

# Risk Assessment Policy

HS08

|                 |  |
|-----------------|--|
| Date Written    |  |
| Author(s)       |  |
| Version         |  |
| Date Signed Off |  |
| Reviewed by     |  |

Date: [ ]

## Review Data

### Initial Production

| Name | Role/Department | RACI | Date |
|------|-----------------|------|------|
|      |                 |      |      |
|      |                 |      |      |
|      |                 |      |      |

**R** = Responsible for writing the policy; **A** = Accountable; **C** = Consulted; **I** = Informed

### Change History

| Version | Date | Details of Change | Author |
|---------|------|-------------------|--------|
|         |      |                   |        |
|         |      |                   |        |
|         |      |                   |        |

### Emergency Contact Details

| Name | Email | Mobile |
|------|-------|--------|
|      |       |        |
|      |       |        |
|      |       |        |

## CQC Fundamental Standards

| Regulation Number                      | Regulation Details                                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Regulation 12: Safe care and treatment | Care and treatment must be provided in a safe way for service users, assessing the risks to the health and safety of service users of receiving the care or treatment.<br>Assessments, planning and delivery of care and treatment should be based on risk assessments that balance the needs and safety of people using the service with their rights and preferences. |

## Key Lines of Enquiry

| KLOE       | How this applies to Risk Assessment                                                                                                                                                    |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Safe       | Properly adhering to risk management policies and procedures helps ensure the safety of service users, staff and other stakeholders as we deliver services.                            |
| Responsive | Having a person centred approach to risk assessment and management, which considers individual needs and wishes when managing risk, helps ensure that we deliver a responsive service. |

## Related Documents

This policy should be read in conjunction with our:

- CP02 - Care Planning Policy
- CM12 - Consent Policy
- CM17 - Dignity and Respect Policy
- CM33 - Safeguarding Vulnerable Adults Policy

## Policy Statement



### Policy Aims

This policy will explain what Risk Assessment is and how it operates at **Careville Ltd.**

It will help you to understand how we go about identifying, assessing, documenting and mitigating risks and it will describe your role in that.

Reading this policy should enable you to:

- Understand what Risk Assessment is
- Understand how Risk Assessment works at **Careville Ltd**
- Understand your role in our Risk Assessment processes
- Understand how we can all work together to mitigate risks in the services we offer.

This policy is intended to set out the values, principles and policies underpinning Careville Ltd's approach to risk assessment. The policy must be read in conjunction with the **Careville Ltd** Health and safety Policy; Lone working Policy and the **Careville Ltd** Dealing with Hazardous Substances.

Careville Ltd recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions which are safe, healthy, and compliant with all statutory requirements including the statutory duty on employers to conduct regular health and safety risk assessments.

Careville Ltd is committed to ensuring the health, safety, and welfare of our employees, so far as is reasonably practicable, and all other persons who may be affected by our activities including clients, their relatives, and visitors.

Careville Ltd fully complies with **Standard 12 – risk assessments of the National Standards for Domiciliary Care Agencies, published in accordance with the Care Standards Act 2000**, which related to the degree to which the registered manager of an agency ensures that the risk of accidents and harm happening to clients and employees in the provision of the personal care, is minimised.

Careville Ltd recognises that risk assessments are a legal requirement under **Regulation 3 of the Management of Health and Safety at Work Regulations 1999**.

## Risk Assessments

Risk assessments are used to identify hazards and risks. Once these have been identified, processes are put in place to eliminate the hazards and reduce the risks where possible. If they cannot be eliminated they are minimised by the use of physical controls or, as a last resort, through systems of work and personal protective equipment. Managers would access risk assessment training before undertaking risk assessments.



### Key Question: What's the difference between a hazard and a risk?

A **Hazard** is something that has the potential to cause harm.

A **Risk** is the likelihood/chance of that harm occurring.

**Careville Ltd** undertakes risks for a number of reasons, these may include:

- During the development of a personalised care plan
- Placement of a new carer with a client
- Support carer to fulfil their care duties
- In a service user's home
- Workforce issues
- Scheduling

## Risk Assessment Policy

The following points constitute the policy of Careville Ltd:

A risk assessment will be undertaken the Registered Manager, Deputy Managers and Supervisors who are trained and able to undertake this task. They will establish the potential risks to clients and employees associated with delivering any agreed package of care before a care worker starts work – where appropriate this should be updated annually or more often if necessary.

