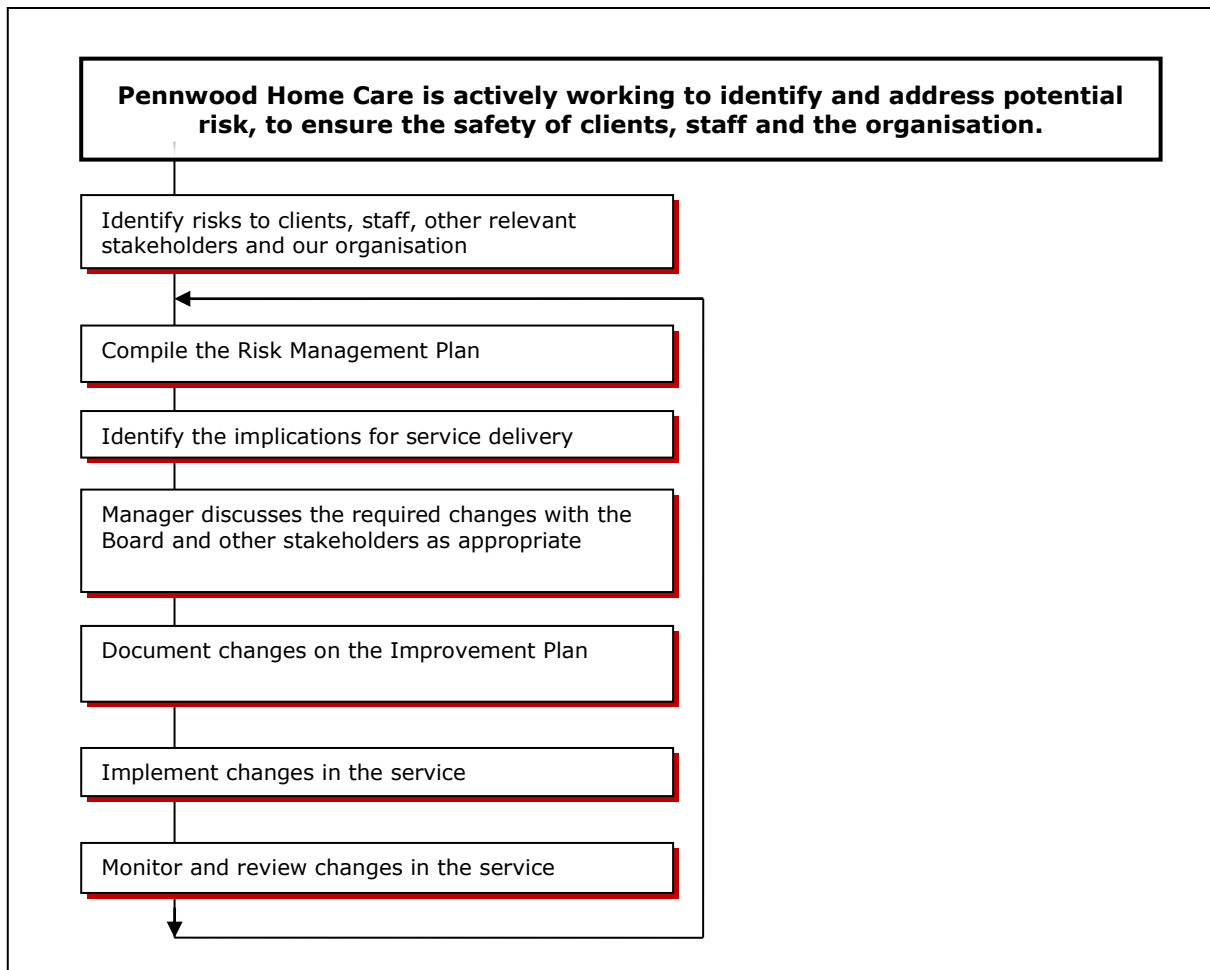




HC6 - RISK MANAGEMENT



FORMS AND RECORDS

Minutes of Meetings	X:\Home Services\S1 - Effective Management\Staff Meeting
Risk Management Plan	X:\Home Services\S1 - Effective Management\1.6 Risk Management
Bed Pole Register	X:\Home Services\S1 - Effective Management\1.6 Risk Management
Client Heat Register	X:\Home Services\S1 - Effective Management\1.6 Risk Management



HC6.1 Risk Management Overview

Pennwood Home Care identifies and manages risks appropriate to our organisation. Our risk management process is an ongoing process based on:

- Regular six monthly (or more often if required) reviews of previously identified risks to improve the strategies to minimise the risk and plans for responding to the risk if it occurs;
- The continuous identification of new risks and strategies to control the risks;
- Processes to ensure service continuity.

