



## Review Sheet



Last  
Reviewed  
14 Nov  
2024



Last  
Amended  
14 Nov  
2024



This policy will be reviewed as needs require or at the following interval:  
Annual

Business  
Impact:



Reason for  
this Review:

Scheduled review

Changes  
Made:

Yes

Summary:

This policy outlines the environmental considerations for providers to work within. It has been reviewed with no significant changes and references have been checked and updated.

Relevant  
Legislation:

- The Care Act 2014
- Civil Contingencies Act 2004
- Control of Substances Hazardous to Health Regulations 2002
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Social Care Act 2008 (Registration and Regulated Activities) (Amendment) Regulations 2015
- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Workplace (Health, Safety and Welfare) Regulations 1992
- The Health and Safety (Miscellaneous Amendments) Regulations 2002
- Data Protection Act 2018
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Coronavirus Act 2020
- UK GDPR
- The Environment Act 2021

- Author: Fairtrade.org, (2024), Fairtrade [Online] Available from: <https://www.fairtrade.org.uk/> [Accessed: 14/11/2024]
- Author: Public Health England, (2020), Sustainable Development Management Plan 2020/25 [Online] Available from: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/907192/PHE\\_SDMP\\_2020\\_25-2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/907192/PHE_SDMP_2020_25-2.pdf) [Accessed: 14/11/2024]
- Author: Public Health England, (2020), Public Health England's 2020 Sustainable Development Report [Online] Available from: [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/907192/PHE\\_SDMP\\_2020\\_25-2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/907192/PHE_SDMP_2020_25-2.pdf)

Underpinning Knowledge:	<p><a href="#">ment_data/file/939944/PHE_annual_sustainability_report_2020.pdf</a> [Accessed: 14/11/2024]</p> <ul style="list-style-type: none"> <li>• Author: Reduce Reuse Recycle, (2024), What Does Reduce Reuse Recycle Mean? [Online] Available from: <a href="https://www.reducereuserecycle.co.uk/index.php">https://www.reducereuserecycle.co.uk/index.php</a> [Accessed: 14/11/2024]</li> <li>• Author: HSE, (2024), Management of Healthcare Waste [Online] Available from: <a href="https://www.hse.gov.uk/healthservices/healthcare-waste.htm">https://www.hse.gov.uk/healthservices/healthcare-waste.htm</a> [Accessed: 14/11/2024]</li> <li>• Author: HSE publication, (2014), Health and Safety in Care Homes [Online] Available from: <a href="https://www.hse.gov.uk/pubns/books/hsg220.htm">https://www.hse.gov.uk/pubns/books/hsg220.htm</a> [Accessed: 14/11/2024]</li> <li>• Author: The King's Fund: Chris Naylor, John Appleby, (2012), Sustainable Health and Social Care: Connecting environmental and financial performance [Online] Available from: <a href="https://www.kingsfund.org.uk/publications/sustainable-health-and-social-care">https://www.kingsfund.org.uk/publications/sustainable-health-and-social-care</a> [Accessed: 14/11/2024]</li> </ul>
Suggested Action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> </ul>
Equality Impact Assessment:	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate lawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>



## 1. Purpose

**1.1** To describe the arrangements in place at Trinityplus Healthcare Services for ensuring compliance with relevant environmental legislation and for following industry best practice.

**1.2** To outline the key environmental responsibilities of Trinityplus Healthcare Services and the means by which it ensures compliance is maintained.

### 1.3

#### Key Question

#### Quality Statements

RESPONSIVE	QSR4: Listening to and involving people
WELL-LED	QSW5: Governance, management and sustainability
WELL-LED	QSW7: Learning, improvement and innovation
WELL-LED	QSW6: Partnerships and communities

### 1.4 Relevant Legislation

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- Coronavirus Act 2020
- UK GDPR
- The Environment Act 2021



## 2. Scope

### 2.1 Roles Affected:

- All Staff

### 2.2 People Affected:

- Service Users

## 2.3 Stakeholders Affected:

- Family
- Advocates
- Representatives
- Commissioners
- External health professionals
- Local Authority
- NHS



## 3. Objectives

**3.1** To ensure that Managers and Department Heads of Trinityplus Healthcare Services take all reasonable steps to meet their responsibility under Environmental Law as documented in this policy.

