

Bethany Care Ltd

Risk Management

Policy & Procedure 42

| Document Review Details | |
|----------------------------|---|
| Date Created | 26/05/2009 |
| Date Reviewed | 19/07/2017 |
| Reviewed by | Brian Lynch (Quality Assurance) |
| Date of next review | September 2018 |
| Amendment History | Updated to DCR180B to include "Risk Management Process Flowchart" |
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1. Definitions

- 1.1 A hazard is something with the potential to cause harm. This could include substances, plant, work processes and/or other aspects of the work environment. Hazards can include manual tasks, noise, lighting, electricity, occupational violence, biological hazards, hazardous substances, sharps and animals.
- 1.2 Risk is the likelihood that death, injury or illness might be caused because of the hazard.

2. Purpose

This Risk Management policy will guide how Bethany Care Ltd assesses and responds to risks which we will inevitably be encountered when managing and delivering our services. This ensures that risks are removed, minimized or managed to maximize safety for our staff, volunteers and service users and ensure the viability, quality and accountability of our services.

3. Policy Statement

Bethany is committed to the responsible identification and management of risks which may arise during the delivery of services and the general management of the organization. Risk management is an integral part of Bethany's key business planning, resourcing and decision making processes. Specifically, we will:

- 3.1. Ensure there is a consistent and systematic approach to the management of risks across the organisation;
- 3.2. Have clear roles and responsibilities that are defined in this Risk Management Policy;
- 3.3. Ensure staff have the necessary instruction and training to allow them to participate in risk management activities;
- 3.4. We are honest with ourselves and with others in relation to the risks and challenges faced by Bethany
- 3.5. The Quality Assurance officer will establish and maintain a Risk Management Register. This document will detail the current risks associated with Bethany's operations and the Risk Management Strategies prescribed to handle them.

4. Risk Management Staff Responsibilities

- 4.1. **Service Manager** – Oversee risk management at Bethany Care. Verify and sign off on risk assessments and treatment strategies.
- 4.2. **Assistant Manager** - identify operational risks through personal observation, safety audits findings, conversations with personal carers about safety issues and potential risks
- 4.3. **House Coordinator** – identify operational risks through personal observation, safety audits findings, conversations with personal carers about safety issues and potential risks
- 4.4. **Quality Assurance Officer** – Maintain a Risk Management Register of current risks to the business. Liaise with Management and the House Coordinator to ensure risk management assessments are being routinely completed (6 monthly alerts have been set in the Quality Assurance online calendar to remind supervisors to risk assess Bethany properties).
- 4.5. **Staff** – Personal carers to bring potential risks and hazards to the attention of Management and the Quality Assurance officer to allow risk assessments to be completed and treatment strategies devised.

Risk Management Procedures

5. Identifying and Assessing Risks

5.1 Identify the Hazards

This means looking for those things that have the potential to cause. Care must be taken to identify hazard that may be less obvious e.g. prolonged exposure to loud noise or bad lighting. The desired outcome of this step is a list of hazards.

5.2 How to Look for Hazards

There are many activities that can be undertaken to help with identifying hazards. These may include.

- Walking through and inspecting each task or location.
- Consulting with staff. Ask about any problems they have encountered and any near misses and unreported minor injuries.
- Considering;
 - how people use equipment and materials
 - how suitable the equipment and materials is for the task, and how well they are located; and
 - how people could be hurt directly and indirectly by the various workplace aspects.
- Conducting a safety audit.
- Testing, particularly of plant and/or other equipment and noise levels.
- Analysing records and data covering, for example, incidents and near misses, worker complaints, sick leave and staff turnover.
- Undertaking worker surveys.

