

## **AdvoCard Safe Working Policy and Procedures**

### **1. Policy Statement**

AdvoCard is committed to ensuring the safety of all individuals who come into contact with the organisation. This means we will endeavour to eradicate and/or reduce risks wherever possible.

AdvoCard believes that:

- All violence to staff and service users is unacceptable whatever form it takes and whatever reasons are cited for it.
- The risks to staff and service users of carrying out their work should be recognised and the organisation should take action to minimise these risks.
- Violence can have a potentially damaging effect on staff and service users.

Dealing with or being subject to violent behaviour is not considered to be a failure on the part of staff.

### **2. Aim of Policy**

Is to minimise the risks of harm when working and to fulfill the legal obligations that the organisation has under Reg 3 of Health and Safety at Work Regs., 1999.

### **3. Definitions of:**

#### **Violence and aggression:**

Any behaviour towards an individual that has a damaging physical or psychological effect upon the person.

#### **Staff:**

Any worker, be they advocacy worker or member of support staff and any volunteer, be they a Board of Directors member or volunteer advocacy worker.

**Risk:**

Risk is the chance, high or low, that somebody could be harmed by some event or condition that could occur.

**4. Policy on Risk assessment****AdvoCard against Stigma**

This policy does not assume that one party is necessarily or automatically more vulnerable than the other simply because of the fact that one person is offering the service and the other person is receiving the service.

Wherever possible the minimum amount of information about a person's past or personal life will be sought. Information to assess risk will be based on what we need to know and no more. When there is no evidence of risk the amount of information required will be minimum and will be necessary only to enable us to offer service.

People using the service will be given an explanation about our need to assess risk and this will be available within the Welcome Pack as well as within a leaflet explaining AdvoCard's policy.

AdvoCard's policy and procedure on risk assessment and Lone Working will be reviewed regularly and will involve training for all staff. *Service user consultation will be sought.*

AdvoCard recognises that when assessing risk, particularly when in relation to an individual the focus on risk can contribute to the stigmatising of that individual. AdvoCard acknowledges that there is a public perception of an association between mental ill health and risk. This policy therefore is about improving the safety for all, including mental health service users.

**What needs risk assessing?****Environments**

All environments should be risk assessed where possible. They should

be assessed for physical hazards as well as assessed in relation to how the space should be used. Some environments will be more rigorously assessed than others. It would not be appropriate to conduct an exhaustive assessment on a person's home. This would need to be done in such a way as to not offend or intrude.

### **Situations**

Certain situations need risk assessing. This can be a particular meeting or lone working. It could be working out with normal working hours. It could be handling aggressive behaviour. It can be conducting a particular task.

### **People**

Certain people will need to be risk assessed. This can be for a number of reasons. It may be disclosed that there has been a history of violent or aggressive behaviour in the past. It may be that the person has alcohol or drug misuse concerns because of where they live or with whom they live.

Risk assessment is not just about assessing the risk posed by a person towards others but also about the risk that they pose to themselves.

### **Who is potentially at risk?**

#### **Board of Directors members**

MC members are vulnerable to stress and burn out due to a lack of induction and training. They are vulnerable to be sued as trustees and being legally liable for a number of serious occurrences.

#### **Members of staff**

Staff can be vulnerable because of the rooms they use, not knowing the people they are meeting and when working alone. They are also at risk of stress and/or burn out. There can be a risk of a range of abuses and allegations.

#### **Volunteers**

Volunteers can be vulnerable because of the rooms they use, not knowing the people they are meeting and when working alone. They are also at risk of stress and/or burn out. There can be a risk of a range of

abuses and allegations.

### **Service users**

Service users are often vulnerable at the point at which they contact AdvoCard. They are also vulnerable to a range of abuses, poor practice, having their confidentiality breached and their rights taken away.

### **Members of the public**

The public is vulnerable to poor working practices, should they exist, of the project. This applies when they may be visiting our premises or when we are working out in the community. Not risk assessing could potentially put the public at risk.

### **Other workers**

Other worker can be vulnerable when information relating to risk is not passed on as appropriate. Everyone has a responsibility for the health and safety of themselves and for others around them.

### **Environments within which lone working occurs**

When using the term '**Lone Working**' this policy refers to the fact that workers and volunteers will be working alone with service users but also that service users will be working with their volunteer or advocacy worker when alone.

