of organisational activities.

WLIL shall review health and safety arrangements periodically and following:

- Incidents or near misses

- Safeguarding concerns
- Operational changes
- Legislative or guidance changes
- Identification of additional risks
- Feedback from employees or management
- Governance or committee review findings

The organisation is committed to promoting a culture of:

- Openness and reporting
- Learning and reflection
- Continuous improvement
- Shared responsibility for safety
- Practical and proportionate risk management
- Ongoing review of organisational practices

Records relating to incidents, reviews, corrective actions and monitoring activities shall be maintained in accordance with organisational procedures and relevant data protection requirements.

WLIL is committed to maintaining practical and effective monitoring, review and continuous improvement arrangements appropriate to the delivery of community-based disability and home support services.

SECTION 26 – REVIEW PROCEDURES

West Limerick Independent Living CLG (WLIL) recognises that effective health and safety management requires ongoing review, monitoring and updating of organisational safety arrangements in accordance with legislative requirements, operational developments and identified risks.

In accordance with the Safety, Health and Welfare at Work Act 2005, this Safety Statement shall be reviewed and revised where necessary to ensure it remains relevant, appropriate and effective in supporting the safe delivery of community-based disability and home support services.

This Safety Statement shall be reviewed:

- At least annually
- Following significant incidents, accidents or near misses
- Following legislative or regulatory changes
- Following significant operational or organisational changes
- Following identification of new hazards or risks
- Following safeguarding or serious safety concerns where relevant
- Where monitoring or review identifies deficiencies or areas requiring improvement
- Following significant changes in service delivery arrangements, systems or work practices

Reviews may consider:

- Incident and near miss trends
- Risk assessment findings
- Employee feedback and operational experience
- Governance or management review findings

- Safety and Quality Committee recommendations
- Changes in legislation, public health guidance or regulatory requirements
- Training and competency issues
- Safeguarding concerns or operational developments
- Audit, inspection or review outcomes where applicable
- Developments within community-based disability and home support services

The organisation recognises that services are delivered within:

- Private homes
- Community environments
- Lone-working settings
- Transport and mobile working environments

and therefore acknowledges that operational risks and service delivery challenges may change over time and require ongoing review and dynamic reassessment.

Reviews of this Safety Statement may involve consultation with:

- Management
- The Health and Safety Officer
- Service Coordinators
- Employees
- Safety and Quality Committee representatives
- External advisors or competent persons where appropriate

Where review findings identify deficiencies, risks or improvement opportunities, WLIL may implement:

- Revised procedures or guidance
- Updated risk assessments
- Additional training or supervision arrangements
- Operational or communication changes
- Additional control measures where reasonably practicable

Updated versions of the Safety Statement shall be communicated to employees and made available through approved organisational systems.

WLIL is committed to maintaining a Safety Statement that remains practical, proportionate and appropriate to the delivery of community-based disability and home support services.

SECTION 27 – APPENDICES

The following appendices form part of this Safety Statement:

1. Emergency Contact Information — see Appendix 1, below in this section
2. Appointed Persons and Safety Representatives — see Appendix 1, below; current names are on WLIL's staff noticeboard and internal contact list
3. Fire and Emergency Procedures — see WLILP42 - Fire Safety Policy in full, and the Emergency Procedures graphic in this section
4. Lone Working Procedures — see WLILP19 - Lone Working Policy in full, including its Lone Working Safety Checklist, and the Lone Working Procedures graphic in this section
5. PPE Guidance — see the PPE Guidelines graphic in this section, and WLILP38 - Infection Prevention and Control Policy for donning/doffing sequence
6. Incident Reporting Procedures — see WLILP30 - Incident Management & Reporting Policy's SBAR process (Appendix 3) as the authoritative form; the Incident Report Procedures graphic in this section summarises how to raise a report
7. Risk Assessment Templates — see WLILP23 - Risk Management Policy, Appendix 3 (risk matrix) and WLILP57 - Digital Risk Assessment Policy for the digital system used to complete them
8. Training Matrix — see the Training Matrix graphic in this section, and WLILP45 - Training and Development Policy for the underlying policy
9. Induction Checklist — see the Induction & Job Shadowing Checklist graphic in this section, and WLILP52 - Induction Policy for the underlying policy
10. First Aid Arrangements — see Section 19 of this Safety Statement, and Appendix 1 below for current contacts
11. Vehicle and Transport Safety Guidance — see WLILP33 - Transport and Vehicle Use Policy in full, and the Vehicle and Transport Safety Guidance graphic in this section
12. Infection Prevention Guidance — see WLILP38 - Infection Prevention and Control Policy in full, and the Infection Prevention Guidelines graphic in this section
13. Severe Weather and Business Continuity Procedures — see WLILP44 - Weather Policy, WLILP62 - Business Continuity and Service Continuity Policy, and WLILP25 - Crisis Management Policy and Response Procedure, and the Severe Weather & Business Continuity graphic in this section
14. Safeguarding Escalation Pathways — see WLILP8 - Safeguarding Vulnerable Persons at Risk of Abuse Policy in full
15. Digital Governance and Cybersecurity Guidance — see WLILP29 - Information Systems and Cloud Access Control Policy in full, and the Digital Governance and Cybersecurity graphic in this section
16. Violence and Aggression Procedures — see WLILP24 - Behavioural Management Policy in full
17. Dignity at Work Procedures — see WLILP54 - Dignity at Work Policy in full
18. Manual Handling Guidance — see Section 11 of this Safety Statement, and the Manual Handling Guidance graphic in this section
19. Falls Prevention Procedures — see WLILP43 - Falls Policy in full, and the Falls Prevention Procedures graphic in this section
20. Audit and Monitoring Framework — see the Audit and Monitoring Framework graphic in this section
21. Controlled Risk Assessment Register and Digital Risk Assessment Framework — see the rebuilt register in this section, and WLILP57 - Digital Risk Assessment Policy in full
22. Designated Officers, Safety Appointments and Key Responsibilities

23. Employee Access, Communication and Awareness of the Safety Statement and Organisational Policies

FINAL STATEMENT

West Limerick Independent Living CLG recognises that the delivery of Personal Assistant and Home Support Services within private homes and community settings presents unique operational challenges and dynamic risks.