**3.2** To ensure that staff, Service Users and those who use the premises of Trinityplus Healthcare Services are protected and kept safe by having environmental procedures in place to mitigate harm.

**3.3** To ensure that staff and Service Users are informed about the environmental impact of their decisions relating to the service.



## 4. Policy

**4.1** Trinityplus Healthcare Services acknowledges the importance of the environment we live in, and that of the wider environment.

**4.2** Trinityplus Healthcare Services is committed to its responsibility to support the wider environment, which in turn supports each individual's health and wellbeing.

**4.3** Trinityplus Healthcare Services will work to integrate environmental considerations into its business decisions and adopt greener alternatives, wherever possible, throughout its operations.

**4.4** Trinityplus Healthcare Services recognises that the decisions it makes on a day-to-day basis have an impact on both the wider and immediate environment.

Trinityplus Healthcare Services is committed to reducing the impact on the environment by:

- Complying fully with all relevant legal requirements, codes of practice and regulations
- Improving efficiency and reducing waste
- Reducing air, water and land pollution
- Minimising the use of non-sustainable resources
- Supporting the use of Fairtrade products
- Support viable initiatives and ideas by staff and Service Users to support the environment
- Promoting positive change with all stakeholders

- Identifying and managing environmental risks and hazards
- Establishing targets to measure the continuous improvement in its environmental performance



## 5. Procedure

### 5.1 Responsibilities

- Trinityplus Healthcare Services and its employees have a responsibility to protect the environment
- The Registered Manager is responsible for ensuring that the Environmental Policy is disseminated
- The Registered Manager is responsible for ensuring that the procedures attached to this policy are followed

### 5.2 Working Efficiently and Minimising Waste - Reduce, Reuse, Recycle

Trinityplus Healthcare Services implements the elements of 'Reduce, Reuse, Recycle' and aims to ensure that it is considerate about its implementation and use of resources. Trinityplus Healthcare Services will promote responsible purchasing, ensuring that requests and purchases are carefully planned and match needs.

#### Reduce

**Utilities:** All staff should ensure that taps are not left running and electrical equipment and lights are turned off when they are not in use, without compromising the safety of Service Users.

**Paper:** Trinityplus Healthcare Services is aware of excess paper usage and implements the following:

- Only print if absolutely necessary
- Complete a print preview to avoid unnecessary printing errors
- Ensure that double-sided printing is implemented when appropriate
- Trinityplus Healthcare Services will only print rosters/rotas (where applicable) if absolutely necessary and will encourage the use of cloud-based/electronic software that reduces the need for paper copies
- Trinityplus Healthcare Services will utilise the QCS App on work smartphones and tablets to convey policy updates to staff, to reduce the necessity for paper copies
- Trinityplus Healthcare Services will ensure that all staff have access to the QCS Compliance Centre wherever possible

#### Reuse

- Before throwing anything away, Trinityplus Healthcare Services will consider if the item/s can be reused again (if not by Trinityplus Healthcare Services, then another party) and act accordingly
- Trinityplus Healthcare Services actively endeavours to avoid the use of single-use plastics where possible, and searches for a more sustainable alternative

#### Recycle

- Trinityplus Healthcare Services ensures that appropriate recycling bins will be available for recycling (where possible) within the waste management process

- Staff will actively encourage recycling when providing services to individuals in the community (where possible)
- Members of staff must ensure that health and safety is adhered to in the first instance for the safe disposal of waste, and that confidential waste is disposed of securely