#### **In the AdvoCard office**

Individuals are frequently alone when working or being worked with or visiting the project. This can happen in one of the interview rooms or at reception. It can also occur when a person is working out with normal working hours.

#### **In another organisation's offices**

When visiting other organisations there will be occasions when an individual will be alone with another in an interview room where others may not be around or close to hand. This will often not be in your control or something that there is prior knowledge of.

#### **In a public place**

Public places are very difficult to manage and need risk assessing like

any other environment. There are many factors out with control and appropriate public places should be carefully thought through.

### **In someone's home**

Someone's home environment has a number of restrictions in relation to how the environment can be managed. There is often no prior knowledge of the environment prior to working in it. There is the dignity, rights and respect of the person whose home it is to take into consideration.

There may be others present that need to be taken into account. All parties are potentially vulnerable in someone's home and for this reason **all** initial visits made to homes by workers or volunteers in any service within AdvoCard will always be with two people present.

### **Risk Assessment Checklist**

AdvoCard staff will on occasion use a Risk Assessment Checklist to gain necessary information to assess any risk that may be present. This checklist will contain questions that are personal in nature and may feel intrusive for the individual being asked.

It is important that the appropriate amount of time is spent on this exercise balanced against the need to be safe and to identify and assess risk. The process should be fully explained and where evidence is clear certain questions need not get asked. Training will be provided.

### **Information sharing**

There will be a need for AdvoCard to contact workers and services that an individual has had previous contact with in order to gain the necessary information to assess risk. The individual will always be informed in advance and their permission sought before going ahead. If permission is denied then the risk assessment will not go ahead. AdvoCard will in these occasions assess whether it is possible to offer service.

Once information is gained the individual will be informed about the content of the information. The amount of detail received or disclosed

will always be the minimum needed to assess the risk or whether indeed there is any risk present.

In the event that another service approaches AdvoCard for information about an individual that has used our service then the individual will be informed that information has been requested by another service and permission sought to share it.

In the event that an individual informs us that they intend to use another service and we are aware of information which relates to serious risk then we will be obliged to inform the other service. We will always inform the individual prior to doing so. We will reserve the right not to support a person to access a new service if they refuse to allow us to pass on the information. We may still however pass on the information whether service is withdrawn or not.

The extent to which we adhere to the wishes of the individual in relation to what information we share depends on the nature and seriousness of the information in question and falls in line with our Confidentiality Policy and the limits of confidentiality.

### **Right of Appeal**

Individuals may appeal against a decision to decline to offer service for reasons of risk. They should follow the normal Complaints Procedure when wishing to appeal. This will enable them to take their grievance through the staff team to management, Board of Directors and finally to the funding body.

### **5. Action to be taken to minimise the risk of violence and aggression**

The project will, in the case of the Mental Health Act service:

- Carry out risk assessment, with two workers, on initial visit by filling in Risk Assessment Checklist after visit.
- Assist staff to identify their individual awareness of risk and in what circumstances they feel more vulnerable. This will be

done in supervision and peer support meetings with Advocacy Manager.

- Monitor the number and types of incident to see if there are any general patterns emerging.
- Carry out a yearly evaluation of the policy by consulting staff in supervision and by analysing the reports of violent incidents.

The project will, in the case of the volunteer delivered service:

- Usually send two volunteers when conducting a home visit unless there is a meeting with another professional at the person's home or where a long-term 1:1 agreement is in place.
- Assist volunteers to identify their individual awareness of risk through group support meetings and 1:1 support.

## **6. Safe working guidance**

### **6.1 Risk assessment and management**

When working with individual service users staff should be able to make an assessment of the risk of violence based on a number of factors including:

- individual worker awareness
- known history of the service user
- the demeanor of the service user at the time
- the information known from checklist completed at initial visit.

#### **Risk factors**

**The following factors should be considered in making a risk**

## **assessment:**

Does the person have a history of violent behaviour?

- Get as much information as possible on previous behaviour
- What was the mental state at time of previous behaviour?
- What was social situation at the time?
- What stresses was the client experiencing?
- What were the triggers to the previous violent incident?
- Are the present circumstances similar?

Does the person use alcohol or drugs?

Be aware of changes in drug or alcohol use. Get as much information about how substance use can change an individual service user's behaviour.

