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## DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME

### Unit overview

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#### Elements of competence

450a	Prepare to carry out risk assessments
450b	Carry out risk assessments
450c	Develop, agree and regularly review risk management plans for individuals

#### About this unit

For this unit you need to be able to identify hazards, assess and minimise risks and compare these with previous risk assessments.

#### Scope

The scope is here to give you guidance on possible areas to be covered in this unit. The terms in this section give you a list of options linked with items in the performance criteria. You need to provide evidence for any option related to your work area.

**Accidents** could be due to: falls; hazards in the environment; illness; disability; weaknesses; sensory and cognitive impairment; frailty.

**Communicate** using: the individual's preferred spoken language; the use of signs; symbols; pictures; writing; objects of reference; communication passports; other non verbal forms of communication; human and technological aids to communication.

**Danger** could be: imminent; in the short term; in the medium term; in the longer term.

**Harm and abuse** within this unit will cover: neglect; physical, emotional, psychological, financial and sexual abuse; bullying; self-harm; reckless behaviour.

**Incidents** could include: bomb scares; intruders; lost keys, purses etc., a person being locked out or missing; aggressive and dangerous encounters.

**Key people** include: family; friends; carers; others with whom the individual has a supportive relationship.

**Risks** could include the possibility of: danger, damage and destruction to the environment and goods; injury and harm to people; self-harm; bullying; abuse; reckless behaviour.

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### Unit overview (continued)

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Your **knowledge and understanding** for this unit will relate to legal requirements and codes of practice applicable to the scope of your work and that of others with whom you work; your role, and level of responsibility you have within your organisation to manage activities to achieve an optimum service; the depth and breadth of understanding that will enable you carry out your job role and support others to perform competently; the need to be able to solve problems and resolve conflicts; the need to be able to evaluate, assess situations and act appropriately; systems and processes within your own and across other organisations and the need for you to be able to work in collaboration with individuals<sup>1</sup>, key people and others within and outside your organisation.

### Values underpinning the whole of the unit

The values underpinning this unit have been derived from the key purpose statement<sup>2</sup>, the statement of expectations from carers and people receiving services, relevant service standards and codes of practice for health and social care in the four UK countries. If you are working with children and young people they can be found in the principles of care unit 44. If you are working with adults they can be found in unit 45. To achieve this unit you must demonstrate that you have applied the principles of care outlined in either unit 44 or unit 45 in your practice and through your knowledge.

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<sup>1</sup>If you are working with children and young people the term "individuals" covers children and young people and "key people" covers parents, families, carers, friends and others with whom the child/young person has a supportive relationship

<sup>2</sup>The key purpose identified for those working in health and social care settings is "to provide an integrated, ethical and inclusive service, which meets agreed needs and outcomes of people requiring health and/or social care"

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## DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME

### Key words and concepts

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This section provides explanations and definitions of the key words and concepts used in this unit. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way.

**Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

<b>Abuse</b>	Abuse is causing physical, emotional, psychological, financial and sexual abuse; bullying; self-harm; reckless behaviour. or failing/neglecting to protect them from harm
<b>Accident</b>	Unforeseen major and minor incidents where an individual is injured
<b>Active support</b>	Support that encourages individuals to do as much for themselves as possible to maintain their independence and physical ability and encourages people with disabilities to maximise their own potential and independence
<b>Danger</b>	The possibility of harm and abuse happening
<b>Emergencies</b>	Immediate and threatening danger to individuals and others
<b>Extra support</b>	Can include the use of key people and other professionals or specialist equipment to aid risk assessment
<b>Harm</b>	The effects of an individual being physically, emotionally, psychologically, financially or sexually injured or abused
<b>Hazards</b>	Something with the potential to cause harm
<b>Individuals</b>	The actual people requiring health and care services. Where individuals use advocates and interpreters to enable them to express their views, wishes or feelings and to speak on their behalf, the term individual within this standard covers the individual and their advocate or interpreter
<b>Key people</b>	Are those people who are key to an individual's health and social well-being. These are people in the individual's life who can make a difference to their health and well-being
<b>Others</b>	Are other people within and outside your organisation who are necessary for you to fulfil your job role
<b>Preferences</b>	The wishes, views and choices of individuals about their language and communication, beliefs, personal care, where they wish to live, how their independence and potential can be maximised and how they should be treated

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### Key words and concepts (continued)

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<b>Rights</b>	<p>The rights that individuals have to:</p> <ul style="list-style-type: none"><li>• be respected</li><li>• be treated equally and not be discriminated against</li><li>• be treated as an individual</li><li>• be treated in a dignified way</li><li>• privacy</li><li>• be protected from danger and harm</li><li>• be cared for in a way that meets their needs, takes account of their choices and also protects them</li><li>• access information about themselves</li><li>• communicate using their preferred methods of communication and language</li></ul>
<b>Risk assessments</b>	<p>An examination of an individual's home and the items within it, their support systems and anything or anyone including their own behaviour that could cause harm or lead to the abuse of individuals, in order to assess whether and what precautions can be made to manage any identified risks</p>
<b>Risk management plan</b>	<p>A plan which sets out how any risks identified for an individual can and should be managed</p>
<b>Risks</b>	<p>The likelihood of danger, harm and/or abuse arising from anything or anyone</p>