### 5.3 Reducing Pollution and Travel

- Trinityplus Healthcare Services will ensure that environmentally friendly and sustainable resources are purchased wherever possible, whilst maintaining standards of cleanliness and other health and safety requirements
- Where Trinityplus Healthcare Services purchases/leases vehicles, these will be used only when necessary
- Where vehicles are no longer fit for operational use, more environmentally efficient models should be scoped for purchase where financially viable
- All medical and chemical products will be used and disposed of in accordance with all relevant legal requirements, codes of practice and regulations
- Trinityplus Healthcare Services encourages the use of other modes of transport and (where applicable) actively encourages the use of bikes, making use of schemes such as the Cycle to Work Scheme
- Where applicable, Trinityplus Healthcare Services is mindful about how to reduce travel and as such, promotes car sharing for staff working together at the same Service User address where possible. This may require creating a run that encompasses all Service Users who require the support of 2 members of staff, enabling them to car share (provided the times meet Service User need)
- Trinityplus Healthcare Services is aware of the need to reduce excessive emissions, and as such, plans routes accordingly to ensure that 2 carers are not driving to the same road unless it is absolutely necessary

### 5.4 Paperwork Reduction and Digital Operations

Trinityplus Healthcare Services recognises the importance of efficient and streamlined operations reducing the use of paper where feasible, and implementing a digital system as an alternative.

Trinityplus Healthcare Services makes use of digital methods of operating where possible, reducing the unnecessary consumption of paper in areas including, but not limited to:

- Sales and payment transactions promoting electronic transactions
- Procurement opportunities
- Day-to-day operations

### 5.5 Training and Awareness

- All staff will receive suitable training to enable them to deal with their specific areas of environmental control
- Service Users will have access to information (in a format that is relevant to them) on how individuals can make positive environmental change to help Trinityplus Healthcare Services meet its objectives
- All staff, Service Users, visitors and contractors will be reminded to adhere to any warnings or signs in relation to hazards

### 5.6 Inclusion

- Trinityplus Healthcare Services will encourage suggestions to improve the environment where they are possible, and will engage Service Users and staff in taking these forward

- Where Trinityplus Healthcare Services has environmental objectives, Service Users, partners, clients, suppliers and subcontractors will be consulted and included in their implementation

### 5.7 Assessing and Monitoring

- TrinityPlus Health Care Services Limited is responsible for the physical environment of Trinityplus Healthcare Services and will identify and manage environmental risks and hazards
- Targets to measure the continuous improvement in the environmental performance of Trinityplus Healthcare Services will be regularly reviewed and changes made accordingly
- Trinityplus Healthcare Services will complete a review of its Environmental Policy at least annually

### 5.8 Speaking Out

- All stakeholders are encouraged to speak out where they see environmental hazards or have concerns
- Staff can raise concerns to team leaders, and any hazard will be reported immediately to the Registered Manager
- Service Users may make a complaint as well as report to a member of staff

### 5.9 Energy Management

- Trinityplus Healthcare Services will operate its facilities with due consideration to the impacts of its energy consumption
- Trinityplus Healthcare Services will maintain its plant, machinery, equipment and buildings in a manner which best ensures their continued energy efficiency
- Trinityplus Healthcare Services monitors use of all resources, including energy consumption and devises strategies to reduce this where practicable without detriment to its service delivery and the safety of Service Users

### 5.10 Environment, Social and Governance (ESG) Reporting

ESG reporting is mandatory for certain companies. Further details are outlined in the [Companies Act](#) and at <https://esgpro.co.uk/who-has-to-report-on-esg-in-the-uk-a-comprehensive-guide/>.

### 5.11 Care Quality Commission Key Questions and Quality Statements

Environmental sustainability - sustainable development is a quality statement under the key question of well-led. Further guidance on what this quality statement means can be found at <https://www.cqc.org.uk/assessment/quality-statements/well-led/environmental-sustainability>



## 6. Definitions

### 6.1 ISO 14001

- This is an international standard for environmental management
- It sets out a system of predetermined objectives by which to attain this standard
- This standard is externally audited and accredited, which gives stakeholders confidence that {Client\_Name\_Official} is maintaining a high standard of environmental management practice