5.3 Assess the Risk

To assess risk, you need to consider both likelihood and consequences. To do this you need to assess both (1) Likelihood – Either very likely, likely, unlikely, or very unlikely, and (2) Consequences – Either extreme, major, moderate, or minor

- The desired outcome of this step is a prioritized list of risk for further assessment.

| | | Consequences How severely could it hurt someone? | | | |
|--|--|---|------------------------------|------------------------------|--|
| | | Extreme: death, permanent disablement | Major: serious bodily injury | Moderate: casualty treatment | Minor: first aid only, no lost work time |
| Likelihood How likely could it happen? | Very likely: could happen frequently | 1 Extreme | 2 Extreme | 3 High | 4 Medium |
| | Likely: could happen occasionally | 2 Extreme | 3 High | 4 Medium | 5 Medium |
| | Unlikely: could happen, but rare | 3 High | 4 Medium | 5 Medium | 6 Low |
| | Very Unlikely: could happen, probably never will | 4 Medium | 5 Medium | 6 Low | 7 Low |

| Risk Priority Score | Action |
|---------------------|--|
| 1,2 or 3 | Do something about these risks immediately |
| 4 or 5 | Do something about these risks as soon as possible |
| 6 or 7 | These risks may not need immediate attention |

5.4 Decide on Control Measures

This involves deciding on control measures to manage exposure to identified risks.

- (1) Eliminate the Hazard – this is the ideal solution. This is the most effective control and should always be attempted in the first instance. This may mean stopping dangerous substances or equipment.
- (2) Prevent or Minimise Exposure to the Risk – if a hazard cannot be eliminated, there are a number of control options that can be used alone, or in combination, to prevent or minimize exposure to the risk.
 - Substitution – replacing the hazard with one that presents a lower and more manageable risk. E.g. replacing glass with plastic.
 - Redesign – involves changing the design of the workplace equipment or work process.
 - Isolation- refers to isolating or separating the hazard from the person, or the person from the hazard.
- (3) Administrative Controls – involves minimizing exposure to a risk through the use of procedures or instruction. E.g. job rotation, adequate supervision, warning signs.
- (4) Personal Protective Equipment (PPE) – worn by people as a final barrier between themselves and the hazard. This success of this control depends on people using the equipment correctly and the service ensuring that it is in good condition.

5.5 Implement Control Measures

This involves putting selected control measures in place. It means undertaking those activities necessary to allow the measures to function or operate effectively.

- (1) Developing work procedures – Develop work procedures in relation to the new control measures to make sure they are effective.
- (2) Communication – You should inform workers and others about the control measures to be implemented. It is important to clearly communicate the reasons for the changes.
- (3) Providing training and instruction – Providing training and instruction for the workers, supervisors and others in relation to the new control measures.
- (4) Supervision – Adequate supervision should be provided to verify that the new control measures are being used correctly.
- (5) Maintenance – To ensure the ongoing effectiveness of the new control measures.

5.6 Monitor and Review

Involves asking questions to determine whether;

- (1) Chosen control measures have been implemented, as planned
- (2) Chosen control measures are working

The answers to these questions can be found from consultation with workers, supervisors and health and safety representatives and the monitoring of incident reports.

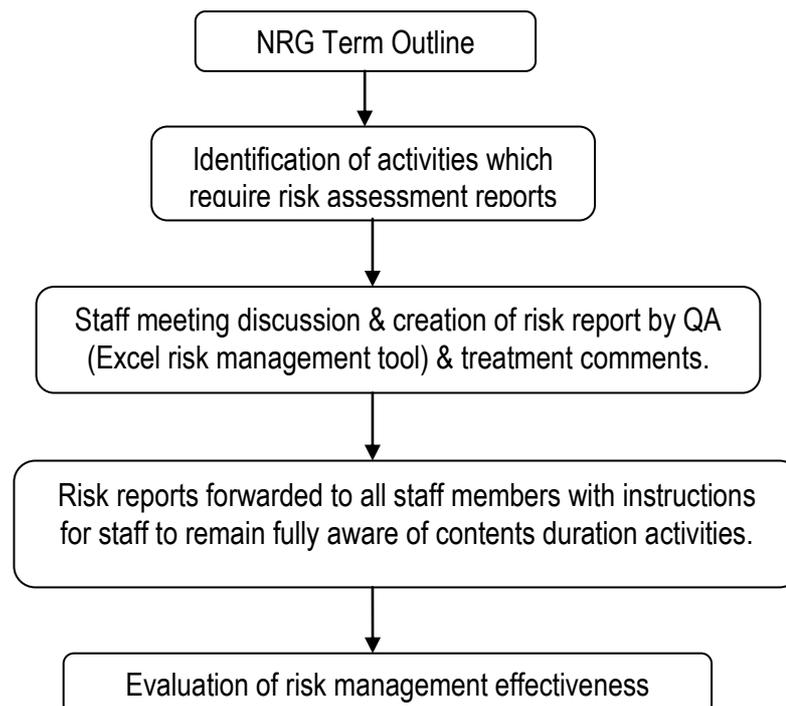
6. Respite Houses - Hope Cottage, Maidenhair House, Yodelay House

