

RISK ASSESSMENT FORM

RISK ASSESSMENT TITLE: CATEGORY 2 VISITS – HIGHER RISK POTENTIAL

ASSESSED BY: I.ROBERTS/F.HAYWARD

DATE ASSESSED: 31ST OCTOBER 2022

REVIEW DATE: 31ST OCTOBER 2023

SERVICES: ALL SOCIAL CARE PROVIDER SERVICES

DATES PREVIOUS REVIEWS CARRIED OUT:

PERSONS RESPONSIBLE FOR THIS ASSESSMENT: CLAIRE EDGAR / EMMA LEGG / JEN SALTER

RA REF NO. (office use):

List hazards here: <u>WHAT HAS THE POTENTIAL FOR HARM?</u>	List <u>specific</u> groups that are at risk: <u>RISK</u> <u>PEOPLE</u>		List existing control measures/systems: <u>CONTROL MEASURES</u>
<p>Staff undertaking duties in domestic or other private locations away from other colleagues where immediate assistance cannot be guaranteed; AND where there is intelligence that an enhanced level of personal safety risk exists beyond the risks one might reasonably expect to encounter.</p> <p>Typically, this intelligence will be a history of any of:</p> <ul style="list-style-type: none"> • Significant verbal abuse • Physical threat or intimidation • Physical assault • Holding against one's will • Possession of unlawful weapons • Sexual assault • Other significant anti-social or discriminatory behaviour <p>The other more common hazards to also be taken into account are:</p> <p>Foreseeable hazards getting to and from the location:</p> <ul style="list-style-type: none"> • Unsafe vehicle • Vehicle breakdown • Traffic accident • Unsafe weather conditions • Time of day (isolation, darkness) • Anti-social action from others whilst on foot <p>Foreseeable hazards at location:</p> <ul style="list-style-type: none"> • Unsafe access from pavement to door • Dangerous animals • Unhygienic internal conditions • Unsafe internal conditions – damaged asbestos, exposed wiring, trip hazards unprotected sharps etc. • Failure of mobile technology <p>Foreseeable hazards from people at the location:</p> <ul style="list-style-type: none"> • Passive smoke • Occupants under influence of alcohol/drugs • Contagious illness • Manual handling of occupants during personal care or because of fall • Sexual harassment • Discriminatory language or behaviour 	<p>Employees may sustain physical injury, psychological harm, emotional distress or illness because of any combination of the hazards listed in the first column.</p> <p>Employees may also find themselves incapacitated and/or isolated through accident, ill-health or transport failure.</p> <p>In any such instance, there may be a delay in medical or other assistance being available and this delay may exacerbate injuries and harm.</p>	<p>Employees that are inexperienced and/or have not undertaken personal safety training may be at greater risk.</p> <p>Employees with a combative history with the client may be at greater risk.</p> <p>Pregnant employees and any unborn child may be at a greater risk if exposed to violence or unhygienic conditions or in contact with particular health conditions.</p> <p>Employees with respiratory health conditions may be at greater risk from homes with animals or passive smoke.</p> <p>Employees with sight, hearing or mobility impairment may be at greater risk.</p> <p>Employees without the means to summon assistance if required, may be at greater risk.</p>	<p><u>IN ALL INSTANCES – prior to any visit commencing</u></p> <ul style="list-style-type: none"> ○ The previous history of address/client is to be diligently explored. ○ The visit is allocated a categorisation (standard risk 1 or higher risk 2) in line with the lone working policy based on all available intelligence. [THIS RISK ASSESSMENT IS SUITABLE FOR HIGHER RISK CATEGORY 2 VISITS] ○ A supervisor, manager or other senior officer will authorise the visit to go ahead taking into account the categorisation and any of the enhanced risk criteria in Column 3 that may be relevant. ○ A supervisor, manager or other senior officer will designate suitable employees to carry out each Category 2 visit. These visits MUST NOT BE UNDERTAKEN BY A LONE WORKER. A minimum of two suitably trained workers must be present of which at least one should have previous personal experience of undertaking Category 2 visits. ○ The timing of the visit is planned to take account of any relevant hazards in Column 1. ○ The details of the visit are accurately recorded on the Outlook calendar of the lone worker in line with the lone working policy. ○ A working mobile communication device is readily accessible at all times from leaving the base to the safe conclusion of all visits and journeys. ○ Any journey by car or bicycle must only take place if the vehicle is roadworthy, current and anticipated weather conditions are not unsafe, and appropriate protective safety devices and clothing are fitted/working/worn. ○ To be considered suitable to undertake Category 2 visits, all workers should have completed the prescribed Category 2 personal safety training programme. <p><u>IN ALL INSTANCES – during any CATEGORY 2 WORK</u></p> <ul style="list-style-type: none"> ○ Personal safety training is to be followed at all times. ○ Suitable clothing and footwear must be worn that does not impede the ability to move quickly. Footwear is not to be removed. ○ If, upon arrival or at any point during a lone working episode, any employee has concern for their own safety then the visit is to be brought to a curtailment or abandoned. This includes the potential for aggression or abuse, environmental factors, worsening weather conditions or any other source of concern regardless of evidence. ○ If curtailment cannot be safely achieved, the employee must attempt to summon assistance by calling 999 or by contacting their office base in the prescribed manner and, if necessary, by using the covert code message set out in the lone working policy. ○ If outside of normal office hours, the employee must attempt to summon assistance by calling 999 or the out-of-hours Emergency Duty Team. ○ At the conclusion of each Category 2 visit, the employees must notify a designated person that they are safe. If no such notification is received, then the prepared escalation plan for that team will take effect. ○ If any employee experiences sexual harassment or discriminatory behaviour at any point during a visit, then the client is to be warned. If the behaviour continues, the visit is to be brought to a curtailment or abandoned and the matter must be reported to the manager immediately. ○ A personal safety alarm may be issued to anyone undertaking Category 2 visits. Where issued, the employee is expected to periodically test the device and to keep it within immediate reach during visits. <p><u>IN INSTANCES WHERE RELEVANT as identified by the employees and/or the Manager</u></p> <ul style="list-style-type: none"> ○ Employees must ask for loose dogs and other potentially dangerous animals to be restrained or kept in a separate area. ○ Employees must request the client to desist from smoking tobacco in the occupied area during the visit and ideally in the thirty minutes prior to the scheduled start of the visit. The same applies to the use of any other harmful substance. ○ Refreshments should be declined if there are concerns about hygiene, evidence of pest infestation, or any other reason to doubt the safety of what is being offered. ○ Employees must not attempt to manually lift or handle any load, including a person, unless specifically trained to do so.