Has there been a change in circumstances?

Stress and frustration are two key indicators to violence arising from a person's emotional state. Staff need to build awareness over time of what changes or circumstances are likely to cause significant stress and frustration for the service user.

Staff should remember that risk assessment is an ongoing process and that decisions need to be constantly reviewed in relation to changing circumstances.

### **Indicators of violence**

The following factors should be monitored as they can give an indication of potential violent or aggressive behaviour. Staff should note if the factors below are changing.

#### **Behaviour and body language**

- such as escalating speech, pacing up and down, averting eyes

#### **Language**

- such as depersonalised language e.g. referring to staff as "you people".

## **Dealing with aggression and violence**

Staff should consider the following guidelines when faced with a potentially violent or aggressive situation.

### **Be aware of your self and your body language**

- Stay calm, speak slowly, gently and clearly
- Avoid body language, which may be misinterpreted such as hands on hips/folded arms, raised arm. Do not touch the person
- Try to sit down
- Be aware of your posture
- Give the person as much space as possible
- Maintain eye contact but not for too long as this can be interpreted as threatening
- Avoid fiddling or tapping pens.

### **Aim to calm the person down**

- Encourage the person to talk
  - *this can help to diffuse the situation*
- Listen
  - *make sure they know you are listening to them*
- Hear them out
  - *let them do most of the talking*
- Resist arguing
  - *your aim is to avoid confrontation*
- Be aware of your language
  - *avoid remarks such as, "calm down, don't be silly."*
- Depersonalise the issues
  - *don't get into a debate about what you did or did not do. remember to let them do the talking*
- Watch for changes in their behavior
  - *such as the lowering of their voice, a more relaxed manner, which shows that the person has calmed down.*

## **6.2 Visiting service users at home**

- Go in daylight wherever possible
- At the person's home remember you are the visitor. Say your name, and explain that you are from AdvoCard. Show some identification. If the service user is not present do not enter the house.
- If you get an aggressive reception or the service user appears out of control do not enter the house.
- If the person seems to be under the influence of excessive alcohol or drug use do not enter the house.
- If the person begins to use alcohol or drugs during the visit you should aim to end the visit as soon as possible.
- Try to take only what is essential into the house. Leave handbags and briefcases behind if possible. Avoid taking anything that you would not want the service user to see or read.
- Always take your mobile phone with you and call the office before entering and on leaving.
- Take in your surroundings. Where possible sit with a clear line to an exit.
- At all times remain alert to changes in mood and behaviour.
- If you feel vulnerable, leave as quickly as possible.

## **7. Safe working procedures**

### **7.1 Interviewing in offices.**

- At the Leith Walk office, appointments should only be conducted when there are at least 2 other members of staff in the office.
- A Notice will be posted on front door to say office closed for drop-in visits, if there are not 3 members of staff available.
- Under no circumstances should a service user be first seen in any office building alone. The appointment should be cancelled.

### 7.1.a On Receipt of abusive telephone calls

- Hang up and let answerphone pick up any repeat calls. Follow reporting procedure and contact the police if concerned for safety as a result of call.

### 7.1.b On Receipt of abusive intercom calls

- Do not respond, hang up and if concerned call the police.

## **8. Lone working in office – Leith Walk**

Guidelines are set out below for staff when working alone in the AdvoCard office. They should be adhered to at all times. It is recognised that lone working should be avoided as much as possible because of the risks involved and the disruption these risks may cause to the service we provide to our users.

### 8.1 All staff should adhere to the following:

- On entering the building make sure that the front door is securely closed
- Leave both blinds on the door fully down.
- Silence the alarm with fob and pick up mobile panic alarm before proceeding to the back office and make sure you have it on your person at all times.
- Feel free to work either in the rear office or at the reception desk. (This is related to who you are and where you normally work.)
- When working alone, have light off at front and leave blind down.
- Remember to unlock both the rear door and security grill the moment you arrive to ensure you can exit in the event of a fire.
- If the telephone rings answer it and deal with the call as normal. Do not inform anyone that you are in the office alone. Do not arrange for them to come to the office at that time.
- If the door intercom should sound do not answer it unless you expect people for out of hours training or support meetings.