HC6.2 Risk Management Plan

A [Risk Management Plan](#) is maintained and covers three area:

- Risks to the **organisation** such as loss of funding, inability to deliver funded outcomes within budget, Board of Management dysfunction, embezzlement of funds, lack of suitably qualified staff, extended staff illness, loss of data due to natural disasters
- Risks to **staff** such as a lack of suitably qualified staff, extended staff illness, staff injury due to WHS risks, impacts of natural disasters and infection control risks
- Risks to **clients** such as home environment risks, fire risks, falls risks, transport risks, day centre risks, risks from staff in the home, interruptions to service delivery including from natural disasters, and transition-out plans, for example, to transition services to another service provider should our Aged Care Funding Agreement expire or is terminated.

The Risk Management Plan includes the following information:

- *Date identified:* date the risk was identified
- *The specific risk identified:* these are the risks identified by our organisation
- *What can go wrong:* details of what can go wrong in relation to the risk
- *Consequence:* the consequence of the risk using the risk rating matrix in 6.5 Risk Rating Matrix and below:
 - 1= Insignificant
 - 2= Minor
 - 3= Moderate
 - 4= Major
 - 5= Catastrophic
- *Likelihood:* the likelihood of the risk occurring using the risk rating matrix in 6.5 Risk Rating Matrix and below:



- A: Almost Certain
 - B: Likely
 - C: Possible
 - D: Unlikely
 - E: Rare
- *Risk Rating*: the rating for each identified risk using the risk rating matrix in 6.5 Risk Rating Matrix and below:
 - L = Low
 - M = Moderate
 - H = High
 - E = Extreme
 - *What are we doing now to manage this risk*: the controls or strategies in place to control or reduce the risk
 - *Effectiveness of our strategies / changes required (if any)*: How effective are the controls we currently have in place to control or reduce risk. Note any changes that can be made to further reduce/control the risk if necessary.

6.2.1 HOT WEATHER CONDITIONS

This procedure applies to all Home Care clients, staff and volunteers.

Older people living in the community are amongst the most at risk of heat-related illness. Due to normal age-related changes to the body, and living with chronic medical conditions older people do not always recognise that they are over heated.

This procedure outlines the required response from our services to ensure:

- We support the client and their family to minimise the effects of extreme heat on the health, comfort and wellbeing of our clients.
- Pennwood Home Care staff and volunteers have guidelines, information and strategy options to deliver the best possible services to clients in extreme weather conditions.

DEFINITIONS

For the purposes of this procedure the definitions for extreme heat watch and heat warning are defined below.

Procedures immediately apply when weather forecasts predict these conditions.
Extreme Heat Watch:



Adelaide forecast temperatures in the next 5 days Max > 36°C for 3+ consecutive days and Min > 22°C for 3+ consecutive nights (average daily temperature of 29°C).

This will be issued 48-72 hours in advance of an event.

This phase will be reported in the media as “Extreme Heat Watch”

When a watch has been in place for 3 consecutive days and is predicted by the Bureau of Meteorology to extend beyond 5 days, Pennwood may consider activating additional services if required.

Extreme Heat Warning:

Adelaide forecast temperatures next 5 days Max > 40°C for 3+ consecutive days and Min > 24°C for 3+ consecutive nights (Average daily temperature of 32°C).

This is issued 0-48 hours in advance of an extreme heat event that is expected to last 3 days or more.

This phase will be reported in the media as “Extreme Heat Warning”.

PROCEDURE

Scheduled services and programs will normally continue regardless of the weather conditions although modification of services, programs, activities or venues may be required to ensure the safety of clients, staff and volunteers.

- Pennwood Home Care staff and volunteers will receive information about the signs of heat stress and indicators of health deterioration and appropriate response.
- Managing the effects of extreme heat on clients is a shared responsibility with the client, their authorised Carer/Family/General Practitioner/Health and Care providers.
- We will do our best to support vulnerable clients during extreme heat. Home Care Coordinator needs to approve any additional services to support at risk clients during extreme weather.
- All clients identified as at risk will be contacted by phone or in person and reviewed more frequently.
- The monitoring of the wellbeing of clients at risk will be done by telephone on days when no routine visits are scheduled. On occasions, additional visits may be authorised by the Care Co-ordinator to clients at risk.
- Clients at risk who cancel a service during a heatwave will be followed up by telephone to ensure their well-being.



- Clients and carers residing in areas which have been listed on the SA Power Networks utilities website as experiencing power outages will receive priority for additional monitoring of well-being.
- Clients who have been contacted in person or by telephone and have adequate home cooling, supportive networks, decision making capacity and good self-advocacy skills (i.e. those deemed to be at low risk) may opt out of further telephone monitoring during the heatwave, and this will be recorded in the client notes.

Home Care Co-ordinator / staff should put in place individual strategies to support client's at risk to manage heat:

- For all clients, negotiate any service changes required for the next week as a result of extreme weather (e.g. moving domestic assistance and providing more social support visits, extra showers etc.)
- Check if essential shopping (food/drinks) is required if the client is not able to leave home due to the heat
- Check the cooling arrangements in place. Prompt for testing and/or servicing air conditioning. In some circumstances, it may be necessary to assist clients to purchase fans and remind clients to keep homes cool by closing blinds and curtains during the day.
- Raise awareness with family (or friends/neighbours if appropriate) to support the client to remain cool and comfortable and appropriately dressed on hot days.