- 6.1. Bethany uses several houses as service delivery outlets to provide respite care. Hope Cottage is used for short term respite services, while Maidenhair and Yodelay House are used to provide permanent accommodation services.
- 6.2. Bethany is dedicated to routinely and properly risk assesses all these locations in order to reduce the actual and potential threat of harm to clients and staff members alike.
- 6.3. The quality assurance perpetual planning g-mail calendar has a reminder set up at 6 monthly intervals to remind the house coordinator and Assistant Manager to focus on Risk Management issues in the houses they supervise.

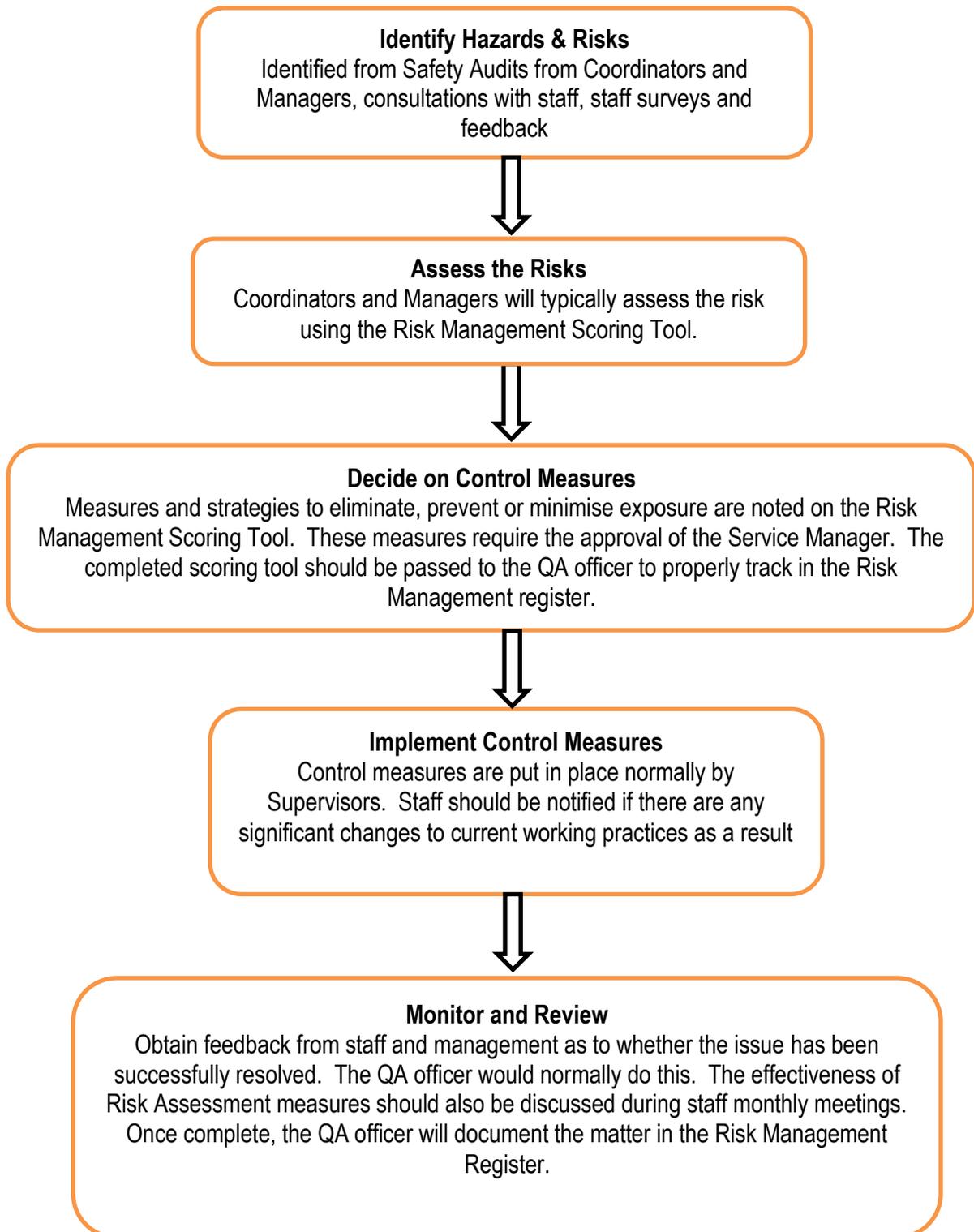
7. NRG (Necessary Respite Group – Activities Risk Assessment)

