

# RISK ASSESSMENT FORM

**RISK ASSESSMENT TITLE:** CATEGORY 1 VISITS – standard risks anticipated

**ASSESSED BY:** I.ROBERTS/F.HAYWARD

**DATE ASSESSED:** 31<sup>ST</sup> OCTOBER 2022

**REVIEW DATE:** 31<sup>ST</sup> OCTOBER 2023

**SERVICES:** ALL SOCIAL CARE PROVIDER SERVICES

**DATES PREVIOUS REVIEWS CARRIED OUT:**

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

**RA REF NO. (office use):**

List hazards here:	List <u>specific</u> groups that are at risk:		List existing control measures/systems:
<u>WHAT HAS THE POTENTIAL FOR HARM?</u>	<u>RISK</u>	<u>PEOPLE</u>	<u>CONTROL MEASURES</u>
<p>Staff undertaking duties in domestic or other private locations away from other colleagues where immediate assistance cannot be guaranteed; but where there is no obvious intelligence of any heightened personal safety risk beyond the standard hazards listed below.</p> <p>Foreseeable hazards getting to and from the location:</p> <ul style="list-style-type: none"> <li>• Unsafe vehicle</li> <li>• Vehicle breakdown</li> <li>• Traffic accident</li> <li>• Unsafe weather conditions</li> <li>• Time of day (isolation, darkness)</li> <li>• Anti-social action from others whilst on foot</li> </ul> <p>Foreseeable hazards at location:</p> <ul style="list-style-type: none"> <li>• Unsafe access from pavement to door</li> <li>• Dangerous animals</li> <li>• Unhygienic internal conditions</li> <li>• Unsafe internal conditions – damaged asbestos, exposed wiring, trip hazards unprotected sharps etc.</li> <li>• Failure of mobile technology</li> </ul> <p>Foreseeable hazards from people at the location:</p> <ul style="list-style-type: none"> <li>• Passive smoke</li> <li>• Occupants under influence of alcohol/drugs</li> <li>• Contagious illness</li> <li>• Manual handling of occupants during personal care or because of fall</li> </ul> <p>Potential for non-anticipated risks:</p> <ul style="list-style-type: none"> <li>• Unforeseen verbal abuse</li> <li>• Unforeseen physical threat or intimidation</li> <li>• Unforeseen physical assault</li> <li>• Unforeseen being held against one's will</li> <li>• Unforeseen sexual harassment</li> <li>• Unforeseen discriminatory language or behaviour</li> </ul>	<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 <b>inexperienced</b> and/or <b>have not undertaken personal safety training</b> may be at greater risk.</p> <p><b>Pregnant</b> employees may be at a greater risk if exposed to unhygienic conditions or in contact with particular health conditions.</p> <p>Employees with <b>respiratory health conditions</b> may be at greater risk from homes with animals or passive smoke.</p> <p>Employees with <b>sight, hearing or mobility impairment</b> may be at greater risk.</p> <p>Employees <b>without the means to summon assistance</b> if required, may be at greater risk.</p>	<p><b><u>IN ALL INSTANCES – prior to any visit commencing</u></b></p> <ul style="list-style-type: none"> <li>○ The previous history of address/client is to be diligently explored.</li> <li>○ 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. <b>[THIS RISK ASSESSMENT IS NOT SUITABLE FOR HIGHER RISK CATEGORY 2 VISITS]</b></li> <li>○ 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.</li> <li>○ The timing of the visit is planned to take account of any relevant hazards in Column 1.</li> <li>○ The details of the visit are accurately recorded on the Outlook calendar of the lone worker in line with the lone working policy.</li> <li>○ A working mobile communication device is readily accessible at all times from leaving the base to the safe conclusion of all visits and journeys.</li> <li>○ 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.</li> <li>○ To be considered competent to undertake category 1 visits unaccompanied, the lone worker should have completed the prescribed Category 1 personal safety training programme.</li> </ul> <p><b><u>IN ALL INSTANCES – during any lone working period</u></b></p> <ul style="list-style-type: none"> <li>○ Personal safety training is to be followed at all times.</li> <li>○ Suitable clothing and footwear must be worn that does not impede the ability to move quickly. Footwear is not to be removed.</li> <li>○ If, upon arrival or at any point during a lone working episode, the 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.</li> <li>○ 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.</li> <li>○ If outside of normal office hours, the employee must attempt to summon assistance by calling 999 or the out-of-hours Emergency Duty Team.</li> <li>○ At the conclusion of the final lone working period of each day, the employee 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.</li> <li>○ If the 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.</li> </ul> <p><b><u>IN INSTANCES WHERE RELEVANT as identified by the Lone Worker and/or the Manager</u></b></p> <ul style="list-style-type: none"> <li>○ Where requested for personal assurance purposes, a personal safety alarm can be provided. Where issued, the employee is expected to periodically test the device and to keep it within immediate reach during lone working periods.</li> <li>○ The lone worker must ask for loose dogs and other potentially dangerous animals to be restrained or kept in a separate area.</li> <li>○ The lone worker 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.</li> <li>○ 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.</li> <li>○ The lone worker must not attempt to manually lift or handle any load, including a person, unless specifically trained to do so.</li> </ul>

# 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: 31<sup>ST</sup> OCTOBER 2023

NEXT REVIEW DATE: 31<sup>ST</sup> 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 1 (STANDARD RISK). IF SO PROCEED. IF NOT, APPLY CATEGORY 2 (HIGHER RISK) PROCEDURES.
3.	SUPERVISOR, MANAGER OR OTHER SENIOR OFFICER CONFIRMS THAT THE VISIT FALLS WITHIN CATEGORY 1 (STANDARD RISK). IF NOT, APPLY CATEGORY 2 (HIGHER RISK) PROCEDURES.
4.	SUPERVISOR, MANAGER OR OTHER SENIOR OFFICER IDENTIFIES ANY ADJUSTMENT TO STANDARD PROCEDURE BASED ON ANY CRITERIA IN COLUMN 3 OF THE RISK ASSESSMENT
5.	LONE WORKER SETS TIME AND DATE OF VISIT TAKING INTO ACCOUNT CRITERIA IN COLUMN 1 OF THE RISK ASSESSMENT
6.	LONE WORKER ENTERS DETAILS OF VISIT IN THEIR OUTLOOK CALENDAR USING THE AGREED CODING
7.	LONE WORKER PREPARES LOGISTICS FOR VISIT INCLUDING TRAVEL PLAN AND CONTACT WITH CLIENT REGARDING ANY KNOWN HAZARDS AT THE LOCATION.
8.	ON THE DAY - LONE WORKER IS RESPONSIBLE FOR APPROPRIATE CLOTHING, OFFICIAL ID, AND THAT A WORKING COMMUNICATION DEVICE IS BEING CARRIED
9.	UPON ARRIVAL BUT BEFORE ENTRY, LONE WORKER ASSESSES LOCAL CONDITIONS AND MAKES 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.	LONE WORKER CONFIRMS PERSONAL SAFETY AT END OF FINAL VISIT OF THE DAY BY USING DESIGNATED TEAM PROCEDURE