- Should someone forcibly enter the building immediately activate the mobile panic button and attempt to leave the building. If this is not possible attempt to contain the situation by putting barrier between you and person-e.g. locked corridor door or locked toilet door.
- On leaving the building follow the normal security procedure. Remember to take a mobile phone, ready for use. Have personal alarm ready to hand. Be very alert when locking up for people loitering near the office. Go back inside and alert police if person involved in incident is loitering nearby.
- After an incident, for an agreed period, temporary measures for locking up the office should be put in place. Ensure that two people lock up the office together or a reporting procedure is put in place to keep another worker informed of safe closure.
- Staff should familiarise themselves with security arrangements for any other agency office used for interviewing.

#### 8.1.a Individuals who can be given access while lone working.

- Certain people can be given access to the AdvoCard office while you are lone working at your own discretion. They are AdvoCard staff and known workers from other agencies

### **9. Procedures for dealing with an incident at the leith walk office.**

Set out below are the procedures relating to and dealing with abusive or violent behaviour in the Leith Walk office. These may be adapted and developed in time. All staff will be kept up to date with any changes. It should be recognised that all scenarios cannot be foreseen and these procedures should be followed when possible.

These procedures will be gone through with the whole staff group twice a year.

Under no circumstances put yourself in unnecessary danger.

#### 9.1. External Incident

- If a person is being verbally abusive or threatening violence towards those inside while they themselves are on the street outside the main front door, do not under any circumstances let them in.
- Press fixed panic button for assistance from 2 members of staff.
- Attempt to speak to the person through the intercom in an attempt to calm down the situation and offer an alternative appointment arrangement.
- Police may need to be called because the threatening behaviour continues or the person tries to enter the building. State clearly to the person that you have contacted the police.

## 9.2 Internal Incident

### 9.2.a Containing the incident at reception

- If a person has entered reception and they begin to become verbally abusive or to threaten violence, attempt to calm the situation down by verbal reasoning and by finding out what the problem is.
- Simultaneously activate the fixed panic alert in order to get assistance from 2 other members of staff.
- The incident should be contained in the reception area and evacuate anyone else who is there.
- Two members of staff should communicate with the person, with one person taking the lead. The third member of staff should remain on hand for clear instruction.
- If the person does not calm down, ask them to leave the building and inform them that if they do not, you will have no option but to contact the police.

- Give instruction to third staff member to call the police and inform the person that this has been done.

#### 9.2.b. Moving out of reception

- After police have been called, both members of staff remove themselves from reception area in to corridor, ensuring that security door is properly closed and the door to the walk-in stationery cupboard is securely locked.
- If the person does not leave or if they attempt to enter the corridor staff should make their way to the Training Office or Rear Office and immediately dial 999 from a mobile handset [dial 9 for outside line first].
- Move other people, if any, from the interview rooms to the back office.
- Monitor situation from the rear office, remaining on the phone to police if possible.
- If the person succeeds in entering the corridor, vacate everyone now in the Rear Office to the garden through the Rear Office door.
- Ensure that there is a personal mobile phone or handset available.
- The final staff member must lock the iron gate from the outside on exit. [Key is kept on top of filing cabinet].
- Contact police to inform them of escalating situation.

#### 9.3 While working in the interview rooms

It is recognised that if a member of staff or the service user for whatever reason does not feel comfortable about being in the room with one other individual they have the right to request that another member of staff or another person be present or to refuse to work in that room. If this occurs the Director would endeavour to establish what the problem was and assess any potential risk. If the Director assesses there to be an unreasonable level of risk, an alternative arrangement should be sought. If the risk is assessed to be acceptable, the Director will try to assign an additional member of staff to that interview so that the advocacy process can continue.

The following procedure is on the assumption that a member of staff has agreed to work with a service user in one of the interview rooms and should be followed at all times.

- Before entering the room, make sure that you inform another member of staff of which room you are working in and with whom you are working. Ask them to check on your progress after one hour has elapsed.
- On entering the room, invite the service user to sit in the chair **furthest away** from the door. You should always sit in the chair **nearest** the door. (This is to ensure that you are able to more easily exit the room should you need to.)
- Make sure you know the location of the panic button. (Located low down on the wall near the door.)
- If you dial "Recall" and then "0" using the telephone this will connect you to reception.
- If at any time you feel uncomfortable, leave the room, making your excuses and approach another member of staff.