- 7.1. Bethany runs activities, which may carry potential risks. These must be managed appropriately in order to reduce the actual and potential threat of harm to clients and staff members alike. Most of these activities would take place during our NRG program on Tuesdays and Thursdays, e.g. kayaking, cooking, and bowling.
- 7.2. The following procedure details how these risks are to be managed.

- (1) The NRG Term outline is created at the start of every term by the AM.
- (2) Once the Term outline is created, activities which carry significant potential risk will be identified by the QA, Service Manager & AM. These activities will be risk assessed during the next monthly staff meeting.
- (3) All staff members will be asked to contribute to a discussion regarding possible risks and the treatment of those risks. Risks will be given a rating using the Excel risk management tool.
- (4) Once these risks have been appraised copies, of the report will be forwarded to all staff members working on the NRG day group. A copy will also be kept at the admin office for common reference.
- (5) Staff are instructed to closely review their risk assessment information for the duration of the relevant activity.
- (6) At the end of the term staff should evaluate the effectiveness of the risk management strategies used throughout the term.



6.1. Risk Management Process Flowchart



6.2. Sample Workplace risks

| Hazard | Potential harm |
|--------------------------------|---|
| Manual tasks | <ul style="list-style-type: none"> • Overexertion • Repetitive movement • Heavy lifting • Working at heights • Restricted space |
| Gravity | <ul style="list-style-type: none"> • Falling objects, • Slips and trips |
| Electricity | <ul style="list-style-type: none"> • Potential ignition source. • Exposure to live electrical wires • Overloaded power strips and doublers |
| Machinery and equipment | <ul style="list-style-type: none"> • Being hit by moving vehicles, • being caught by moving parts of machinery • Vehicles / hoist • Hand tools • Portable machinery |
| Hazardous chemicals | <ul style="list-style-type: none"> • Chemicals (such as acids, hydrocarbons, heavy metals) and dusts (such as asbestos and silica) • Non-hazardous chemicals • Hazardous chemicals |
| Environment | <ul style="list-style-type: none"> • Heat can cause burns, heat stroke or fatigue • Cold can cause hypothermia or frost bite • Sun exposure • Water • Sound / noise • Animals / insects • Storms / weather |
| Noise | <ul style="list-style-type: none"> • Exposure to loud noise |
| Biological | <ul style="list-style-type: none"> • Blood / bodily fluid • Virus / disease • Food handling |
| Psychosocial hazards | <ul style="list-style-type: none"> • Work-related stress, • Bullying, • Violence • Work-related fatigue |
| Facilities / Built Environment | <ul style="list-style-type: none"> • Buildings and fixtures • Driveways / paths • Working areas • Playground equipment • Subsidence • Furniture |