## 450                    **DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME**

450a                    Prepare to carry out risk assessment

### **Performance criteria**

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You need to show that:

- 1     You access and review records, reports, documents, plans and other information to identify:
  - the risks individuals are aware of, and their **preferences** for managing them so that they are able to maintain their independence and live at home
  - any potential risks associated with the health and care needs of the individuals that need to be taken account of when carrying out the risk assessment
  
- 2     You seek and gain approvals and permissions necessary to access the individual's home to carry out **risk assessments**
  
- 3     You identify the procedures for accessing the individual's home and ensuring its security on leaving the premises
  
- 4     You take note of any information relevant to carrying out the risk assessment, including that which is relevant to your own and others safety and protection
  
- 5     You seek additional advice and **extra support** from **others** within and outside your organisation to enable you to carry out risk assessments in areas that are outside your expertise
  
- 6     You complete records, reports and other documents to enable you to carry out the risk assessment, within confidentiality agreements and according to legal and organisational requirements

## 450                    **DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME**

450b                    Carry out risk assessments

### **Performance criteria**

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You need to show that:

- 1     You support individuals and key people to:
  - understand why and how you will carry out the risk assessment
  - review the information you have already accessed
- 2     You provide **active support** to enable **individuals** and **key people** to identify and communicate their views about the risks involved in maintaining their independence and daily living within their home
- 3     You carry out the risk assessments in a way that is appropriate to the individual's needs taking account of the views of individuals and key people
- 4     You work with individuals and key people to identify people who may access their home and any associated risks
- 5     You identify **hazards** which could result in **accidents**, falls, **danger**, **harm**, **abuse** and injury to individuals, key people, yourself and other staff
- 6     You work with individuals and key people to assess the level of risks and identify how they can be safely managed:
  - for any manual handling tasks staff are required to undertake
  - for any personal care and other work activities staff are required to undertake
  - for falls, accidents and **emergencies**
  - for the individual to maintain their independence and live at home
  - for people who may have access to the individual's home
  - for equipment, appliances, fixtures and the premises
  - for accessing and the security of premises
- 7     You identify unacceptable risks and take appropriate action according to legal and organisational requirements
- 8     You recognise your own limitations and seek expert advice and guidance on risk assessment when appropriate
- 9     You record and report the results of the risk assessments within confidentiality agreements and according to legal and organisational requirements

## 450                    **DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME**

450c                    Develop, agree and regularly review risk management plans for individuals

### **Performance criteria**

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You need to show that:

- 1        You follow legal and organisational procedures for compiling the **risk management plan** for individuals
- 2        You consult with individuals and key people to identify, within the risk management plan, procedures, practices, equipment and number of staff required to safely manage risks associated with:
  - personal care and other work activities
  - manual handling tasks
  - meeting the individual's preferences for maintaining their independence and living at home
  - gaining access to, and ensuring the security of the individual's home
- 3        You identify within the plan:
  - the procedures and practices for maintaining and recording new risks associated with equipment, appliances, fixtures and the premises
  - the resources and procedures that need to be in place, and how they will be regularly monitored, to minimise the risk of accidents, injury and harm to individuals, key people and staff
  - how, when and by whom the risk management plan will be implemented and reviewed
- 4        You communicate the content of the risk management plan to individuals and key people in ways that they can understand
- 5        You identify areas where the plan meets the individual's preferences and key people's views and those where opinions differ
- 6        You make changes to the plan to meet the individual's preferences and take appropriate action where differences of opinion occur
- 7        You ensure that the risk management plans are regularly reviewed in accordance with legal and organisational requirements

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## DEVELOP RISK MANAGEMENT PLANS TO SUPPORT INDIVIDUAL'S INDEPENDENCE AND DAILY LIVING WITHIN THEIR HOME

### Knowledge specification for the whole of this unit

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Competent practice is a combination of the application of skills and knowledge informed by values and ethics. This specification details the knowledge and understanding required to carry out competent practice in the performance described in this unit. When using this specification **it is important to read the knowledge requirements in relation to expectations and requirements of your job role.**

#### Values

- 1 Legal and organisational requirements on equality, diversity, discrimination, **rights**, confidentiality and sharing of information when developing risk management plans to support individuals' independence and daily living within their home
- 2 Knowledge and practice that underpin the holistic person-centred approach which enable you and staff for whom you are responsible to work in ways that:
  - place the individual's preferences and best interests at the centre of everything you do
  - provide **active support** for the individuals
  - recognise the uniqueness of individuals and their circumstances
  - empower individuals to take responsibility (as far as they are able and within any restrictions placed upon them), and make and communicate their own decisions about their lives, actions and risks
  - develop risk management plans to support individuals' independence and daily living within their home
- 3 How to manage ethical dilemmas and conflicts for individuals, those who use services and staff/colleagues when developing risk management plans to support individuals' independence and daily living within their home
- 4 How to challenge, and to support staff to challenge, information, documents, systems, structures, procedures and practices that are discriminatory when developing risk management plans
- 5 How to promote relationships that support the individual's rights, choices and well-being when developing risk management plans