Through:

- Governance oversight
- Dynamic risk management
- Safeguarding systems
- Staff training
- Operational supervision
- Incident monitoring
- Digital governance
- Continuous improvement

WLIL aims to maintain a practical, proportionate, legally compliant and person-centred framework for managing safety, health, welfare and wellbeing throughout the organisation.

All employees are required to familiarise themselves with this Safety Statement and cooperate fully with all organisational health and safety arrangements.

Employees may be required periodically to reconfirm that they have read, understood and will comply with the Safety Statement and associated organisational procedures.

EMPLOYEE DECLARATION

I confirm that I have read and understood the West Limerick Independent Living CLG Safety Statement and agree to cooperate with all organisational health and safety procedures.

Employee Name: _____

Signature: _____

Date: _____

Appendix 1 — Key Safety Contacts

This replaces six separate contact listings in the original appendices, each repeating the same staff members' names and personal mobile numbers. Names and personal phone numbers are deliberately not fixed in this document, consistent with WLILP1 - Policy on Policies; current contact details are maintained on WLIL's staff noticeboard and internal contact list, and available from the General Manager.

Emergency Services	999 / 112
Ambulance / Fire Brigade / Gardaí	999 / 112
National Poisons Information Centre	01 809 2566
Samaritans (24/7)	116 123
General Manager	See staff noticeboard / internal contact list
Health and Safety Officer	See staff noticeboard / internal contact list
Service Coordinators	See staff noticeboard / internal contact list
WLIL Office	069 77320
Out-of-Hours Support (Shannon Doc)	1850 212 999
HSA (Health and Safety Authority)	0818 289 389
Tusla — Child Safeguarding	0761 07 3000
HSE — Adult Safeguarding	065 686 4100

Designated First Aiders and Appointed Safety Representatives are identified on WLIL's staff noticeboard. All internal contacts should be updated whenever role-holders change, rather than relying on this or any other document to remain current.



WEST LIMERICK INDEPENDENT LIVING CLG

SAFETY STATEMENT 2026

APPENDICES E & F

EMERGENCY PROCEDURES AND LONE WORKING PROCEDURES

APPENDIX E – EMERGENCY PROCEDURES

In the event of an emergency, staff must follow the steps below to ensure the safety of the service user, themselves and others, and to ensure timely and appropriate assistance.

1  CALL EMERGENCY SERVICES Dial 999 immediately. State the nature and location of the emergency clearly. Follow the instructions of the emergency operator.	SPECIFIC EMERGENCY SITUATIONS – GUIDANCE <table border="1"> <tr> <td style="text-align: center;">  </td> <td> FALL / COLLAPSE - Do not move the person unless they are in immediate danger. - Keep the person warm, calm and comfortable. - Call 999 and follow the advice of the emergency operator. - Wait with the person until emergency services arrive. - Provide relevant information to first responders. </td> </tr> <tr> <td style="text-align: center;">  </td> <td> FIRE - Assess the situation and your own safety first. - If safe to do so, follow the service user's emergency plan. - Do not attempt to evacuate the service user if it is unsafe. - Call 999 immediately. - Follow emergency operator instructions and await assistance. </td> </tr> <tr> <td style="text-align: center;">  </td> <td> MEDICAL EMERGENCY - Call 999 immediately. - Follow the instructions of the emergency operator. - Provide clear information on the service user's condition. - Stay with the person and offer reassurance until help arrives. </td> </tr> <tr> <td style="text-align: center;">  </td> <td> OTHER EMERGENCIES - Examples include aggression, choking, seizure, accidents, severe illness, utility failure, or environmental hazards. - Call 999 if there is any risk to life, serious injury or significant harm. - Inform your Service Coordinator as soon as possible. </td> </tr> </table>		FALL / COLLAPSE - Do not move the person unless they are in immediate danger. - Keep the person warm, calm and comfortable. - Call 999 and follow the advice of the emergency operator. - Wait with the person until emergency services arrive. - Provide relevant information to first responders.		FIRE - Assess the situation and your own safety first. - If safe to do so, follow the service user's emergency plan. - Do not attempt to evacuate the service user if it is unsafe. - Call 999 immediately. - Follow emergency operator instructions and await assistance.		MEDICAL EMERGENCY - Call 999 immediately. - Follow the instructions of the emergency operator. - Provide clear information on the service user's condition. - Stay with the person and offer reassurance until help arrives.		OTHER EMERGENCIES - Examples include aggression, choking, seizure, accidents, severe illness, utility failure, or environmental hazards. - Call 999 if there is any risk to life, serious injury or significant harm. - Inform your Service Coordinator as soon as possible.
		FALL / COLLAPSE - Do not move the person unless they are in immediate danger. - Keep the person warm, calm and comfortable. - Call 999 and follow the advice of the emergency operator. - Wait with the person until emergency services arrive. - Provide relevant information to first responders.							
		FIRE - Assess the situation and your own safety first. - If safe to do so, follow the service user's emergency plan. - Do not attempt to evacuate the service user if it is unsafe. - Call 999 immediately. - Follow emergency operator instructions and await assistance.							
	MEDICAL EMERGENCY - Call 999 immediately. - Follow the instructions of the emergency operator. - Provide clear information on the service user's condition. - Stay with the person and offer reassurance until help arrives.								
	OTHER EMERGENCIES - Examples include aggression, choking, seizure, accidents, severe illness, utility failure, or environmental hazards. - Call 999 if there is any risk to life, serious injury or significant harm. - Inform your Service Coordinator as soon as possible.								
2  NOTIFY SERVICE COORDINATOR Immediately inform your Service Coordinator of the situation.									
3  NOTIFY FAMILY / DESIGNATED CONTACT (IF APPLICABLE) Where appropriate and possible, notify the service user's family member or designated contact to inform them of the situation.									

i Always act calmly, prioritise safety, and follow the guidance of emergency services. Record all incidents in line with WLIL Incident Management Policy.

APPENDIX F – LONE WORKING PROCEDURES

Many staff work alone in the community or in service users' homes. The following procedures must be followed to ensure safety, accountability and effective communication.

