# RISK MANAGEMENT POLICY

Name: Care Stream Limited – Supported Living

**1.0 Policy Statement**

1.1 This organisation recognises its responsibility to ensure that all reasonable precautions are taken to provide and maintain working conditions that are safe, healthy, and compliant with all statutory requirements and codes of conduct, including the statutory duty for employers to conduct regular health and safety risk assessments.

1.2 This organisation is committed to ensuring the health, safety, and welfare of its staff, so far as is reasonably practicable, and of all other persons who may be affected by our activities including tenants, their relatives, and visitors.

**2.0 The Policy**

2.1 This policy is intended to set out the values, principles and ethos underpinning this organisations approach to risk assessment and health & safety.

**3.0 Risk Management Policy**

3.1 The following points constitute the policy of this organisation:

* A risk assessment should be undertaken, by a trained and qualified person, of the potential risks to tenants and staff associated with delivering any agreed package of care before the staff member commences work; this should include all risks including risks associated with assisting with medication and other health-related activities, behaviour etc. and it should be updated annually or more frequently if necessary;
* The risk assessment should also determine the risks entailed by tenants maintaining their independence and daily living within the home;
* The manner in which the risk assessment is undertaken should be appropriate to the needs of the individual tenant; their views, and those of their relatives or advocates should be taken into account;
* A separate moving and handling risk assessment should be undertaken, by a member of staff who is trained for the purpose, whenever staff are required to help a tenant with any manual handling task, as required under the *Manual Handling Operations Regulations 1992*;
* A comprehensive plan to manage risks should be drawn up, in consultation with the tenant, their relatives or representatives; this should be included in the tenants’ plan and kept in the home of the tenant for staff to refer to. A copy should also be placed on the personal file kept on Care Stream server. This risk management plan should be implemented and reviewed annually or more frequently if necessary;
* Any new risks that arise (including defective appliances, equipment, fixtures or security of the premises) should be reported by staff to their line managers or supervisors, or otherwise identified during regular reviews or the tenant plan;
* Only staff who are both trained to undertake risk assessments and competent to provide the care should be assigned to emergency situations, and in situations where pressure of time does not allow a risk assessment to be undertaken prior to provision of the care or support;
* Two people 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 Care Stream responsible for providing and maintaining any equipment under the *Manual Handling Operations Regulations 1992* and the *Lifting Operations and Lifting Equipment Regulations 1998* should be recorded on the risk assessment;
* Any manual handling equipment provided, should be maintained in a safe working condition and be subject to regular inspections by the manufacturers. Records of all such equipment and their maintenance schedules are kept in the central office. In this organisation **the registered manager** is responsible for ensuring that equipment is maintained adequately;
* A responsible and competent person will be on call and contactable at all times when staff are on duty;

**4.0 Health and Safety Risk Assessments**

4.1 Care Stream recognises that risk assessments are a legal requirement under Regulation 3 of the *Management of Health and Safety at Work Regulations 1999* (MHSWR). Care Stream believes that risk assessments should identify hazards and resulting risks to employees and other persons who may be affected by work activities. Care Stream understands a hazard to be the potential for harm, with risk being the likelihood of that harm actually occurring, and the severity of the harm (e.g. slight injury, major injury, death).

4.2 This organisation will fully implement Regulation 3 of MHSWR which requires employers to:

* Make an assessment of risks to employees
* Make an assessment of risks to others who might be affected by work activities such as tenants, contractors, visitors and the public
* Clearly identify the measures needed to protect the persons in points 1 and 2 above
* Review the assessment and make necessary changes if;
  + There is any significant change that affects risk (e.g. a new employee, piece of equipment, or tenant)
  + There is reason to believe it is no longer valid
* Where there are five or more employees, keep records of:
  + The significant findings of the assessment
  + Any group of employees identified by it as being particularly vulnerable.

4.3 Care Stream will include the following as areas of potential hazard or risk in the office premises or relating to the tenant and their premises:

* Hazardous substances within the scope of the *Control of Substances Hazardous to Health Regulations 2002* (COSHH) (e.g. chemical hazards, drugs, sharps, body fluids, hazardous waste) and others not currently covered by COSHH (e.g. lead, asbestos and substances which are hazardous for reasons other than their toxicity, i.e. those which are flammable, or which enhance combustion, react violently, etc.)
* Manual handling and the moving of tenants
* Use of display screen equipment (e.g. computers)
* Electrical hazards
* Work equipment and machinery
* Workplace hazards (e.g. space, clutter, lighting, heating, ventilation, tripping hazards, safe access and egress, and inadequate sanitary facilities, e.g. toilets, drinking water)
* Emergencies (e.g. fire, injuries requiring first aid, dangerous spillages)
* Challenging behaviour, violence or threats and abuse
* Tenants Property
* Falls
* Medication Administration
* Pressure areas
* Nutrition
* Lone working
* Infection Control

4.4 This is not an exhaustive list and any other potential hazard risk relating to specific tenant will be assessed.

4.5 NICE guidelines [NG6] Published March 2015 Excess winter deaths and illness and the health risks associated with cold homes. As an organisation, we work with others and support our tenants to recognise the dangers of “cold homes”.

**5.0 How risks are assessed in the workplace**

5.1 One of the most important aspects of risk assessment is accurately identifying the potential hazards in the workplace. A good starting point is to walk around the workplace and think about any hazards. In other words, what is it about the activities, processes or substances used that could injure employees, others, or harm their health?