## 6.2 Greener Alternatives

- Consider the impact that the operations of {Client\_Name\_Official} have on its carbon footprint, and ways to reduce that impact on the environment
- This could be sourcing more locally to reduce emissions, installing solar panels, and using suppliers who themselves care for the environment and maintain high standards, i.e. ISO 14001

## 6.3 Environment

- The planet - all living and non-living naturally occurring matter
- Also determined as air, water and land

## 6.4 Pollution

- Something introduced into the environment (usually chemical) which has harmful or poisonous effects

## 6.5 QCS App

- 'App' is short for 'application' - which is another name for a computer programme
- Normally, when people talk about apps, they are almost always referring to programmes that run on mobile devices, such as smartphones or tablet computers. The QCS App replicates the QCS Management system and is available via [Google Play](#) or the [App Store](#)

## 6.6 Corporate Social Responsibility

- Corporate Social Responsibility, often abbreviated "CSR," is a corporation's initiatives to assess and take responsibility for the company's effects on environmental and social wellbeing
- The term generally applies to efforts that go beyond what may be required by regulators or environmental protection groups



## 7. Key Facts - Professionals

Professionals providing this service should be aware of the following:

- All staff must discuss any area of environmental management which is of concern through staff meetings, changeover and in supervision
- Managers will ensure that staff of Trinityplus Healthcare Services receive ongoing training in environmental awareness and how it impacts the business
- Managers of Trinityplus Healthcare Services will ensure that resources are used wisely to reduce unnecessary waste



## 8. Key Facts - People Affected by The Service

People affected by this service should be aware of the following:

- Service Users follow any notice which is placed at Trinityplus Healthcare Services to keep them safe from environmental harm and inform staff of any concerns they may have
- All visitors and contractors who come to Trinityplus Healthcare Services are to observe any information provided on environmental management and inform staff of



any concerns they may have

- Trinityplus Healthcare Services understands its responsibility to protect the environment and will do all that it can to limit waste and pollution, and save energy, whilst ensuring that the service is not compromised



## Further Reading

**Please refer to the QCS Resource Centre for access to:**

- The QCS Carbon Reduction Plan
- The QCS Carbon Reduction Plan - Sample

**NHS - National Standards of Healthcare Cleanliness 2025:**

<https://www.england.nhs.uk/estates/national-standards-of-healthcare-cleanliness/>

**NHS - National Standards of Healthcare Cleanliness 2021: Supporting Documents:**

<https://www.england.nhs.uk/publication/national-standards-of-healthcare-cleanliness-2021-supporting-documents/>

**Reuse Network:**

<https://reuse-network.org.uk/>

**Reuseabox - The 3 Rs of Waste Management - Reduce, Reuse, Recycle:**

<https://www.reuseabox.co.uk/3-rs-waste-management/>

**GOV.UK - Carbon Reduction Plan:**

<https://www.gov.uk/government/publications/carbon-reduction-policy/carbon-reduction-policy>

**ESGPRO - Environmental, Social and Governance (ESG) Reporting:**

<https://esgpro.co.uk/who-has-to-report-on-esg-in-the-uk-a-comprehensive-guide/>

**Care Quality Commission - Quality Statement - Environmental Sustainability - Sustainable Development:**

<https://www.cqc.org.uk/assessment/quality-statements/well-led/environmental-sustainability>



## Outstanding Practice

To be "outstanding" in this policy area you could provide evidence that:

- Trinityplus Healthcare Services has in place a Sustainable Development Management Plan (see Underpinning Knowledge section)
- The wide understanding of the policy is enabled by proactive use of the QCS App

**Trinityplus Healthcare Services**

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- Trinityplus Healthcare Services is working towards achieving ISO 14001 and achieving high standards with recognition for that achievement
- The provider keeps an open line of communication between managers, staff and key stakeholders in conveying, discussing, disseminating and embedding environmental management
- Trinityplus Healthcare Services proactively encourages stakeholders to contribute their ideas and initiatives to further increase their contribution to protecting the environment
- Trinityplus Healthcare Services clearly shows the correlation between reduced environmental impact and Service User wellbeing