1  USE THE WLIL APP Use the WLIL app (CarePlanner/Nourish) for all visits. Log in when you arrive and log out when you leave on time.	GENERAL LONE WORKING GUIDELINES ✓ Carry your mobile phone at all times and ensure it is charged. ✓ Ensure your phone is switched on and credit/data available. ✓ Familiarise yourself with the service user's risk assessment and emergency plan. ✓ Follow the lone working policy and all procedures. ✓ Report hazards, incidents, near misses or concerns immediately. ✓ Take regular breaks when required and ensure safe travel. ✓ Do not share your personal details with service users. ✓ Maintain professional boundaries and follow the Code of Conduct.
2  ATTEND SCHEDULED VISITS Attend all scheduled visits as planned. If you are delayed, contact your Service Coordinator as soon as possible.	
3  COMMUNICATION Maintain regular communication. Report any concerns, changes in risk, or incidents immediately.	
4  IF YOU FEEL UNSAFE If at any time you feel unsafe or uncomfortable in a situation: - Exit as safely as possible. - Contact your Service Coordinator immediately. - If out of hours, contact the emergency out-of-hours number. - Do not place yourself at risk.	

OUT-OF-HOURS EMERGENCY CONTACT

If you cannot contact your Service Coordinator during out-of-hours, call:

1850 212 999 (Shannon Doc)

i Your safety is our priority. Always report concerns and follow procedures. Support is available – do not hesitate to ask for help.



IN AN EMERGENCY
DIAL 999
Ambulance / Fire / Gardai

STAY SAFE – LOOK OUT FOR YOURSELF AND OTHERS
Please display this information in a visible location.





WEST LIMERICK INDEPENDENT LIVING CLG SAFETY STATEMENT 2026



SUPPORTING
INDEPENDENT LIVING
SAFELY, RESPECTFULLY
AND PROFESSIONALLY

APPENDIX G – PPE GUIDELINES

Personal Protective Equipment (PPE) helps protect you, the service user and others when providing support in the community or in people's homes. Use PPE as directed by risk assessments, care plans and infection control guidance.

WHEN TO USE PPE



When there is a risk of contact with body fluids (e.g. personal care, continence care)



When completing cleaning tasks involving chemicals



When there is a risk of infection (e.g. respiratory symptoms, outbreaks)



When clothing may become soiled or contaminated



When splashes or sprays are likely

TYPES OF PPE



GLOVES
Protect hands from contamination. Change between tasks and service users.



FACE MASK
Use if required by risk assessment or during illness outbreaks.



APRON
Use to protect clothing from splashes or contamination.



DISINFECTANT WIPES
Use for cleaning surfaces and equipment.



HAND HYGIENE
Wash hands or use sanitizer before and after each visit.

KEY GUIDELINES

- ✓ Always perform hand hygiene before and after use of PPE.
- ✓ Put on PPE just before the task and remove it safely afterwards.
- ✓ Dispose of single-use PPE in the appropriate waste bin.
- ✓ Do not re-use single-use PPE.
- ✓ Ensure PPE is stored correctly and kept clean and in good condition.
- ✓ Follow Infection Prevention and Control Policy and current HSE guidance.



Keep yourself, the service user and others safe. Use PPE correctly.



If you are unsure what PPE to use, contact your Service Coordinator. PPE will only be effective when used correctly and consistently.

APPENDIX H – INCIDENT REPORT PROCEDURES

All incidents, accidents, near misses or concerns must be reported promptly. This helps us learn from events and improve safety for everyone.

IMMEDIATE ACTIONS



1
Ensure the safety and wellbeing of the service user and yourself.



2
Call emergency services (999) if required.



3
Notify your Service Coordinator as soon as possible.



4
Inform the service user's family member or designated contact.



5
Once the situation is safe and under control, complete an incident report.

HOW TO REPORT



VIA CAREPLANNER / NOURISH APP
Complete the incident report in the app. Include all relevant details.



VIA EMAIL
Email the incident report form to the office or your Service Coordinator. Include as much detail as possible.



WITH SUPPORT
You can complete the report with the help of your Service Coordinator if needed.



All incident reports are reviewed by management. They are used to improve safety and prevent future incidents.

INFORMATION TO INCLUDE

- Date, time and location
- Details of what happened
- People involved
- Injuries / impact
- Actions taken
- Follow up required
- Any witnesses
- Your name and contact details



REPORTING IS NOT ABOUT BLAME – IT IS ABOUT LEARNING AND KEEPING EVERYONE SAFE.
Thank you for your commitment to safe and respectful support.



IN AN EMERGENCY DIAL 999
Ambulance / Fire / Gardaí

OUT-OF-HOURS SUPPORT
Shannon Doc: 1850 212 999



STAY SAFE – LOOK OUT FOR YOURSELF AND OTHERS



WEST LIMERICK INDEPENDENT LIVING CLG TRAINING MATRIX 2026

This Training Matrix outlines the mandatory and recommended training requirements for all staff to ensure competence, safety and quality service delivery.



**TRAINED STAFF
SAFE SUPPORT
QUALITY CARE**

TRAINING AREA	TRAINING / TOPIC	WHO MUST COMPLETE	INDUCTION	REFRESHER FREQUENCY	DELIVERY METHOD	LEGISLATIVE / POLICY REFERENCE	MANDATORY
HEALTH & SAFETY	Safety, Health & Welfare at Work (inc. Manual Handling)	All Staff	✓	Every 3 years	Classroom / Practical	Safety, Health & Welfare at Work Act 2005	Yes
	Display Screen Equipment (DSE)	Office Based Staff	–	Annually	Online	DSE Regulations 2007	Yes
	Lone Working Awareness	All Staff	–	Policy Review	Policy Review	Lone Working Policy	Yes
SAFEGUARDING	Safeguarding Adults	All Staff	✓	Every 3 years	HSELand	Safeguarding Policy / HSE	Yes
	Professional Boundaries	All Staff	–	No formal training	–	Code of Conduct	Yes
	Prevention & Management of Aggression and Violence	All Staff	–	As Required	HSELand	HSE IPC Guidance	Yes
INFECTION PREVENTION & VIOLENCE	Respiratory Hygiene & Cough Etiquette	All Staff	✓	As Required	HSELand	HSE IPC Guidance	Yes
SERVICE DELIVERY & QUALITY	Falls Prevention	All Staff	–	Addressed in Manual Handling (on site)	On Site	Health & Safety	Yes
	Responding & Observing To Seizures	All Staff	✓	As Required	HSELand	HSE Guidance	Yes
	Buccal Midazolam Administration	Staff Providing Support	–	As Required	On Site	HSE Guidance	Yes
	Bariatric Training	Staff As Necessary	–	As Required	On Site	HSE Guidance	Yes
	Dementia Enhanced Home Support	Staff As Necessary	–	As Required	HSELand	HSE Guidance	Yes
	Skin Integrity Training	Staff As Necessary	–	As Required	On Site	HSE Guidance	Yes
DIGITAL, DATA & GOVERNANCE	Cyber Security Awareness	Office Staff	✓	Annually	Online	Cyber Security Policy	Yes
	Information Governance	All Staff	–	No formal training	–	Information Governance Policy	No
OTHER ESSENTIAL TRAINING	Dignity & Respect at Work (inc. Bullying & Harassment)	All Staff	✓	As Required	HSELand	Dignity at Work Policy	Yes
	Equality, Diversity & Inclusion	All Staff	–	No formal training	–	–	No
	Health & Wellbeing	All Staff	–	No formal training	–	–	No
	Incident Reporting Training	All Staff	–	No formal training	–	–	No



