


LESSONS LEARNT

Type of Incident:	Burn to upper arm
Classification of Incident:	RIDDOR
Summary of Incident:	<p>IP was taking a tray out from the top oven.</p> <p>At the same time a member of staff opened the door of the bottom oven.</p> <p>Steam rose from the bottom oven and burnt the IP's upper arm.</p>
Photographs of Incident:	
Possible Causes:	<p>Rushing – routine activity without thought</p> <p>Lack of communication between kitchen staff</p> <p>IP not aware that bottom oven was being opened</p> <p>RA for ovens & burns and scalds initially not filled out correctly</p>
Immediate Action Taken:	<p>The IP put arm under cold water for 15 mins. The water didn't feel cold enough, so the IP went to the freezer and used frozen avocado to cool down. The IP went to pharmacy to buy burn cream as there wasn't any available. IP called manager and an accident form was filled out later that day. IP continued working and carried out rest of shift. The IP then went to the hospital to receive treatment for burns after work and received a sick note for 7 days off work.</p>



<p>Lessons Learnt:</p>	<p>Following incident, QHSE reviewed site evidence, documentation and statements made:</p> <p>RA/ SSoW must be assessed and reviewed effectively – the aim of the risk assessment process is to evaluate hazards, then remove that hazard or minimize the level of its risk by adding control measures as necessary. This in turn creates a safer and healthier working environment.</p> <p>RA/ SSoW to identify/ capture all control measures (dual use oven, time sharing)</p> <p>RA/ SSoW to be reviewed annually or prior if/ when required (change in legislation/ incident/ new job role etc.)</p> <p>Staff to review and sign risk assessments.</p> <p>Staff must learn to communicate efficiently when working and using equipment</p> <p>First aid kit must be fully stocked at all times (including burn cream)</p> <p>Remember</p> <ul style="list-style-type: none"> • Communication is key • Never presume – if you are unsure ASK • Report all incidents through BiOne reporting system. • If you are not fully confident on procedure, ASK guidance and further training can be provided.
<p>Actions to be Taken (By Whom)</p>	<p>Operational Manager to communicate the requirements to site level.</p> <p>Operations Manager to support in review of RA/ SSoW</p> <p>Site manager to ensure all staff review and sign RA/ SSoW and training card</p> <p>Site Manager to give awareness of oven use and to highlight incident on next H&S meeting</p> <p>Site manager to ensure staff communicate effectively when working</p>

HSE Team/Version 1/Lessons Learnt/08/08/21 2