#### Legislation and organisational policy and procedures

- 6 Codes of practice and conduct, and standards and guidance relevant to your setting and own and others roles, responsibilities, accountability and duties when developing risk assessment plans
- 7 Current local, UK and European legislation and organisational requirements, procedures and practices for:
  - managing domiciliary care provision
  - data protection
  - making and dealing with complaints
  - health and safety
  - employment practices
  - the domiciliary care service, its role and contribution to the well-being of individuals
  - managing domiciliary care provision
  - risk assessment, risk management and the development and review of risk management plans
  - the protection of individuals and key people from danger, harm and abuse
  - your responsibility for keeping yourself, individuals and others safe
  - working in integrated ways to promote individuals' well-being

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### Knowledge specification for the whole of this unit (continued)

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- 8 Key government initiatives which affect risk management in the domiciliary care provision
- 9 How to access, evaluate and influence organisational and workplace policies, procedures and systems for managing risks to individuals, key people, others and the environment
- 10 How to access and record information, decisions and judgements when developing risk management plans, electronically and manually
- 11 Policies, procedures, guidance and protocols with the other organisations and professions with whom you work
- 12 The purpose of and arrangements for you to provide and receive supervision and appraisal
- 13 How to access, evaluate and influence organisational and workplace policies, procedures and systems

### Theory and practice

- 14 How and where to access literature, information and support to inform your practice when developing risk assessment plans
- 15 An up-to-date knowledge of:
  - literature related to best practice for risk assessment and management
  - government reports, inquiries and research on risk management in domiciliary care
  - government reports, inquiries and research into serious failures to protect individuals, families, carers and other key people at home in domiciliary care
- 16 Theories of:
  - assessing and managing risk within domiciliary care
  - conflicts and dilemmas
  - developing risk management plans
  - stress and how it can affect behaviour
  - how power and influence can be used and abused when assessing risks and developing risk management plans
  - multi-disciplinary and multi-organisational working
- 17 The role of relationships and support networks in promoting the well-being of individuals
- 18 Knowledge of health, social, emotional, financial and environmental factors that affect the well-being of individuals, families, groups and communities and the implications of these to risk assessment and management
- 19 Knowledge of physical, social, emotional and mental health conditions you are likely to have to deal with in your work with individuals, families, carers, groups and communities
- 20 How to analyse, balance and interpret:
  - individual needs and preferences
  - views of key people
  - evidence, knowledge and practice based information
  - knowledge of individual conditionsto enable you to develop risk management plans
- 21 Specialist services needed for the individuals for whom you and your organisation are providing services including those requiring intermediate and respite care
- 22 How to prepare for, carry out and review risk assessments
- 23 The content and areas of risk that need to be addressed when developing, implementing and reviewing flexible and effective risk management plans to support the independence of individuals and daily living within their home

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**Knowledge specification for the whole of this unit (continued)**

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- 24 The use of evidence, fact and knowledge-based opinions in records and reports and why it is important to differentiate between these and make clear the source of evidence
- 25 The use of evidence based practice to:
- justify your actions and decisions for risk assessments and the development and review of risk management plans
  - record and report processes and outcomes of your work

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### Evidence requirements for this unit

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- Direct observation by assessor and/or an expert witness is required for some of the performance criteria for every element in this unit.
- Prior to commencing the unit you should agree a plan with your assessor regarding the types of evidence to be used.
- You must provide your assessor with evidence for ALL the performance criteria and ALL the knowledge requirements and the relevant parts of the SCOPE as applicable to your workplace.
- The evidence must, at all times, reflect the policies and procedures of the workplaces as linked to current legislation and valued and principles for best practice within the Health and Social Care Sector. This will include the National Service Standards for your area of work or client group.
- All evidence should relate to real work activities for ALL elements of this unit.
- Simulation is NOT permitted for this unit.
- The evidence must, at all times, reflect the policies and procedures of the workplace as linked to current legislation and the values and principles for best practice within the Care Sector. This will include the National Service Standards for your area of work or client group.

### Competences can be demonstrated using a variety of types of evidence from the following:

- **Work products:** these can be any record that you would normally use within your normal role eg reports, records and other documentation on risk assessment, risk management plans, communication records, policies and procedures, minutes of meetings, etc.
- **Assignment/project:** you may have already completed a project or assignment (for example from HNC, NC, VRQ, BTec courses, D32, 33, 34, A1 and V1). You could also use evidence of previous in-house training course/programmes you have completed showing professional development.
- **Reflective accounts:** you describe your actions in (a) particular situation(s) and reflect on the reason(s) for you practicing in that way, in relation to risk management plans to support individuals.
- **Questioning/professional discussion:** you and your assessor may agree on questions to demonstrate your knowledge, to supplement the knowledge demonstrated through observations, products and reflective accounts. These can be oral or written but evidence of this must be recorded.

**NB Confidential records are not required in your portfolio, they can remain where they are normally stored and be checked by your assessor and internal verifier. If they are included they must be anonymised.**