NOTES

- All staff must complete mandatory training where indicated.
- Refresher training must be completed within the stated timeframe.
- Records of all training will be maintained by WLIL.
- Additional training may be provided based on role, risk assessment or changes in legislation/guidance.



DELIVERY METHODS

- Online:** HSELand / E-learning / Virtual
- Classroom:** Trainer led sessions
- On Site:** Practical / Hands-on training

KEY

- ✓ Induction – Training completed during induction period
- Refresher Frequency** – How often refresher training is required
- Mandatory** – Legal / organisational requirement
- HSELand** – HSE Learning and Development Platform



Well trained staff • Safe environments • Better outcomes for the people we support
Thank you for your commitment to learning and safety.





INDUCTION & JOB SHADOWING STAFF CHECKLIST

Empowering Independent Lives

STAFF NAME: _____

START DATE: _____



This checklist ensures all new staff receive a comprehensive induction and are ready for independent working.

1

PRE-INDUCTION CHECKS



- Garda Vetting complete ☐
- Two references checked and filed ☐
- Contract of employment issued ☐
- Pre-start information pack sent ☐
- i-START (HSELand 12 Modules) enrolment arranged ☐

4

JOB SHADOWING (MINIMUM 8 HOURS)



- 4 hours with experienced PA and client ☐
- Additional hours across scenarios ☐
- Care Planner and professional conduct observed ☐
- Client independence, choice and diversity noted ☐
- Reporting practice followed ☐
- Final check-in for feedback & readiness ☐

2

INDUCTION SESSION (OFFICE / VIRTUAL)



- WLIL ethos, values and history ☐
- Organisational structure & office layout ☐
- Standard hours & emergency contact ☐
- Wages, pay rates & expenses policy ☐
- Code of conduct, dress code & hygiene ☐
- Probation period explained ☐
- Employee handbook, job description, grievance & disciplinary procedures ☐
- Safety policies, risk assessments & Safety Statement ☐
- Communication standards & confidentiality ☐
- Use of Care Planner App and ID badge issued ☐
- Emergency on-call procedures ☐
- Leave policies and holiday claim process ☐
- Safeguarding, human rights & equality overview ☐
- Designated Safeguarding Officer identified ☐
- Service user feedback expectations ☐
- Employee well-being supports ☐

5

HEALTH & SAFETY



- Safety Statement read and understood ☐
- Risk assessments discussed ☐
- Incident reporting explained ☐
- Moving & handling observed (within 2-3 weeks) ☐

6

LEAVE & ABSENCE MANAGEMENT



- Notification and two weeks' notice process ☐
- Holiday claim form process ☐
- Roster expectations and ad hoc shift protocols ☐

7

COMMUNICATION & REPORTING



- Reporting to Service Coordinator explained ☐
- Emergency phone use clarified (calls only) ☐

8

ROSTER & LONE WORKING



- Rostered shift awareness ☐
- Relief work / maternity cover explained ☐
- Lone working responsibilities clarified ☐

3

MANDATORY TRAINING (PRE/POST START)



- i-START (HSELand 12 Modules) – Mandatory ☐
- Safeguarding Adults (HSELand) ☐
- Assisted Decision-Making Act (HSELand) ☐
- People Moving & Handling (mandatory/refresher) ☐
- Children First (HSELand) – if applicable ☐
- Dignity & Respect at Work (HSELand) ☐
- Open Disclosure Communication (HSELand) ☐
- QQI Healthcare modules (minimum two) ☐
- COVID-19 safety & AMRIC training including infection prevention and control ☐

9

CARE PLANNER & ID BADGE



- Care Planner logging in/out covered ☐
- Notes and shift confirmation procedures ☐
- ID badge active and displayed ☐

10

ONGOING SUPPORT & DEVELOPMENT



- 3-month and 6-month review scheduled ☐
- CPD opportunities discussed ☐
- Well-being and peer support contacts shared ☐
- Cultural competency acknowledged ☐



STAFF MEMBER SIGNATURE: _____

DATE: _____



COORDINATOR SIGNATURE: _____

DATE: _____

Empowering Independent Lives

PERSON-CENTRED CARE • RESPECT • DIGNITY • CHOICE • SAFETY • EQUALITY



WEST LIMERICK INDEPENDENT LIVING CLG

APPENDIX – VEHICLE AND TRANSPORT SAFETY GUIDANCE

SAFE TRANSPORT – SAFE PEOPLE – SAFE JOURNEYS



Our Commitment

We are committed to providing safe, reliable and accessible transport services for service users, staff and the community.

This guidance applies to all WLIL vehicles, drivers and passenger assistants.



1. DRIVER RESPONSIBILITIES

- ✓ Hold the appropriate licence and qualifications.
- ✓ Complete all required training and refresher training.
- ✓ Conduct vehicle checks before every journey.
- ✓ Ensure all passengers are seated, wearing seatbelts (where fitted) and secured.
- ✓ Drive safely, legally and with consideration.
- ✓ Report any defects, incidents or hazards immediately.
- ✓ Never use a mobile phone while driving.
- ✓ Do not drive if unwell, fatigued or under the influence of alcohol or drugs.
- ✓ Ensure vehicle is left secure at all times.

2. DAILY WALK-AROUND CHECKS

Drivers must complete a walk-around check before starting the vehicle.

