

Mace Housing Co-operative Ltd

Client Risk Assessment Policy/Procedure

1. Purpose

The purpose of the Client Risk Policy is to assist staff to manage risks that may arise while providing support to clients whatever the situation or location so that adverse effects on lifestyle, health, safety and wellbeing are minimised.

The Policy provides guidance on:

- how to identify and assess risks to clients, staff and others
- develop client risk management strategies
- monitor and review risk management strategies.

Formal assessment and management of risk as required under this policy will enable staff to support clients in a manner that fulfils their responsibilities under duty of care.

2. Scope

This Policy applies to all existing and potential clients of Mace Housing, their family members and carers, and all employees and volunteers.

3. Definitions

Client Risk Assessment and Management Plan: The Client Risk Assessment and Management Plan summarises strategies to be implemented following risk assessment. The Client Risk Assessment and Management Plan is a living document that is revised and updated regularly. A Client Risk Assessment and Management Plan is part of the client's Individual Plan and contains management and support plans such as behaviour intervention or skills development, linked to specific risks.

Duty of care: Duty of care is the obligation to take reasonable care to avoid injury to a person whom it can be reasonably foreseen might be injured by an act, or omission. If a duty of care is owed, staff will not be negligent unless the duty is breached by failing to take reasonable care. Staffs are not negligent if the injury suffered is not foreseeable. This document does not seek to define all circumstances in which a duty of care is owed as this is determined with regard to the facts of a particular case.

Incident: An incident is an unexpected or unplanned action or event that injures or harms or has the potential to injure or adversely impact: clients, staff, contractors, volunteers and people on work experience.

Individual plan: An Individual Plan describes a client's goals and the services or strategies that will be implemented to assist the client to meet those goals during a twelve-month period. The Individual Plan ensures that services are coordinated to achieve the client's goals. Individual Plans are reviewed every six months and modified according to a client's changing needs.

Safe work procedures: Safe work procedures are implemented in situations where staff may be at risk either from the type of physical work required for the position or due to a client's condition or behaviour. Examples of safe work procedures are Manual Handling Plans or behaviour support in line with a client's Individual Plan. Safe work procedures may also include individual practices required in a particular Client Risk Management Plan.

4. Policy Statement

Mace Housing is committed to supporting adult clients. At the same time, services are required, as far as practicable, to ensure that staff working with clients are safe, and not exposed to health and safety risks.

The Client Risk Policy operates within a risk management framework that provides staff with a better understanding of the need to manage risks and a structured approach to prevent, minimise, or eliminate injuries or incidents to clients, themselves and others before they occur. The Client Risk Framework ensures a structured risk management approach that enables staff to prevent, minimise, or eliminate injuries or incidents before they occur. The Framework comprises five steps:

1. Risk identification and assessment
2. Risk control and planning
3. Monitoring
4. Reviewing
5. Recording.

The central document used in the process is the Client Risk Assessment and Management Plan. Mace Housing will create and maintain such a plan for each client and this will become part of each Individual Plan.

5. Policy principles

1. Mace Housing Services is required to meet its occupational health and safety obligations to provide maximum safety for clients, staff and others.
2. Occupational health and safety obligations are met in a manner that allows clients to take reasonable risks in their daily lives and without placing staff and others at risk of harm.
3. Risks are identified, assessed, controlled and monitored to minimise risks to clients and staff as part of a risk management approach.
4. Client risk assessment and management are fundamental components of the individual planning process.
5. Client Risk Management Plans are incorporated into Individual Plans and are subject to regular review as part of the individual planning review process
6. Risks relating to vulnerable client groups, particularly adults are identified and managed.

7. Information and documentation about risk management in relation to individual clients is made available to those persons who need to know because they are involved in supporting the client, and provided in a language or format that suits their communication needs.
8. Personal client information is protected in compliance with the Data Protection Act.

6. Performance Standards

This policy will be made available to clients prior to the provision of service to them and the creation of their client record file. This policy will be reviewed on a two-yearly basis, with consultation of representatives of parties involved. All Mace Housing staff will be informed of and be familiar with the Policy, and staff will undertake training on the policy. All staff and volunteers are responsible for their own individual actions in complying with the Policy.

7. Authorisation and Review

Authorised by: Felix Okene
Director of Operations

Reviewed: 09 May 2017