SAFE SYSTEM OF WORK FORM (SSoW)

to be completed where a high risk remains after the completion of the risk assessment

All employees **MUST** have read and understood this SSoW before undertaking the task.

DESCRIPTION OF TASK REQUIRING SSoW: UNDERTAKING CATEGORY 1 (STANDARD RISK) LONE WORKING VISIT		
PREPARED BY: I. ROBERTS / F. HAYWARD	DATE PREPARED: 31ST OCTOBER 2022	NEXT REVIEW DATE: 31ST OCTOBER 2023
LOCATION / SERVICE: ALL SOCIAL CARE PROVIDER SERVICES	DATES PREVIOUS REVIEWS CARRIED OUT:	
PERSON RESPONSIBLE FOR THIS SSoW: CLAIRE EDGAR / EMMA LEGG / JEN SALTER	RA REFERENCE NO:	SSoW REF NO:

List each safety instruction / operation as a sequential numbered point to define a clear method of work for staff to follow. This will ensure that all risks are properly controlled and prevent any improvised or alternative method of working.

PROCEDURES:

1.	EXPLORE ALL BACKGROUND INFORMATION ABOUT CLIENT AND ADDRESS
2.	LONE WORKER ASSESSES IF THE VISIT FALLS WITHIN CATEGORY 2 (HIGHER RISK). IF SO PROCEED. IF NOT, APPLY CATEGORY 1 (STANDARD RISK) PROCEDURES.
3.	SUPERVISOR, MANAGER OR OTHER SENIOR OFFICER CONFIRMS THAT THE VISIT FALLS WITHIN CATEGORY 2 (HIGHER RISK). IF NOT, APPLY CATEGORY 1 (STANDARD RISK) PROCEDURES.
4.	SUPERVISOR, MANAGER OR OTHER SENIOR OFFICER IDENTIFIES MINIMUM OF 2 SUITABLE EMPLOYEES TO UNDERTAKE THE VISIT BASED ON ANY CRITERIA IN COLUMN 3 OF THE RISK ASSESSMENT AND CONTROL MEASURES
5.	VISITING OFFICERS SET TIME AND DATE OF VISIT TAKING INTO ACCOUNT CRITERIA IN COLUMN 1 OF THE RISK ASSESSMENT
6.	VISITING OFFICERS ENTER DETAILS OF VISIT IN THEIR OUTLOOK CALENDARS USING THE AGREED CODING
7.	VISITING OFFICERS PREPARE LOGISTICS FOR VISIT INCLUDING TRAVEL PLAN AND CONTACT WITH CLIENT REGARDING ANY KNOWN HAZARDS AT THE LOCATION.
8.	ON THE DAY – EACH OFFICER IS RESPONSIBLE FOR APPROPRIATE CLOTHING, OFFICIAL ID, AND THAT A WORKING COMMUNICATION DEVICE IS BEING CARRIED
9.	UPON ARRIVAL BUT BEFORE ENTRY, VISITING OFFICERS ASSESS LOCAL CONDITIONS AND MAKE FINAL ASSESSMENT IF SAFE TO PROCEED. IF NOT, THE VISIT IS ABANDONED.
10.	VISIT TAKES PLACE WITH CARE AND AWARENESS OF FORESEEABLE RISKS, AS IDENTIFIED IN THE RISK ASSESSMENT, AND IN LINE WITH PERSONAL SAFETY TRAINING
11.	VISIT IS CURTAILED OR ABANDONED IF SAFETY IS COMPROMISED. EMERGENCY ASSISTANCE IS TO BE SUMMONED IF REQUIRED
12.	VISITING OFFICERS CONFIRM PERSONAL SAFETY AT END OF CATEGORY 2 (HIGHER RISK) VISIT BY USING DESIGNATED TEAM PROCEDURE