- ✓ Tyres – condition and pressure
- ✓ Lights – headlights, indicators, brake lights
- ✓ Mirrors – clean and adjusted
- ✓ Windscreen – clean and clear of damage
- ✓ Wipers and washer fluid
- ✓ Bodywork – look for damage or leaks
- ✓ Doors – operate correctly
- ✓ Ramp / Lift (if fitted) – check operation
- ✓ Fuel / AdBlue / Oil / Coolant levels
- ✓ Brake fluid – check warning lights
- ✓ Interior – seats, seatbelts, cleanliness
- ✓ First aid kit and safety equipment on board
- ✓ Fire extinguisher (where fitted) in place and accessible



Do not use the vehicle if a defect is found.
Report immediately to your Manager.

3. PASSENGER SAFETY



Ensure all passengers are assisted safely on and off the vehicle.
Wheelchair users must be secured using appropriate restraints.
Passengers must remain seated while the vehicle is in motion.
Report any concerns about passenger behaviour or safety to your Service Coordinator.

4. PASSENGER ASSISTANT RESPONSIBILITIES

- ✓ Assist passengers to board and alight safely.
- ✓ Ensure wheelchairs and mobility aids are secured.
- ✓ Ensure seatbelts (if fitted) are worn correctly.
- ✓ Maintain a calm, respectful and supportive environment.
- ✓ Report any incidents or concerns to the Service Coordinator.

5. BEFORE YOU DRIVE



PLAN YOUR JOURNEY

Check your route, schedule and allow plenty of time.



CHECK THE WEATHER

Adjust driving to suit weather and road conditions.



BE ALERT

Avoid distractions and remain focused at all times.



AVOID FATIGUE

Take regular breaks and do not drive if tired.

6. INCIDENTS AND BREAKDOWNS



In the event of an incident or breakdown:

- Ensure the safety of all passengers.
- Move to a safe location if possible.
- Contact your Manager / Service Coordinator immediately.
- Complete an Incident Report.
- Follow organisational procedures.

7. TRAINING AND COMPETENCY



All drivers and passenger assistants must:

- Complete induction and role-specific training.
- Attend refresher training as required.
- Maintain up-to-date certifications.



IN AN EMERGENCY – DIAL 999

Ambulance / Fire / Gardaí

Tell them your location, what has happened and follow their instructions.

WLIL Out-of-Hours Support

Shannon Doc – Local Out-of-Hours Service

1850 212 999



YOUR SAFETY – OUR PRIORITY

Thank you for helping us deliver safe, reliable and respectful transport services.

Version 1.0
May 2026



WEST LIMERICK INDEPENDENT LIVING CLG

APPENDIX – INFECTION PREVENTION GUIDELINES

PROTECT YOURSELF – PROTECT OTHERS



OUR COMMITMENT

We are committed to preventing the spread of infection and maintaining a safe environment for service users, staff and visitors.

1. HAND HYGIENE



- Wash your hands regularly with soap and water for at least 20 seconds.
- Use hand sanitiser when soap and water are not available.
- Wash hands before and after providing care, after using the toilet and after blowing your nose, coughing or sneezing.
- Keep nails short and avoid nail varnish and false nails.

2. RESPIRATORY ETIQUETTE



- Cover your mouth and nose with a tissue when coughing or sneezing.
- Use your elbow if no tissue is available.
- Dispose of tissues safely in a bin.
- Perform hand hygiene after coughing, sneezing or using a tissue.

3. PERSONAL PROTECTIVE EQUIPMENT (PPE)



- Use appropriate PPE as required by the risk assessment or care plan.
- Follow correct donning and doffing procedures.
- Dispose of PPE safely in clinical waste bags.
- Do not reuse single-use PPE.

4. CLEANING AND DISINFECTION



- Clean equipment and high-touch surfaces regularly.
- Use approved cleaning products.
- Follow manufacturer's instructions for use and contact times.
- Report any shortages of cleaning supplies.

5. GENERAL INFECTION PREVENTION



- Stay at home if you are unwell.
- Follow all organisational policies and procedures.
- Do not eat or drink while providing care.
- Avoid touching your face.
- Keep work areas clean and tidy.

6. WASTE MANAGEMENT



- Dispose of waste in the correct bins.
- Use clinical waste bags for PPE and contaminated waste.
- Do not overfill bins.
- Report any issues with waste disposal.

7. INFECTION OUTBREAKS



- Follow HSE and organisational guidance.
- Enhanced precautions may be required.
- Report any suspected outbreaks to your Service Coordinator / Manager.
- Cooperate with any additional measures implemented.

8. REPORTING



- Report any infection control concerns, incidents or near misses.
- Report sharps injuries immediately.
- Follow the Incident Management Policy.



IN AN EMERGENCY – DIAL 999

Ambulance / Fire / Gardaí

Tell them your location, what has happened and follow their instructions.

WLIL Out-of-Hours Support

Shannon Doc – Local Out-of-Hours Service

1850 212 999



REMEMBER

Good infection prevention protects you, your colleagues, service users and the wider community. Thank you for doing your part.

Version 1.0
May 2026



WEST LIMERICK INDEPENDENT LIVING CLG

APPENDIX – SEVERE WEATHER & BUSINESS CONTINUITY PROCEDURES

PLAN AHEAD – STAY SAFE – SUPPORT CONTINUES



WLIL is committed to ensuring the safety and wellbeing of service users, staff and the community.

These procedures help us prepare for, respond to and recover from severe weather and other disruptions to our services.



1. INDEPENDENT LIVING SUPPORT

- We support service users to plan ahead for severe weather.
- Service users are encouraged to maintain essential supplies (food, medication, heating, etc.).
- Emergency contact details should be kept up to date.
- WLIL will keep you informed of any changes to services.



2. PERSONAL ASSISTANCE SERVICES

- Personal Assistants will make every effort to attend as scheduled.
- If travel is unsafe, we will contact you as soon as possible.
- Care plans may be adapted where necessary.
- Your safety and choices are our priority.



3. LONE WORKERS (PERSONAL ASSISTANTS)

- Always check the weather before travelling.
- Use WLIL lone working procedures including sign in/out via CarePlanner.
- Keep your mobile phone charged and with you at all times.
- If you experience difficulties, contact your Service Coordinator immediately.
- Do not take risks – your safety is most important.



4. HOME SUPPORT STAFF

- Home Support visits may be rearranged or prioritised during severe weather.
- We will inform you of any changes as early as possible.
- Focus will be on essential and urgent supports.
- Report any issues or concerns to your Coordinator.