5.2 Important hazards to consider:

* Check manufacturers instructions or data sheets for chemicals and equipment as they can be very helpful in spelling out the hazards and putting them in their true perspective
* Look back at your accident and ill-health records - these often help to identify the less obvious hazards
* Take account of non-routine operations (e.g. maintenance, cleaning operations)
* Remember to think about long-term hazards to health (e.g. high levels of noise or exposure to harmful substances)
* Visit the [HSE website](http://www.hse.gov.uk/index.htm). HSE publishes practical guidance on hazards and how to control them.

# 5.3 Decide who might be harmed and how

Think how employees (or others who may be present such as contractors or visitors) might be harmed. Ask employees what they think the hazards are, as they may notice things that are not obvious and may have some good ideas on how to control the risks.

For each hazard, we need to be clear about who might be harmed. It will help to identify the best way of controlling the risk. That doesn't mean listing everyone by name, but rather identifying groups of people (e.g. 'people working in the storeroom' or 'passers-by').

Remember:

* some workers have particular requirements, for example new and young workers, migrant workers, [new or expectant mothers](http://www.hse.gov.uk/mothers/index.htm), [people with disabilities](http://www.hse.gov.uk/disability/index.htm), temporary workers, contractors, homeworkers and lone workers
* Think about people who might not be in the workplace all the time, such as visitors, contractors and maintenance workers
* Take members of the public into account if they could be hurt by the activities
* If you share your workplace with another business, consider how your work affects others and how their work affects you and your workers. Talk to each other and make sure controls are in place
* Ask workers if there is anyone you may have missed

# 5.4 Evaluate the risks

Having identified the hazards, we then have to decide how likely it is that harm will occur i.e. the level of risk and what to do about it. Risk is a part of everyday life, and we are not expected to eliminate all risks. We must make sure we know about the main risks and the things we need to do to manage them responsibly.

Generally, we need to do everything ‘reasonably practicable’. This means balancing the level of risk against the measures needed to control the real risk in terms of money, time, or trouble. However, we do not need to take action if it would be grossly disproportionate to the level of risk.

The risk assessment should only include what we could reasonably be expected to know - we are not expected to anticipate unforeseeable risks.

We need to look at what we are already doing, and the control measures we already have in place. Ask:

* Can I get rid of the hazard altogether?
* If not, how can I control the risks so that harm is unlikely?

Some practical steps may include:

* trying a less risky option
* preventing access to the hazards
* organising work to reduce exposure to the hazard
* issuing protective equipment
* providing welfare facilities such as first aid and washing facilities
* involving and consulting workers

Improving health and safety need not be costly. For instance, placing a mirror on a dangerous, blind corner to help prevent vehicle accidents is a low-cost precaution considering the risks. Failure to take simple precautions can cost a lot more if an accident does happen.

# 5.5 Record your significant findings

Make a record of significant findings - the hazards, how people might be harmed by them and what is in place to control the risks. Any record produced should be simple and focused on controls.

Where five or more employees are employed, we are required by law to record it in writing..

Any paperwork produced should help to communicate and manage the risks in the service. For most people, this does not need to be a big exercise - just note the main points down about the significant risks and what was concluded.

Findings should be recorded on the Risk Assessment template. When writing down results, keep it simple, for example 'Fume from welding: local exhaust ventilation used and regularly checked'.

A risk assessment must be 'suitable and sufficient', i.e. it should show that:

* a proper check was made
* you asked who might be affected
* you dealt with all the obvious significant hazards, taking into account the number of people who could be involved
* the precautions are reasonable, and the remaining risk is low
* you involved each service user and individual supported in the process

Where the nature of the work changes fairly frequently, or the workplace changes and develops (e.g. a construction site), or where your workers move from site to site, the risk assessment may have to concentrate more on a broad range of risks that can be anticipated.

If the risk assessment identifies several hazards, they should be put in order of importance and the most serious risks addressed first.

Identify long-term solutions for the risks (Risk Management Plan) with the biggest consequences, as well as those risks most likely to cause accidents or ill-health. Also establish whether there are improvements that can be implemented quickly, even temporarily, until more reliable controls can be put in place.

It is important to remember, the greater the risk the more robust and reliable the control measures will need to be.

# 5.6 Review the risk assessment and update if necessary

Few workplaces stay the same. Sooner or later, there will be new equipment, substances and procedures that could lead to new hazards. So, reviews need to take place asking:

* Have there been any significant changes?
* Are there improvements still needed to be made?
* Have workers spotted a problem?
* Has anything been learnt from accidents or near misses?

The risk assessment and management plan must be kept up to date.

**6.0 Risk Register**

6.1 A Local Risk Register will be held and kept up to date detailing any risks which need to be assessed and managed locally. Examples of areas covered may include tenants at risk of choking, those who may require lifesaving emergency medication such as Buccal Midazolam.

6.2 A Corporate Risk Register will be held and kept up to date detailing any risks which have the potential to impact on Care Stream. Examples of areas covered may include difficult relations, risks without adequate controls as detailed on the local register, a vacancy for a Registered position such as Manager or Nominated Individual.

**7.0 Training**

7.1 Staff will receive training around Health & Safety and Risk Assessing as part of the induction process. Those with management responsibilities will receive appropriate training to enable them to manage the workplace safely and effectively as well as to complete risk assessments.

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