



Phoenix Community Care Ltd  
Policy & Procedure

**Risk Policy Statement  
& Risk Assessment**

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# Risk Policy Statement & Risk Assessment

## Introduction

- It is the intention of PCC that all its activities are risk assessed as advised by the Health and Safety Executive.
- It is the intention of PCC that all risks that a service user may be subject to and the risks posed by the service user to support staff volunteers and others are assessed.
- It is the intention of PCC that all risk assessment is completed to identify and minimise and or lower risks that are found in the assessments.
- The risk assessments will be done by staff in association with appropriate parties including health and or social care professionals.
- All agreements should be documented and signed by those assessing the risks and agreeing how to minimise them.

Reference should be made to:-

- PCC Health and Safety Policy Statement
- PCC Policy and procedure Risk assessment [The service user- the accommodation – the key- worker]
- PCC policy and procedure Support Plans

Within in these policies are the guidelines on how to complete risk assessments and examples of the forms used to do this.

## The management of risk assessment

- Managers and Support staff are responsible for co-ordinating a risk assessment.
- Other agencies may be involved in completing the risk assessments and management and plan.  
These will need to be identified and information sharing encouraged.
- The service user as much as possible will be involved with agreeing the risk assessment.
- Appropriate time should be dedicated to carry out a risk assessment.
- Time scales given for review of the risk assessments should be adhered to.



- Report all incidents to the manager. These must be entered onto the accident/incident form.
- Risk assessments will be stored securely.

## **Risk Assessment**

### **(The service user – the accommodation - the key workers responsibilities)**

#### **1.0 Introduction**

The following procedural arrangement is intended to provide guidance to those who carry out risk assessments with service users that may put themselves at risk, or place legal implications on PCC because of their lifestyle and or behaviour to themselves.

#### **What is a risk assessment?**

Risk assessment helps you protect your workers and everyone using PCC services. It helps you to focus on the risks that really matter, the ones with potential to cause harm. A risk assessment is, as the Health and Safety Executive [HSE] describe; 'a careful examination of what, in your work, could cause harm to people..... The aim is to make sure that no one gets hurt or becomes ill'

#### **Carrying out a risk assessment**

Carrying out a risk assessment is a relatively straight forward process, simply a careful examination of what could cause harm to staff, service user or other people, and what precautions need to be taken.

PCC recognises that service users wishing to choose activities that may put themselves at risk, or place legal implications on PCC need to be advised of the identified risks and these need to be documented in the service user's folder and signed by the service user, acknowledging they accept responsibility for their actions

#### **Service user accommodation**

Within the framework of this procedural arrangement is a format and template used to risk assess the accommodation the service user is occupying, that is their room and a yearly building assessment to be used by the property maintenance manager.

PCC have a number of properties which are used to accommodate the service users. To ensure that these properties comply to Health and Safety requirements and HMO standards the property maintenance manager conducts a yearly risk assessment on each property. The outcome of these assessments and a planned 5 year program of maintenance and repair are then submitted to the board of directors who then decide on any major works to be done.

## Service user lifestyle

These procedural arrangements relate to situations where staff and volunteers provide assistance and where service users wish to become involved in activities involving risk taking. It must be assumed that service users have the usual rights and responsibilities associated with citizenship, enabling them to develop skills necessary for all aspects of life within the PCC philosophy of user empowerment.

The assessment process involves full discussion with service users, staff and volunteers; ensuring a commitment, understanding and co – operation in relation to all issues raised.

While service users have various degrees of dependence, they require differing support. They must be given as much choice as possible about the way they run their own lives, even when this involves risk to them. It is normal for people to take risks and people living in and using PCC services are entitled to the same.

Activities that may be potentially hazardous can be safe, enjoyable and beneficial to the individual, if under taken by people who know what they are doing and have the right equipment and resources. Competent persons must carry out these risk assessments. Ideally the service users should involve staff or volunteers in the planning of many activities, while others will be unplanned and may involve staff and volunteers in activities without prior consultation. There can be no policy or blue print that can cover all eventualities

Assessments refer to hazards and risks associated with physical activities and lifestyles, but there are also psychological risks that arise from policies, relationships and other less tangible aspects of human behaviour.

With regard to the service users accommodation although PCC will have endeavoured to provide the type of accommodation they feel is suitable for the service user, the background, culture and religious belief of the service user may mean that risk assessments need to be in place to support the service user and others in the same building.

The level of risk varies, some are considered as low which occur in life daily while others are seen as high requiring detailed risk assessments. The degree of risk becoming less as the service user becomes more competent.

Those who carry out the risk assessments need to realise their own limitations and when there is a need to seek advice. These can be obtained from a number of sources

### Internal sources

- Managers
- Other key workers
- Health and safety advisor
- Policies
- Procedures

## External sources

- Enforcement agencies
- Specialist consultants
- Policies
- Procedures legislation
- Regulations
- Approved codes of practice and guidance notes

Health and safety must not be seen as a way of preventing service users doing things, but rather of finding the safest way and where service users are not putting anyone else at risk they may do as they wish within reason.