5. SEVERE WEATHER GUIDANCE

- Monitor official weather alerts (Met Éireann).
- Reduce travel where possible.
- Allow extra time for travel.
- Do not travel if roads are unsafe.
- Follow instructions from WLIL management.



6. BUSINESS CONTINUITY PROCEDURES

- WLIL has a Business Continuity Plan in place.
- Services will continue where safe and possible.
- Alternative communication methods (phone, text, email, CarePlanner) will be used.
- Staff may be redeployed as required to ensure essential services continue.



WHAT YOU CAN DO



Keep your contact details up to date



Ensure your phone is charged



Keep basic supplies at home



Follow advice from WLIL



Report any concerns early



IN AN EMERGENCY – DIAL 999

Ambulance / Fire / Gardaí

Tell them your location, what has happened and follow their instructions.

WLIL OUT-OF-HOURS SUPPORT

Shannon Doc – Local Out-of-Hours Service

1850 212 999



Thank you for helping us keep everyone safe and supported.

Version 1.0 – May 2026



WEST LIMERICK INDEPENDENT LIVING CLG

APPENDIX – DIGITAL GOVERNANCE AND CYBERSECURITY GUIDANCE

PROTECT INFORMATION – PROTECT PEOPLE – PROTECT OUR ORGANISATION



We are committed to keeping information safe, secure and confidential.

Good digital practice helps us protect service users, staff and the organisation from cyber risks and data breaches.

OUR KEY PRINCIPLES



Protect personal and sensitive information



Follow policies and procedures



Use systems and devices securely



Report concerns immediately



Keep information accurate and up to date

GOOD DIGITAL PRACTICE



STRONG PASSWORDS

- Use strong passwords and do not share them.



KEEP ACCOUNTS SECURE

- Lock your computer or device when away.
- Log out of systems when you have finished.



BE ALERT TO PHISHING

- Be cautious of unexpected emails or links.
- Do not click on links or open attachments from unknown senders.



USE SECURE CONNECTIONS

- Use secure Wi-Fi networks.
- Avoid using public Wi-Fi for work-related systems.



DOWNLOADS & SOFTWARE

- Only download software that is approved by WLIL.
- Keep software and antivirus up to date.



DEVICES & DATA

- Keep devices safe and do not leave them unattended.
- Store information only on approved systems. Do not save to personal devices or USBs.



DATA HANDLING

- Only access information you need for your role.
- Do not share personal or sensitive information without permission.

TOP CYBER RISKS TO BE AWARE OF



PHISHING EMAILS

Fake emails asking for personal information or login details.



SOCIAL ENGINEERING

Attackers pretending to be someone you trust to get information.



MALWARE & VIRUSES

Malicious software that can steal, damage or block information.



LOST OR STOLEN DEVICES

Devices can be lost or stolen, putting data at risk.



UNSECURE DATA SHARING

Sending information via unsecured email, apps or cloud services.

REPORT IT



If you suspect any security incident, lost device, suspicious email, data breach or concern:

- Stop what you are doing.
- Do not delete anything.
- Report it immediately to your Manager or Service Coordinator.

EARLY REPORTING = EARLY PROTECTION



CYBERSECURITY INCIDENT?

Report immediately to your Manager / Service Coordinator during office hours.

Out-of-hours support available (see emergency contacts).



REMEMBER

Good digital habits keep our information, our service users and our organisation safe. If in doubt – ask!



CONFIDENTIAL – RESPECTFUL – RESPONSIBLE

We all have a role to play in keeping digital information safe and secure.

Version 1.0
May 2026



WEST LIMERICK INDEPENDENT LIVING CLG

APPENDIX – MANUAL HANDLING GUIDANCE

SAFE LIFTING • SAFE WORKING • SAFE EMPLOYEES



West Limerick Independent Living provides manual handling and people-handling training for employees as part of our organisational safety arrangements.

Training is provided during induction for new employees, periodically as refresher training and where additional risks or training needs are identified.



TRAINING FOR EMPLOYEES



- During induction for new employees.
- Periodically as refresher training.
- And where additional risks or training needs are identified.



Training is normally refreshed every three years unless operational requirements, incidents, risk assessments or legislative guidance require earlier refresher training.

EMPLOYEE RESPONSIBILITIES



- Attend mandatory training.
- Follow agreed techniques.
- Use equipment correctly.
- Report unsafe practices or defective equipment.
- Do not undertake manual handling tasks beyond your training or competency level.



WLIL uses external competent training providers to deliver manual handling training and refresher courses. Some theory components may be delivered online or through blended learning.



Follow risk assessments and care plans.



Work within your training and ability.



Ask for help or use equipment where required.



Employees are not expected to undertake unsafe lifts, unsafe transfers or manual handling practices that place themselves or others at unreasonable risk.

SAFETY CONCERNS



Where concerns arise regarding:

- Equipment
- Environmental conditions
- Staffing levels
- Transfer techniques
- Service-user mobility



These concerns must be escalated immediately to the relevant Service Coordinator or Manager.

REPORTING AND SAFETY



In the event of injury, near miss or unsafe handling incident:



- Immediate safety should be prioritised.
- Appropriate medical assistance sought where necessary.
- Organisational incident reporting procedures followed.



Take all reasonable steps to assess the load and your working environment before undertaking any manual handling task.



SAFE MANUAL HANDLING PROTECTS: EMPLOYEES • SERVICE USERS • THE WIDER ORGANISATION

Thank you for your commitment to safe manual handling.

Version 1.0
May 2026



WEST LIMERICK INDEPENDENT LIVING CLG

FALLS PREVENTION PROCEDURES – HOME ENVIRONMENT

Working together to reduce falls and keep everyone safe.

1

ASSESS THE RISK

Identify potential risks and individual needs.

- Complete a falls risk assessment for each service user.
- Consider medical conditions, medication, mobility, vision, cognition and previous falls.
- Review the home environment for hazards.
- Involve the service user and family/carer in the assessment.



2

REDUCE THE RISKS

Make the home environment safer.

- Keep floors clear of clutter, cables and loose rugs.
- Ensure good lighting in all areas, especially hallways and stairs.
- Use non-slip mats in bathroom and other areas.
- Ensure handrails are secure on stairs.
- Keep frequently used items within easy reach.



3

SUPPORT & COMMUNICATION

Support individuals and communicate effectively.