If the risk assessment involves a service user and/or their premises then:

- The risk assessment should include an assessment of the risks for clients in keeping their independence and daily living within the home.

A risk assessment is undertaken during the development of a **client care plan**, this would involve:

An introductory meeting is arranged with service user/family members and Careville Ltd

The area co-ordinator attends to develop a Care Support Plan

The area co-ordinator attends to perform an environment risk assessment

The area co-ordinator completes a utilities location form

The area co-ordinator completes a Service User risk assessment

All risk assessments are dated, signed and copies are present on location and on Service User file at our Head Office

## The Role of Risk Assessments:

The risk assessment includes all potential risks to care workers including:

- Travelling to and from the home of the service user, particularly at night, in isolated areas and/or on foot
- Manual handling
- The working environment including outside the home
- Control of hazardous substances
- Dealing with violent incidents or challenging behaviour
- Dealing with pets, pests, and infestation
- The handling of cash
- Procedures for administering and assisting clients with their medication
- Procedures in place for reporting and recording accidents, incidents, new risks, faulty equipment, or other concerns.

## Some descriptions of Risk Assessments Undertaken are:

- COSHH
- Environment
- Fire Safety
- Health & Safety

- Task
- Service User
- Equipment
- PPE / Communicable Diseases
- Food Hygiene
- Infection Control
- Lone Worker
- HR (Human Resources)
- Moving & Handling
- Safeguarding
- Medication
- Financial

The way the risk assessment is undertaken should be appropriate to the needs of the individual client whose views and those of their relatives or advocates should be taken into account.

A separate moving and handling risk assessment should be undertaken, by an employee who is trained for the purpose, whenever employees are required to help a client with any manual handling tasks, as required under the Manual Handling Operations Regulations 1992.

A comprehensive plan to manage the risks (including manual handling and the risks to clients) should be drawn up in consultation with the client, their relatives or representatives; this should be included in the clients support plan and kept in the home of the client for care workers to refer to, a copy should be placed in the clients personal file kept in the main office; this risk management plan should be implemented and reviewed annually or more frequently as necessary.

New risks arising (including defective appliances, equipment, fixtures or security of the premises) should be immediately reported by care workers to supervisors, deputy managers and registered manager. For every new risk, a new assessment must be done.

Only employees who are both trained to undertake risk assessment and competent to provide the care should be assigned to emergency situations and where pressure of time does not allow a risk assessment to be undertaken prior to provision of care or support.

Two employees fully trained in safe handling techniques and the equipment to be used should always be involved in the provision of care when the need is identified from the manual handling risk assessment.

The name and contact number of the organisation responsible for providing and maintaining any equipment under the Manual Handling Operations Regulation 1992 and the Lifting Operations Equipment Regulation 1998 should be recorded on the risk assessment.

Any manual handling equipment provided should be maintained in a safe condition to use and be subject to regular inspections by suppliers, records of all such equipment and their maintenance schedules are kept in the main office; in Careville Ltd the Registered Manager is responsible for ensuring equipment is maintained adequately.

A responsible and competent person will be on call and contactable at all times when care and support employees are on duty.

All employees should comply with the organisations lone working policy.



### Key Points to Take Away

Risk Assessment means considering the potential hazards in the work that we do, their likelihood and mitigating actions.

It means planning for safe delivery of high quality services at all times and monitoring the risks and mitigations.

At **Careville Ltd**, safety is at the heart of our planning, provisions and actions.

We operate a system to maintain safety at all times and we all play an important role in making that system work well.

### Learning Outcomes

After reading this Policy, you should:

- Understand that safety is our prime concern in respect of service delivery.
- Understand what Risk Assessment is and how our Risk Assessment System operates.
- Understand how Risk Assessment operates at Careville Ltd and have an awareness of the actions we undertake in identifying, planning, mitigating, managing and monitoring risks and in learning about where we can make quality improvements.
- Understand the role you play in the Risk Assessment process.

### Policy Review

This policy will be reviewed by a Director at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

### Authorisation and Signature

This Policy is the official and authorised version agreed by the Directors of Careville Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Director's Signature

Director