

TRIPLE HOME CARE LTD

Policy Title	Violence at Work	Date Implemented or Date of Last Review	04-12-2020
CQC KLOE Reference	Safe	Date of Next Review	04-12-2022

Policy

The Agency recognises and accepts its legal responsibility for the health and safety of employees, Clients and others and makes it clear that violence to employees is totally unacceptable.

It believes that positive action, based upon risk assessment, is needed to develop solutions to the problem of keeping employees safe at work. It will:

- provide a working environment with systems, organisational procedures, information, training and supervision to deal with the problem of violence, including verbal abuse and bullying;
- assess the risk of violence and take action to reduce the likelihood of it occurring;
- support employees who have been involved in violent incidents;
- Provide counselling as necessary.

Procedure

Arrangements for ensuring the health and safety of employees

Employees will be given all the information, instruction and training necessary to enable them to work safely and will be consulted regularly so that existing, new or emergent risks are identified and effective control measures introduced.

Risk Assessments

Risk assessments should identify any inadequacies which will need to be addressed in order to reduce the risk of violence at work to the lowest level which is reasonably practicable. The following factors will be considered:

- The nature of the individual's job (e.g. working alone);
- History of challenging behaviours exhibited by Clients;
- Travelling to and from work (especially in respect of those employees who have to work late);

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- Giving employees information, instruction and training appropriate to the level of risk which will include how to recognise the problems associated with aggressive or violent incidents and how to manage them;
- Monitoring and reviewing control measures;
- In the event of an incident responding quickly to the needs of employees to avoid any long-term distress including, if necessary, de-briefing, time off work, counselling and guidance.

The Agency will keep records of the main findings of its risk assessments with regard to violence at work and these will include:

- The hazards identified, potential aggressors and high risk areas;
- The individuals or groups of employees exposed to risk;
- The existing preventative measures;
- An evaluation of the residual risks;
- Any additional preventative or control measures identified and implemented.

All risk assessments will be monitored and reviewed on a regular basis, (and in consultation with employees) and after any violent incident occurring.

Dealing with an Incident

All employees are encouraged to report, without delay, any incident of violence* however minor.

*The Health and Safety Executive's definition of work-related violence is:

'any incident in which a person is abused, threatened or assaulted in circumstances relating to their work'.

Verbal abuse and threats are the most common types of incident. Physical attacks are comparatively rare. The Agency will endeavour to respond quickly in the event of a violent incident so as to reduce the potential for long-term stress.

The first action will be to separate the victim from the perpetrator, should this be necessary, followed by:

debriefing - victims will need to talk through their experience as soon as possible after the event. It is worth remembering that verbal abuse can be just as upsetting as a physical attack; time off work - individuals will react differently and may need differing amounts of time to recover. In some circumstances they might need specialist counselling;

legal help - in serious cases legal help may be appropriate;

other employees - may need guidance and/or training to help them to react appropriately.

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Record keeping

The Agency will record all incidents, including verbal abuse or threats. The record will include:

- an account of what happened and its location;
- details of the victim(s), the perpetrator(s) and any witnesses;
- the outcome, including working time lost to both the individuals affected and to the Agency as a whole.

Follow up

Follow up will include:

- The involvement of the Police, where necessary, and co-operating with all enquiries and police/court action;
- Monitoring the safety and well-being of the victim, ensuring that a return to normal duties is undertaken in a timely, but safe manner;
- Considering where the perpetrator is a Client, or someone closely associated with the Client, or the Agency, whether a continued relationship can be maintained, or must cease forthwith;
- In the event that a violent act is perpetrated between one employee and another, then the Agency's formal "Disciplinary Policy" will be introduced. If bullying or harassment is alleged, the Agency's policy on "Dignity at Work" will be used;
- Reporting the incident, if necessary - The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR) requires employers to notify their enforcing authority in the event of any accident at work to any employee resulting in death, major injury or incapacity for normal work for seven or more consecutive days.

References to Legislation and Fundamental Standards	
Health and Social Care Act 2008 (Regulated Activities) Regulations 2014	Regulation 12
Fundamental Standards	Care and treatment must be provided in a safe way

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