- Discuss falls risks and prevention strategies with the service user.
- Encourage the use of mobility aids as recommended.
- Ensure footwear is safe, well-fitting and non-slip.
- Promote hydration, nutrition and regular movement.
- Report any changes in condition or concerns.



4

RESPOND & REVIEW

Act promptly and review regularly.



- If a fall occurs:
 - Ensure safety of the service user.
 - Seek medical assistance if needed.
 - Report the incident to your Manager / Service Coordinator.
- Review the falls risk assessment and care plan.
- Update the plan and environment as needed.
- Regularly review to ensure risks are minimised.



PREVENTING FALLS – PROMOTING SAFETY – SUPPORTING INDEPENDENCE

If you have any concerns, contact your Manager or Service Coordinator.

Version 1.0
May 2026



Appendix 21 — Controlled Risk Assessment Register

Operational risk assessments are completed using WLIL's Digital Risk Assessment System (see WLILP57 - Digital Risk Assessment Policy) and stored on Microsoft 365 SharePoint. This is a summary register of the principal risk assessments WLIL maintains, rebuilt here as an editable table rather than the original screenshot, which included example account identifiers that should not appear in this document.

Ref.	Risk Assessment Type	Review Frequency	Responsible Role	Typical Risk Level
RA01	Service User Risk Assessment	Annual or as service user changes	Service Coordinator	Low
RA02	Personal Assistant Duties and Compliance Checklist	Annual	General Manager	Medium
RA03	General Environmental Risk Assessment	Annual / Change / Incident	Trained Assessor	Medium
RA04	Manual Handling and Hoist Risk Assessment	Annual / Change / Incident	Service Coordinator	Medium
RA05	Child Protection and Safeguarding Risks	Annual / Change / Incident	Service Coordinator	High
RA06	Falls Prevention and Management	Annual / Change / Incident	Service Coordinator	Medium
RA07	Pregnancy and Breastfeeding Employee Risk Assessment	As Required	Service Coordinator	Low
RA08	DSE Workstation Assessment	Annual	Service Coordinator	Low
RA09	Violence and Aggression Risk Assessment	Annual / Change / Incident	Service Coordinator	Medium
RA10	Infection Prevention and Control	Annual / Public Health Updates	Service Coordinator	Medium
RA11	Medication Support	Annual / Change / Incident	Service Coordinator	Medium
RA12	Safeguarding Adults from Harm or Abuse	Annual / Change / Incident	Service Coordinator	Medium
RA13	Incident and Notifiable Events	Ongoing	Service Coordinator	Varies
RA14	Fire Safety and Evacuation	Annual / Change	Service Coordinator	Medium
RA15	Chemical and COSHH Risk Assessment	Annual	Service Coordinator	Medium
RA16	Safe Driving and Transport	Annual / Change / Incident	Service Coordinator	Medium
RA17	Lone Working Risk Assessment	Annual / Change / Incident	Service Coordinator	Medium

All risk assessments are stored on Microsoft 365 SharePoint within a secure WLIL environment, with role-based access, review at defined intervals or when circumstances change, and an audit trail of creation, update, review, and approval actions, consistent with Section 19 of the Safety, Health and Welfare at Work Act 2005. This register is a living document and is updated as risk assessments are added, reviewed, or closed.

Appendix 22 — Designated Officers, Safety Appointments and Key Responsibilities

1. Purpose

West Limerick Independent Living CLG (WLIL) maintains designated officers and responsible personnel to support the effective management of occupational health and safety, safeguarding, complaints, regulatory responsibilities and organisational governance.

This appendix identifies current appointments and provides a controlled record of the persons assigned relevant responsibilities.

It forms part of the WLIL Safety Statement and supports the requirements of Section 20 of the Safety, Health and Welfare at Work Act 2005.

2. Current Designated Officers and Appointments

Designated Responsibility	Appointed Personnel
Occupational First Aider	Laura Mulqueen
Second Occupational First Aider – Temporary Cover	Cassie Costello, covering during Michaela Quirke's absence
Occupational First Aider – Currently Absent	Michaela Quirke
Children First – Designated Liaison Persons	Cassie Costello and Niamh McNamara, subject to completion of required training
Safeguarding Adults at Risk of Abuse – Designated Officers	Laura Mulqueen and Precious Madubeko
Complaints Officers	Laura Mulqueen and Precious Madubeko
Garda Vetting Officer	Sarah Stack
Health and Safety Officer – Primary	Michaela Quirke
Health and Safety Officer – Acting During Primary Officer's Absence	Niamh McNamara

The organisation shall verify that designated personnel possess the appropriate training, competence and authorisation for their assigned functions.

Any appointment subject to completion of training shall not be regarded as fully operational until the necessary requirements have been satisfied and the appointment confirmed.

3. Employee Safety Representatives

WLIL facilitates the election of Employee Safety Representatives in accordance with Section 25 of the Safety, Health and Welfare at Work Act 2005.

Current Elected Safety Representatives:

- Safety Representative 1: Margaret O'Connor
- Safety Representative 2: Laura Mulqueen

Safety Representatives may raise workplace health and safety matters on behalf of employees and exercise their statutory functions in accordance with applicable legislation.

4. Health, Safety and Quality Committee

WLIL maintains a Health, Safety and Quality Committee, which meets a minimum of six times annually.

The Committee reviews workplace hazards, risk assessments, accidents, incidents, near misses, employee concerns, safeguarding matters, training requirements, policy developments and relevant quality and safety matters.

Significant findings, recommendations and matters requiring governance oversight are reported to the Board of Directors through the organisation's established reporting arrangements.

Current Committee Membership:

Margaret O'Connor General Manager, Laura Mulqueen, Precious Madubeko, Cassie Costello and Niamh McNamara Service Coordinators, Gerard O'Connor Finance Manager, Sarah Stack Administer, including employee-appointed members and elected Safety Representatives serving on the Committee.

The membership record shall be maintained and updated whenever appointments change.

5. Responsibility and Accountability

Designated Officers shall carry out the responsibilities assigned to their respective roles in accordance with the relevant legislation, organisational policies, procedures and terms of appointment.

The General Manager retains overall operational responsibility for implementation of the Safety Statement, supported by designated officers, Service Coordinators, competent persons and the Health, Safety and Quality Committee.

The Board of Directors retains governance oversight.

The appointment of designated officers does not remove or diminish the statutory obligations of WLIL as employer.