Power outages can be monitored on:

<https://outage.apps.sapowernetworks.com.au/OutageReport/OutageSearch>

[Client Heat Register](#) kept to assist in monitoring clients during extreme heat.

6.2.2 BED POLE/STICK POLICY

Policy

To define and restrict the use of bed poles in line with Department of Health requirements. To ensure that our clients are cared for safely.

Bed Poles

Pennwood Home Care **Strongly Discourages** the use of bed poles. This is due to deaths that have been related to bed pole use in aged care facilities.

- Clients (or their representatives) who lived at the home prior to May 2014 who choose continue to use a bed pole will be advised of the risks associated with bed poles.



- Clients who continue to use a bed pole despite the risk being clearly outlined to them will be fully assessed in relation to the potential risk of continued use (refer below)
- Clients that continue the use of Bed Poles are to be reviewed by a Physio/OT at least annually or on an as needs basis.

Risks

- Clients who choose to use a bed pole despite the risks advised will be referred to a Physio or GP to undergo a Bed Pole Risk Assessment.
- A Bed Pole Risk Assessment is conducted prior to using a bed pole to assess whether there is an associated risk and whether it is an acceptable level of risk.
- The Bed Pole Risk Assessment considers the following:
 - Whether the client has a history of falls and in particular, falls from bed (if so, this is considered a risk)
 - Whether the client has a history of dementia or cognitive impairment that could affect their decision-making ability (if so, this is considered a unacceptable risk **NO CLIENT WITH DEMENTIA SHOULD HAVE A BED POLE**)
 - Whether the client has access to immediate assistance at all times (if not, this is considered a risk)
 - Whether there is a gap between the mattress and the bed pole (if so, this is considered a risk)
 - Whether the client has poor bed mobility (if not, this is considered a risk)
- If a bed pole is used by the client, support workers must ensure that after changing bed linen, bed pole must be placed back in the same position as per Physio's directions.
- If a bed pole is incorrectly installed, a gap between the mattress and the pole can occur which increases the risk of injury or death if a client falls out of bed and their head or neck becomes trapped in the gap. For this reason the use of bed poles is not recommended for clients who have a history of falls from bed.

[Bed Pole Register](#) kept to assist HCC to keep track and monitor clients using Bed Poles.



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HC6.3 Identifying Risks

In identifying risks we give consideration to:

- Staff and client feedback
- **Input from the Annual Strategic Planning Day (see 1.14.2 Annual Strategic Planning Day)**
- Staff Accident Incident Reports
- Client Adverse Event Reports
- Hazards and maintenance information
- Review of policies and procedures and processes
- Management knowledge and understanding of service delivery and work processes.

Where appropriate, different staff groups are involved directly in the risk management process either through attendance at various meetings or consulting directly with staff.

For example, in identifying in-home service delivery risks a staff member may meet directly with the Home Care Coordinator, or delegate, to discuss and identify potential risks and ways to control the risks.

HC6.4 Identifying Controls

Controls are strategies to manage risk balanced against the cost and inconvenience of the control. Common controls include:

- Staff training
- Provision of information
- The use of safe or safer equipment
- Changes in procedures or practices
- Personal checks including referee checks, driver's licences, motor vehicle registrations, professional registrations, criminal history checks
- The development of plans for dealing with risks that occur.

6.4.1 RECORDING IMPROVEMENTS

Improvements implemented as a result of risk management reviews and planning are recorded in the CQI Register, as well as in the [Risk Management Plan](#), to ensure that they are implemented, monitored and evaluated (see Section 5: Continuous Improvement).



HC6.5 Risk Rating Matrix

The following Risk Rating Matrix is used to determine the status of each risk based on the likelihood, and consequences of the risk. The risks are rated without controls in the first instance, controls are identified and then the risk is re-rated with the controls in place. This allows our organisation to gauge the success of our risk mitigation strategies. The Risk Rating Matrix is also included at the bottom of the [Risk Management Plan](#).

Figure 6.1: Risk Management Rating Matrix

		CONSEQUENCES				
		Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophic 5
LIKELIHOOD	Almost Certain A	Medium	High	High	Extreme	Extreme
	Likely B	Medium	Medium	High	High	Extreme
	Possible C	Low	Medium	High	High	High
	Unlikely D	Low	Low	Medium	Medium	High
	Rare E	Low	Low	Medium	Medium	High

HC6.6 Monitoring the Risk Management Process

Risk management processes and systems are regularly audited as part of our audit program and staff, clients and other stakeholders are encouraged to provide ongoing feedback on issues and areas where improvements can be made (see [Community Calendar](#) and Section 5: Continuous Improvement).