

RISK MANAGEMENT FOR HOME VISITS

Worklife UK limited is committed, as far as is reasonably practicable, to the personal safety of its employees. It should be clearly understood by all concerned, that, in any situation, the reduction and avoidance of risk incidents is of paramount importance.

Clients, their families, and contacts need to be clear that any violent or threatening behaviour will not be tolerated. Violence and threatening behaviours must never be seen as an inevitable part of the job. This policy applies to **Worklife UK limited** staff or subcontractors (Assessors) conducting home visits as part of their duties.

Situations of potential risk

There is potential risk when visiting a client in their own homes; the following are just some of occasions when potential risk may be heightened.

- Visiting outside normal working hours
- Issues of location - outside work area or remote areas
- Lone visits
- Visiting in situations where abuse, including any verbal or physical threats have been directed towards **Worklife UK limited** staff or subcontractors.

In considering a visit where the staff member feels that there is a risk of threat or possible violence, the Assessor **MUST** discuss the visit with Worklife UK Limited Management. In some cases, it might be necessary to work with a partner agency such as the police. The Worklife UK Limited Management should consider safety arrangements, such as visiting the client with a colleague.

Prior to the visit

Prior to a visit where there might be safety concerns, the following should be done:

- Assessor to conduct a risk assessment by checking for any concerns (red flags/hazards) or risk relating to the client, family or other relevant person who might be at the property. Assessor should also check for risk relating to the home, animals and or weapons. If there are concerns, Assessor to discuss with Worklife UK Limited Management
- If the decision is to go ahead with the visit, the Assessor is to ensure that they have an emergency contact and that they are aware of a safety phrase ie *'can you please mark in the yellow folder that I am running late for the next client'*
- Assessor is to ensure that full details of the visit (name, address, client ID, time of visit) is clearly recorded on their report
- **Worklife UK limited** Management is to ensure that the Assessor's calendar and the details of the visit will be made and logged
- **Worklife UK limited** Assessor should ensure their mobile phone number is known to **Worklife UK limited** Management.

During the visit

Worklife UK limited representative/Assessor should:

- Introduce themselves and show their ID
- Check who is in property, including animals
- Think about where to sit, so, if necessary, so they can leave quickly
- If they feel unsafe at any time during the visit, inform the client, family, relevant person that they are about to leave and do so at the earliest and safest of opportunity. Contact your **Worklife UK limited** management after they have left
- If they are unable to leave safely and you are concerned about your safety, call 999.

After the Visit

- Inform **Worklife UK limited** management that they have left the premises
- If there were risks, discuss with your **Worklife UK limited** management.

Reporting and Recording Incidents

- Any Assessor who suffers verbal abuse, aggression or violence must inform their **Worklife UK limited** management as soon as possible. This will allow for the appropriate support to be provided
- The incident should be recorded and reported **Worklife UK limited** management as soon as possible, but within 2 working days of the incident
- Where there has been an assault, **Worklife UK limited** management should consider sending a formal letter to the client, family or relevant person warning them that legal action may be taken.