



Care Planning and Risk Assessment Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To ensure that care provided by CARERS' HANDS H C A LTD is safe, person-centred, and based on thorough planning and risk assessment. This supports service users in achieving their goals while managing risks effectively.

2. Scope

This policy applies to all staff involved in assessing, planning, delivering, reviewing, or monitoring care and support.

3. Policy Statement

We are committed to developing personalised care plans and risk assessments in full partnership with the individual and, where appropriate, their representatives. Plans are regularly reviewed and updated to reflect changing needs and preferences.

4. Legal and Regulatory Framework

- CQC Regulation 9: Person-Centred Care
- CQC Regulation 12: Safe Care and Treatment
- Health and Social Care Act 2008
- Mental Capacity Act 2005
- Equality Act 2010

5. Principles of Care Planning

- Care plans are based on a comprehensive needs assessment
- Each plan is individualised, outcome-focused, and promotes independence



- Service users are actively involved in care planning
- Plans include preferences, goals, support needs, routines, communication styles, and cultural considerations

6. Risk Assessment Process

- All risks are identified through initial assessment and ongoing review
- Risk assessments cover mobility, medication, nutrition, behaviour, infection control, lone working, and environmental factors
- Assessments balance risk reduction with service user rights
- All risks are documented and reviewed at least quarterly

7. Review and Updates

- Care plans and risk assessments are reviewed:
 - Every 6 months as standard
 - Following any incident or significant change in need
 - At the request of the individual or family
- Reviews are documented and shared with all relevant staff

8. Escalation and Reporting

- Significant risks or concerns must be escalated to the Registered Manager immediately
- Multi-agency input is sought where needed
- Safeguarding referrals or CQC notifications are made as required

9. Record Keeping

- All care plans and risk assessments are stored securely
- Only authorised personnel have access
- Records are retained in line with data protection and retention policy

10. Staff Training

All staff are trained in person-centred planning, risk assessment, and documentation as part of their induction and ongoing development.

11. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, and service user feedback.



Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:

 **Call the Office:** 07535 8524917

 **Email:** carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026