

Risk Management

City Care Southwest Ltd offers care and support services to adults over the age of 65 in their own homes. Our service is regulated by the Care Quality Commission (CQC) in relation to the regulated activity “Personal Care” and in accordance with the Health and Social Care Act 2008 and its associated regulations 2014.

Version Control

Date	New Version #	Made by	Changes/updates	Review Date
28/11/2023	V1.2023	Rhiannon		28/11/2024
28/03/2024	V1.2024	Rhiannon	Inclusion of regulated activity statement and admin footer	28/03/2025
13/11/2025	V1.2025	Rhiannon	Reviewed and updated manager training	13/11/2025

Statement and purpose of policy

City Care Southwest Ltd recognises that a good awareness of risk management, practice and recording at all levels ensures that risks are managed systematically and consistently within our service and where identified, risk factors can be reduced to a tolerable level. We have a duty of care to improve the safety and quality of care for our clients and minimise risks for staff and visitors.

It is also important to consider that whilst working with clients as partners in their care, our clients lead their own lives and as they make choices, which they have a right to do, they will undoubtedly take different kinds of risks.

This policy aims to provide us with a framework to safely assess and manage risks in order to:

- Provide safe, effective, high-quality care,
- Work in partnership with our clients to implement positive risk management strategies,
- Meet statutory, regulatory, and legislative requirements,
- protect our staff, clients, their families and friends, professionals and any other visitors or stakeholders from avoidable harm.

Scope and Definition

This policy contains guidance from legislation and relevant bodies that all staff must adhere to. This includes:

- The Health and Social Care Act 2008 and associated Regulations 2014
- The Health and Safety at Work Act 1974
- The Mental Capacity Act 2005 and associated code of practice
- Manual Handling Operations Regulations 1992
- The Provision and Use of Work Equipment Regulations 1998

Responsibilities

The Nominated Individual/Directors will:

- Review this policy annually, or sooner as required.
- Conduct quarterly service audits which include a review of the efficacy of this policy in practice.
- Stay up to date with legislation, guidance, and best practice in relation to Risk Management
- Undertake regular training as part of their continuing professional development.

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The Registered Manager will:

- Implement this policy, ensuring that all staff read and understand it.
- Conduct bi-monthly service audits which include a review of the efficacy of this policy in practice.
- Undertake regular training as part of their continuing professional development.
- Ensure that staff are trained in Health and Safety and Risk Management.
- Stay up to date with legislation, guidance, and best practice in relation to Health and Safety and Risk Management.

All staff will:

- Read and understand this policy.
- Attend regular, relevant training in Health and Safety and Risk Management.
- Comply with Health and Safety and Risk Management Policies, and legislation.
- Follow guidance and advice detailed in the client's care plan.

Risks and Hazards

A hazard is something with the potential to cause harm. This could, in cause injury, damage or other kind of loss and in the worst cases, death. A risk is the chance that someone could be harmed by the hazard identified, and by how much.

The severity of harm could range from minor short-term harm to major life-changing injuries or death. The likelihood of harm occurring from the hazard could range from very unlikely to highly likely.

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City Care Southwest Ltd conducts a full assessment of risk with each client who chooses to partner with us in their care. During the completion of the assessment assessors will identify risks, the impacts of these risks of the client, their likelihood of causing harm and then make recommendations as to the appropriate mitigations, developed in partnership with our clients. Assessments are only completed by staff who are trained and considered competent by the Registered Manager.

Where a hazard poses a risk, assessors will discuss the risks and benefits of these hazards with the client and support them to weigh this information to make a decision on how best to mitigate these risks. It is our client's right to choose what level of risk that they consider tolerable, however City Care Southwest Ltd also has a duty of care to protect the individual, and any staff involved in the delivery of care.

Wherever possible, clients are empowered to make decisions and take risks, and where a high level of risk is identified which cannot be mitigated by the assessor, the Registered Manager will be informed of this. The Registered Manager will consider the benefit and risk involved and may discuss with or seek advice from, the following people, to inform their practice:

- The client,
- The local safeguarding team,
- Any professionals involved in the client's care, eg Occupational Therapist
- Our insurance provider.

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- Our health and safety provider.

The Registered Manager is then able to support the assessor and the client to reduce the risk of harm to a tolerable level.

The Client's Care Plan, once complete, will contain the full assessment of each risk identified and the ways in which the risk is managed by staff. In addition to each element of care being risk assessed, the assessor will complete an environmental risk assessment which considers the client's home environment, any hazards present and the risks they pose along with the mitigations agreed with the client.

The Client's Care Plan is then reviewed in full, regularly, in line with our Quality and Governance Policy and additionally as required.

Mental Capacity

Where a client has been assessed as lacking in capacity to consent to a care assessment and the risk assessments involved, assessors will support the client to participate and be supported to mitigate any risks involved using the best interest decision pathway as detailed in the Mental Capacity Act 2005 and its associated code of practice.

Moving and Handling

All staff will undertake training during their induction and repeat this regularly and as necessary in relation to the moving and handling of people, and in the basic care of their back by using safe, appropriate techniques.

Staff will conduct safety checks on any equipment and review the care plan and risk assessments prior to use.

Lone Working

An assessment of the risks to staff of lone working will be reviewed and updated every six months by the Registered Manager. This risk assessment will cover all known risks and the mitigations put in place to reduce those risks. Staff will receive a copy of the risk assessment at induction, and a copy of any new assessments will be made available by the Registered Manager.

Where a staff member has disclosed a medical condition or circumstance which is not detailed in the lone worker policy, an additional, personalised risk assessment will be created with the staff member to identify the hazards, level of harm and likelihood of harm and agree on suitable mitigations to reduce the risk to the staff member.

Health and Safety Advice

City Care Southwest Ltd retains the services of a specialist HR and Health and Safety Advice Service. The Registered Manager can contact Avenure at any time on **0330 100 8704** and speak to an adviser who will guide us on legislative compliance and best practice.

Introductions

The Registered Manager ensures that all clients are introduced to the staff who will be working with them and this takes place prior to care delivery wherever possible. Staff are given the opportunity to review the care plan and ask questions to ensure they understand the details of the plan and any risk assessments including how to reduce those risks.

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Training

All Staff demonstrate their understanding of Health and Safety and Risk Management with the completion of the Care Certificate, module – Health and Safety. The learning outcomes for this module are as follows:

- 13.1 Understand their own responsibilities, and the responsibilities of others, relating to health and safety in the work setting.
- 13.2 Understand Risk Assessment
- 13.3 Move and Assist Safely
- 13.4 Understand procedures for responding to accidents and sudden illnesses.
- 13.5 Understand medication and healthcare tasks.
- 13.6 Handle hazardous substances
- 13.7 Promote fire safety.
- 13.8 Work securely.
- 13.9 Manage stress.

Additionally, all staff attend a practical moving and handling course which is delivered in house by a Level 3 AET qualified instructor. Competency in the practical assessment of moving and handling is reviewed regularly in accordance with our quality and governance policy.

Managers of the service will complete additional courses on our learning management system for Health and Safety.

Complaints and Feedback

The Registered Manager will seek the feedback of individuals who receive our services on a regular basis in line with our quality and governance policy.

If an individual wishes to make a complaint in relation to their care and support, or their care plan and the associated processes which were undertaken to complete the care plan, they should contact the Registered Manager on 01752 545 122.

A copy of our complaints policy is included in the welcome pack and available on request at any time.
