Ongo Homes

Risk Assessment & Support Planning Policy

May 2017

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Agreed by:	Heads of Service
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Contents

1. Our policy is...

1.1 To provide a support service that assists customers to maintain their independence and, wherever possible, help them remain in their own home for as long as possible.

1.2 To provide a high quality, effective and outcome focused support service.

2. It applies to...

2.1 All staff and customers of Ongo Homes' (OH) support service.

3. Because we want to...

✓ Ensure that a customer's support requirements are identified and assessed prior to the commencement of the service, and on an ongoing basis.

✓ To provide guidance to staff involved in carrying out assessments.

✓ To assess and minimise any risk for the customer, for any other customer currently living on a scheme (if relevant), for staff and for OH.

4. We will...

4.1 Ensure that our approach to risk assessment and the provision of support is based on the following principles:

i. Person centred and empowering – in order for support planning to be effective, customers need a sense of ownership. This should be promoted by their active involvement in the assessment process.

ii. Outcome focused – the aspirations, goals and priorities, which the customer wants to achieve, are identified to enable him/her to be supported to maintain independent living and attain an enhanced quality of life.

iii. Choice and control – support packages offer a choice of the level of service that is appropriate to individual needs. Services are able to respond quickly and effectively to any changes in support needs that are identified through the support and risk assessment review process.

iv. Partnership working – customer support or social care requirements that cannot be provided directly are proactively addressed by working closely with outside agencies.

v. Quality monitoring – Support Plans are quality monitored on a regular basis to ensure a consistently high standard.

vi. Continuous improvement – customer feedback and national best practice are used to promote OH as a learning organisation with a commitment to continuous improvement.

4.2   Ensure that customers are fully aware of the principles on which our approach to support service provision is based.

4.3   Ensure that the support requirements of customers and any inherent risks are assessed promptly through the support assessment process and that this information is regularly reviewed and updated.

4.4   Ensure that customers are aware of the need, where appropriate, to involve other agencies in the support planning and risk assessment process.

4.5   Develop an outcome-focused Support Plan with each customer, reaching an agreement on the type and level of support needed. Progress will be tracked through the use of the Outcome Star monitoring tool.

4.6   Ensure that customers are fully involved in the support, risk assessment and planning process and that their perspective, preferences and aspirations are respected and fully taken into account. This includes any social, cultural, educational or religious needs.

4.7   Ensure that customers are aware that they have the right to request a review of their Support Plan/Risk Assessment at any time.

4.8   Recognise the potential value of positive risk taking and give customers the support they need to enable them to make informed choices. OH has adopted North Lincolnshire Safeguarding Adults Board Risk Enablement Policy.

4.9   Ensure that staff have the necessary skills and training to effectively undertake customer support assessments.

4.10   Ensure that OH has a Professional Boundaries Policy and Procedure in place and that staff have written guidance and training on how to establish and maintain appropriate professional boundaries with customers.

4.11   Ensure that OH has a Safeguarding Policy and Procedures in place and that staff have written guidance and training on how to recognise and respond to the potential abuse of a vulnerable customer.

4.12   Ensure that confidentiality is maintained and any information collected is held and used in accordance with Data Protection legislation.

4.13   Ensure that if a customer is refused access to the service, or the service is withdrawn, the customer will be fully advised of the reasons for this.

4.14 Ensure that customers are aware of how to complain about the service if they are not satisfied.

4.15 Have in place Risk Assessment and Support Planning Procedures, which identify how the above service requirements will be achieved in practice.

4.16 Ensure that OH has policies in place which promote equality and diversity in service provision and ensure customers are treated with dignity and respect.

5.   Making sure we do what we say...

5.1   The Head of Customer Support has overall responsibility for this policy.

5.2   The Support Services Manager is responsible for ensuring adherence and implementation of this policy on a day-to-day basis.

5.3   We will monitor the policy through:
   ✓ Monthly reports to the Head of Customer Support
   ✓ Monthly information included within the balance scorecard

6.   Other things to bear in mind...

6.1   This policy also links to our:
   ✓ Code of Conduct - confidentiality
   ✓ Data Protection Policy
   ✓ Dignity and Respect Policy
   ✓ Equality and Diversity Policy
   ✓ Health and Safety Policy
   ✓ Risk Assessment and Support Planning Procedure
   ✓ North Lincolnshire Council Risk Enablement Policy
   ✓ Professional Boundaries Policy
   ✓ Safeguarding Vulnerable Adults and Children Policy

7.   We'll look at this again...

7.1   In three years unless anything changes.

8.   What we mean…

Reference	Explanation
Customer	For the purpose of this policy, customer refers to users of OH's support services.
Support Plan	The name given to an agreed set of actions aimed towards promoting an individual's capacity to attain or maintain independent living. Support plans are completed with customers as a person centred approach and the assessment is based on their risks, needs and aspirations.
Risk Assessment	The name given to a specific assessment that identifies factors associated with a customer which may reduce their capacity to live independently. The term risk is taken to mean any harmful incidents or actions where affects could be harmful to the individual, staff or other customers. A risk assessment template is completed and takes into consideration risks that include all factors, including the broader content, such as the environment in which a customer lives.
Positive Risk Taking or Risk Enablement	Positive Risk Taking is an approach that promotes the taking of risks as a deliberate and planned strategy designed to enhance health, welfare and educational outcomes. Positive risk taking is about weighing up the potential benefits and harms of exercising one choice of action over another, identifying the potential risks involved, and developing plans and actions that reflect the positive potentials and stated priorities of the customer.