This procedural arrangement and accompanying risk assessment forms on which you can record the findings is designed to help you with these tasks:-

- APPENDIX 1 General Risk assessment form
- APPENDIX 2 Yearly property assessment form

## 1.00 Definitions of risk

### Risk assessment

Is a critical analysis to identify hazards and the evaluation of the extent of the risk involved and establishing control measures. See appendix A.

### Hazard

Is any item or thing with the potential to cause harm injury or damage.

### Risk

Is the likelihood of the harm from the hazard will cause harm, including the severity and the frequency of the event and the number of people involved

### Control measures

Are the precautions needed to reduce the risk.

### Assessment stages

The progressive steps needed to carry out a risk assessment

- |               |   |
|---------------|---|
| <b>Step 1</b> | Identify the hazard.                            |
| <b>Step 2</b> | Identify the people or area at risk             |
| <b>Step 3</b> | Evaluate the risk.                              |
| <b>Step 4</b> | Select measures to reduce or eliminate the risk |

### 3.00 **Safe systems of work** (Summary)

- PCC staff will ensure that appropriate risk assessments are carried out
- PCC staff must ensure that all people involved understand their responsibilities including service users as well as volunteers and what final decision has been made.
- PCC staff must identify if the activity involves or affects other people or property not owned by PCC. If so they will need to be considered and consulted so their views are noted. The service user must be given full explanations where support is not possible.
- In cases when unplanned risk or incident are not planned, staff must record these details and any action taken to ensure that the activity or incident is properly managed
- PCC staff and volunteers must not condone, assist or become involved in any activity that involves breaking the law. Such action may render themselves liable to prosecution and disciplinary action
- The risk assessment must be revised as and when necessary.
- The risk assessment must be with service users support plans.
- This procedural arrangement is mandatory, this means that staff and volunteers will be expected to abide by it and will be given support by PCC if they do so. When staff and volunteers do not, they may need to justify their action later.

### 4.00 **Further action required**

If the probability is still likely or highly probable or a certainty then further measures will be required to control the risk. The person completing the risk assessment will need to identify if the action is needed and should consider the following

- Is it possible to avoid the risk altogether – by adopting a safer way of practice, not carrying out the activity or using the equipment or changing the accommodation.
- Can the accommodation or activity be changed to something less hazardous.
- Combat the risk at source, by repairing, treating, posting warning notices, removing contaminates
- Separate service users or other persons from the hazard by physical barriers, guards, or containing the hazard by enclosure.
- Adapt the accommodation to suit the service user or move the service user to a different accommodation.

- Have written procedures that are understood by all that who are exposed to the hazard.
- Have adequate supervision in place.
- Provide training to staff and service users to enable them to live and perform safely.
- Record on the risk assessment who will be responsible for taking action and by what date.

## **The following areas of risk must be considered**

- Risk to the service user from others
- Risk to staff
- Risk to others
- Risk to self [including self-neglect]
- Risk to physical health
- Risk to emotional health
- Risk to mental health

## **Service user risk assessment on admission**

- All new admissions to PCC services will have had a risk assessment completed by their referring agency.
- The outcome of this risk assessment will enable PCC to decide whether the correct housing is available for the person and there is key worker support available.
- It is the responsibility of the admitting manager to make sure the person also fulfils all the eligibility criteria.
- Within the first 24 hours the 24 hour risk assessment should be completed. This assessment covers the following:-
  - Physical health
  - Mental health
  - Sexual health
  - Exploitation
  - Vulnerability
  - Offending behaviour
  - Substance / Alcohol misuse

Any areas in the above risk assessment that show a high risk, will be immediately risked again on a general risk assessment form and the manager informed so the situation can be monitored.

Within the first 4 weeks of admission to the service a Planning Review Assessment will be completed and from this support plans and timescales and reviews made between the service user and the Key worker.

When completing the risk assessments the following should be considered:-

- Other agencies may need to be involved in completing the risk assessment.
- These will need to be identified and invited to join in the process





- Regular contact and information sharing encouraged.
- The service user will be involved in agreeing the risk assessment and control measures.
- Appropriate time is given to carry out the risk assessment.
- In the event that a member of staff updates a risk assessment form they should ensure that it is signed off by the manager.
- Update risk assessment at each support plan review or at least annually, after an incident, as necessary if there is a change of circumstances or behaviour
- Where a new risk is identified complete the risk assessment and the immediate action plan.
- Follow this with a the more longer term plan
- Always link a named member of staff to each control measure, responsible for carrying out that control.
- Always report all accidents and incidents and complete the relevant forms.
- For further information and examples of the forms refer to PCC policy and procedure Support planning.