

Case Study:



Hospiscare
Caring in the heart of Devon



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Hospiscare

Caring in the heart of Devon

Hospiscare have been supporting thousands of terminally ill patients every year for almost half a century.

To take care of both their residents and their staff, they need the best Health & Safety practices possible.

This is where we come in...

THE PROBLEM

Hospicare required an overhaul of their departmental Health & Safety policies and practices, with a focus on the effectiveness of their procedures. They required an analysis of their general layout and area of operations, as well as an assessment of their financial and data security.

THE SOLUTION

We reviewed their Health & Safety practices fully, as well as performing comprehensive Risk and COSHH Assessments, and provided them with a 30/60/90 day Action Plan which our expert consultant used to help guide them in the right direction.

THE RESULT

Hospicare benefited from our services and decided to extend our reach, bringing us in to review their whole building and operations.

Our initial 12 month period was extended by another 12 months to give them the most holistic approach possible.

FIGURES

1000 Volunteers

2 OS Audits over 2 years.

100+ Calls to Our Help Desk.

2 OS Risk Assessments

10+ Meetings with Managers

2 OS COSHH Assessments

Audit

As with all our clients, we performed a comprehensive audit of their Health & Safety practices.

The audit included investigating their company:

Policies

Procedures

Spaces of Work

Risks

We identified any weaknesses, and outlined ways to fix them in our tailored Action Plan.

Advise

Once we completed our full audit, we provided them with an Action Plan on how to improve their practices.

This Action plan was used by our consultant to inform and enable us to improve their Health & Safety on their behalf, or inform and train their staff to reach autonomy.

We were on hand with unlimited email and phone support, as well as performing on site visits.

Action

Once the Action Plan was established, we moved to embed Health & Safety practices bespoke to their business.

This service included:

Risk Assessments

COSHH Assessments

Training Sessions

One-to-ones with Heads of Staff

We tailored our service to them, providing both actionable advice and risk management where needed.