

Risk Assessment and Management for People Using a Care Service (England) Policy

Introduction

This policy sets out the values, principles and procedures underpinning the provider's approach to assessing and managing the risks to the people using our care service from coming to harm. It is produced in line with the requirements of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 to provide safe, person-centred care. It applies to all care services.

Policy Statement

1. MKEC works on the basis that the people who use its services lead their own lives as they wish and choose, which means that from time to time they will take different kinds of risk, and they have the right to do so.
2. At the same time, the care provider recognises that it has a specific duty of care to see that people who use the care service are kept safe from harm and injury in its service provision and a general duty to ensure that they are protected from harm and risk of harm because of neglect or abuse.
3. As part of the process of planning care, MKEC helps each potential person to MKECs to assess the risks involved in any of its proposed activities, weighing the benefits and possible adverse effects, and coming to a measured conclusion.
4. Such risk assessments are recorded on the person's plan of care together with any plans to manage significant risks that are identified from the assessments.
5. People who use the care service who might lack the mental capacity to assess and manage their risky behaviour will have their rights protected through the carrying out of risk assessments in line with mental capacity law "best interests" decision taking, and, where required, deprivation of liberty authorisation procedures.
6. MKEC routinely carries out assessments in respect of risks to people who use the care services' personal safety, their level of nutrition and vulnerability to falls and pressure sores, and use of medication, where indicated from the person's care and support plan.
7. The results of these risk assessments together with any risk management plans are also included on the person's care and support plan.
8. Risk assessments are also carried out for people who use the care service who are responsible for their own medication, where MKEC is required to assist in some way.

9. MKEC will carry out all risk assessments relating to potential outbreaks of infectious illness such as Covid-19 in line with national and local public health guidance, and put in place all risk control measures required of it.

Summary of Key Risk Assessment and Management Areas

MKEC might carry out risk assessment and management plans in relation to the following areas in which people who use the care service’s personal safety might be threatened in some ways and to some significant level or degree.

Note: The list is not exhaustive and will require adjusting to service requirements.

Risk area for assessment	Key risk assessment methods	Actions taken to manage any assessed risks
Nutritional status.	Where involved in helping with a person’s nutrition and hydration, MKEC assesses all risks to the person’s nutritional status, including choking risks, typically in partnership with GP and dieticians.	Nutritional management plans are developed with advice from GP and dietician.
Risks from care and treatment, including from equipment and aids and appliances.	Assess risks from moving and transferring, including equipment where used, wound care and from use of medical devices such as catheters.	Describe all risk control measures to be followed on individual care plans.
Risks of falls and other injuries from difficulties with mobility.	Falls and general mobility risk assessments are made wherever needed.	Falls prevention and management plans developed as required.
Risks from activities of daily living and environment, including nighttime risks.	Risks to personal safety from hazards within the daily living environment are routinely assessed from observation and understanding the individual’s needs.	Individual support plans to manage any risks are put into place with specialist, eg occupational therapist, advice and guidance where indicated. Technological aids and changes to the person’s environment will be used as appropriate to reduce risk.
Gardens and outside areas (where applicable).	Regular checks are made to ensure the safety of paths, furniture, ponds and other features that could be	Individual support plans for anyone who might be at risk of injury from outside areas, eg

	<p>hazardous; all high-risk areas are protected, eg with fencing for ponds, non-slip surfaces, etc.</p>	<p>falls/wandering into unsafe areas.</p> <p>Premises will be made safe to minimise risks.</p>
<p>Skin health and tissue viability, including vulnerability to pressure sores.</p>	<p>Risk assessments are made using a validated professional tool and in line with current best practice guidance (and under safeguarding supervision in specific instances).</p>	<p>Care plans are put into place with appropriate medical advice and guidance depending on the individual needs; development of high-grade pressure sores without a satisfactory explanation could be a safeguarding issue as neglect.</p>
<p>Behavioural and emotional risks from aggressive or challenging behaviour and situations including self-harm.</p>	<p>Risks are assessed to ensure the personal safety of the person using the care service and others involved with the person, including care workers for whom MKEC has a duty of care.</p>	<p>Behavioural and emotional risk management plans are used to reduce all risks to anyone's personal safety from challenging behaviour and situations.</p>
<p>Protection from harm.</p>	<p>Any person using the care service who is vulnerable to being harmed is assessed in line with local adult safeguarding policies and procedures.</p>	<p>A risk management plan is put into place to comply with agreed safeguarding of vulnerable adult procedures.</p>
<p>Administering Medicines, including self-medication.</p>	<p>Where MKEC is involved in administration of medication, it:</p> <ol style="list-style-type: none"> a. assesses all risk from the taking of the medicine including possible administration errors b. assesses people who use the care service's capacity to be responsible for their own medication and any risks from self-administration c. records and reports any risks to responsible 	<p>Plans to monitor and supervise any identified risks from administration of medicines and self-medication, particularly with PRN medicines, multi-prescribing and use of non-prescribed medicines, and ensuring full reporting of risks and their management.</p>

medical staff and avoids possible errors.

Additional health and other risks such as from smoking habits.

These are assessed on an individual case-by-case basis.

Appropriate risk management plans are put into place based on the risk assessment.

Needs for positive risk-taking.

These are also assessed on an individual case-by-case basis and recorded on the personal plan.

Appropriate risk management plans are put into place as indicated by the assessment (see separate [Positive Risk Taking for People Who Use the Care Service Policy](#).)

Wherever an area of risk is identified, it is systematically assessed and management plans made as an outcome of the assessment. All risk management plans are reviewed as part of the regular reviewing of the person's care and support plan and re-assessments made as needed.

(See also MKEC's policies on needs assessments and care and support plans and the complementary policy on [Health and Safety Risk Assessment](#).)

Expectations on Staff

MKEC expects its employees to:

- be constantly aware of any identified risks to the personal safety of the people who use care services with whom they work
- receive training and ongoing supervision in all aspects of assessing and managing risks, and in reporting procedures
- be aware of what support is available to them and how to summon it, if they require it in situations that threaten people who use care services and their own personal safety
- protect anyone as far as practically possible from harm or abuse and in doing so follow agreed procedures, including anyone who is at clear risk of causing undue harm to themselves from their behaviour and actions
- make sure that by their own actions they do not deliberately increase the risks to person's personal safety.

Training

New staff receive training at induction onwards in all aspects of assessing and managing risks in line with the care services' policies and procedures.

Staff new to care work are required to achieve all the Care Certificate standards that include risk issues, particularly Standard 13: Health and Safety.

Further specialised training in different areas of risk assessment and management is provided as required by individuals' roles and responsibilities.

Needs for refresher training are assessed during supervision and appraisals.

Review

Signed: _____

Date: _____

Policy review date: _____

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