6. Changes to Appointments

Appointments may change due to staff movements, temporary absence, resignation, training requirements or operational needs.

The General Manager shall ensure that:

- Appointment changes are documented and authorised.
- Temporary cover arrangements are identified where necessary.
- Relevant training and competence requirements are confirmed.
- Employees are informed of changes affecting their responsibilities or reporting arrangements.
- The current appendix is updated and made available through approved organisational systems.

This appendix may be updated independently of the main Safety Statement, subject to appropriate authorisation and document control.

7. Access and Review

The current approved appendix shall be maintained alongside the Safety Statement on the WLIL Employee Portal and made available to employees and authorised inspectors as required.

Appendix 23 — Employee Access, Communication and Awareness of the Safety Statement and Organisational Policies

1. Purpose

West Limerick Independent Living CLG (WLIL) recognises that effective occupational health and safety management requires employees to have appropriate access to the Safety Statement, organisational policies, procedures, risk assessments and other documentation relevant to their roles.

This appendix sets out the arrangements for communicating, maintaining and making such information available to employees.

These arrangements support the requirements of Section 20 of the Safety, Health and Welfare at Work Act 2005 and form part of WLIL's wider governance, staff training, supervision and quality management framework.

2. Employee Portal

WLIL maintains a dedicated Employee Portal through its Microsoft SharePoint environment.

The portal provides employees with access to approved organisational documentation, including:

- The current approved Safety Statement and associated appendices.
- Health and safety policies and procedures.
- The Employee Handbook.
- Employment policies and procedures.
- Safeguarding policies and guidance.
- Infection prevention and control documentation.
- Manual handling and lone-working procedures.
- Relevant operational and service delivery policies.
- Other approved organisational documents relevant to employees' duties.

The portal is intended to provide a central, accessible and up-to-date source of information for employees, including those working remotely in service users' homes and community settings.

WLIL shall maintain appropriate alternative access arrangements for employees who cannot reasonably access the electronic portal.

3. Employee Responsibilities

Employees are expected to familiarise themselves with the organisational policies, procedures, safety instructions and working arrangements relevant to their duties.

Employees are required to:

- Access and read relevant policies and procedures made available to them.
- Familiarise themselves with the Safety Statement and the health and safety requirements applicable to their roles.
- Keep themselves informed of relevant changes communicated by WLIL.
- Follow applicable risk assessments, safe systems of work and operational instructions.
- Attend required training, induction and supervision.
- Seek clarification from management or their Service Coordinator where any requirement is unclear.
- Report hazards, incidents and workplace safety concerns in accordance with organisational procedures.

WLIL recognises that these employee responsibilities operate alongside, and do not replace, the employer's statutory duties to provide information, instruction, training, supervision and safe systems of work.

4. Induction of New Employees

During induction, new employees are informed of the existence, purpose and importance of the WLIL Safety Statement and the organisation's policies and procedures.

Induction arrangements shall include:

- Guidance on accessing the Employee Portal.
- Identification of policies and procedures relevant to the employee's role.
- Information on workplace health and safety responsibilities.
- Explanation of incident and hazard reporting arrangements.
- Information on designated safety personnel and reporting contacts.
- Information on applicable training and supervision requirements.
- An opportunity to seek clarification regarding organisational procedures.

Completion of relevant induction requirements shall be documented in accordance with WLIL's induction procedures.

5. Ongoing Communication and Policy Awareness

WLIL promotes ongoing employee awareness through its internal communication, supervision and governance arrangements.

Communication methods may include:

- Notifications and reminders through approved staff systems.
- Updates and announcements on the Employee Portal.
- Direct communication from management and Service Coordinators.
- Training, refresher training and supervision.
- Staff meetings and organisational communications.
- Notification of newly approved or revised policies.
- Communication of significant safety concerns or operational changes.

Employees shall be encouraged to access the Employee Portal regularly and review documentation relevant to their duties.

Where significant policy or procedural changes occur, WLIL shall ensure that affected employees receive appropriate information, instruction or training.

6. Annual Communication of the Safety Statement

In accordance with Section 20(3) of the Safety, Health and Welfare at Work Act 2005, WLIL shall bring the Safety Statement to employees' attention:

- At commencement of employment.
- At least annually.
- Following amendments to the Safety Statement.
- Whenever significant changes affect the risks or safety measures relevant to their duties.

Annual communication may be facilitated through the Employee Portal, organisational notifications, staff communications, relevant training or other appropriate methods.

WLIL shall maintain appropriate records of annual communication and, where applicable, employee acknowledgement or participation.

The organisation shall take reasonable steps to ensure that information is communicated in a manner and language employees can understand.

7. Employee Reviews and Supervision

Awareness of organisational policies, health and safety responsibilities and relevant operational procedures shall form part of employee supervision and periodic employee reviews.

Where relevant, these reviews may consider:

- Understanding of the employee's responsibilities.
- Awareness of applicable policies and procedures.
- Access to the Employee Portal and relevant documents.
- Completion of mandatory training.
- Compliance with relevant safe systems of work.
- Identification of any additional information, support or training needs.

Where gaps in understanding or awareness are identified, appropriate guidance, training or support shall be provided.

8. Policy Updates and Document Control

WLIL shall maintain approved organisational documents through appropriate document-control procedures.

These arrangements shall include:

- Identification of the current approved document versions.
- Review and updating of policies where required.
- Publication of current approved documents through the Employee Portal.
- Withdrawal or archiving of superseded versions.
- Communication of significant amendments to relevant employees.

The Safety Statement shall be reviewed annually and sooner where circumstances, changes in legislation, incidents or identified risks require revision.

9. Monitoring and Governance

The General Manager, Health and Safety Officer, Service Coordinators and Health, Safety and Quality Committee shall support monitoring of the implementation of these arrangements.

The Health, Safety and Quality Committee may review relevant matters, including policy communication, staff awareness, training compliance and identified improvements.

Significant issues may be escalated to the Board of Directors through established governance reporting arrangements.

10. Organisational Commitment

West Limerick Independent Living CLG is committed to ensuring that employees have appropriate access to the information, guidance, policies and procedures necessary to carry out their duties safely, competently and in accordance with organisational requirements.

Employees are encouraged to engage proactively with the Employee Portal and relevant organisational documentation.

These arrangements are intended to support a culture of shared responsibility, continuous learning, consultation and effective workplace health and safety management.