9.3.a If faced with threatening or abusive behaviour:

- Attempt to verbally calm the person down and establish what is wrong.
- If this does not work attempt to leave the room and contact a member of staff.
- If you are unable to leave the room activate the panic button and wait for a member of staff who will arrive immediately.

9.3.b. For other staff in the office. On hearing the panic button

- 2 members of staff approach the relevant area (either one of the interview rooms or the reception area.) Attempt to enter the area alarm activated.
- Attempt to calm the situation down. Inform the service user that the behaviour is not acceptable and the police may be called.
- Ask the person to leave the building and attempt to get the staff member to safety without physically intervening but by using verbal reasoning.

- If this course of action does not work, dial 999 and ask for police. Give our address. Explain the situation.
- Under no circumstances put yourself in unnecessary danger.

#### 9.4. While working in the training office or rear office

It is recognised that these rooms do not present as high a risk as the above rooms / areas. If you are in the training office you can very easily access the rear office where there is usually one or more member of staff. If you are in the rear office you can more easily exit the building using the rear exit.

In the event of someone being verbally abusive or threatening violence:

- Attempt to verbally calm the person down and establish what is the problem.
- If this fails ask the person to return to reception where such situations are easier to contain. Revert to section **10.2.a.** "Containing the incident at reception".
- If the person refuses to return to reception area, inform them that you are going to call the police unless they calm down or leave the building.
- Seek help of other 2 members of staff. One staff member will evacuate people to the front of the building and proceed to the back garden via Leith Walk and passage (locking garden gate behind them.) The other staff member will evacuate people from the rear office to the garden.
- One staff member should dial 999 and ask for the police. Give our address. Explain the situation.
- Ensure that there is a personal mobile phone or handset available to those people in the garden.
- The final staff member must lock the iron gate from the outside on exit. [Key is kept on top of filing cabinet].

### 10. Initial assessments in the community

Some initial assessments may be carried out in the community. There should always be two staff present.

- Staff should not provide lifts to those using the advocacy service. If it is necessary to accompany someone to an appointment or meeting then public transport should be used. Travel costs will be refunded on production of a ticket or receipt.
- If during the referral process another agency has indicated concern about a history of violence a risk assessment should be sought as a matter of urgency with the prior knowledge and consent of the service user.
- Should the service user agree, the interview should be conducted in Leith Walk office only after the risk assessment has been completed. Interviews in other offices should be carefully considered with a guarantee of other workers present and safety procedures for that environment gained.

#### 11. Mental Health Act Advocacy team home visits and checking-in

- When a home visit is requested the Home Visit Criteria should be used to establish the need for a home visit.
- Staff have the right to choose not to do a home visit when it has been established that the service user shall not refrain from smoking during the home visit.
- Home visits by lone staff should only be done after initial risk assessment checklist completed with two workers present.
- All staff should write in the diary the name of the service user they are visiting and their expected time of return.
- All home visits by staff should be in the diary and support staff should be aware of the visit. Staff should report to the office on departure from the home.
- Staff should ensure that they have a mobile phone with them in case of emergency during the home visit.
- In the event of delay staff should phone the office to advise that they are running late.

- Staff should identify on referral which cases present more risks, both in terms of risk of violence in the family and risk in the community.
- Staff at the Leith Walk office have responsibility to be available for checking in when the worker has alerted them to the visit.
- If the staff member doing the home visit does not check in as expected the staff in the office should call the worker on their mobile phone. If having followed through all other potential contacts and the worker is still not contactable, the office staff should call the police.
- If the lone worker is in danger and the office calls them on their mobile and they are able to pick up but not to be honest about what is taking place, use the following code: **'No, I won't have time to go to the bank'**.
- If at any point in the home visit, the lone worker feels unsafe, unable to leave the house, but can use their mobile, phone the staff member you arranged to call and use the following code: **'I won't have time to go the bank'**.
- This code will alert the office to call the police and inform them that they believe an incident is taking place concerning one of AdvoCard's workers who are on a home visit.

## **12. Volunteer delivered service home visits and checking -in**

Advocacy requests for the volunteer service are usually accepted and coordinated by the Advocacy Support Staff (or other office staff if they are not available). Risk is therefore assessed at a number of points during the advocacy arrangements.

### **Risk Assessment Procedure - Short Term Advocacy**

If potential risk is identified by member of advocacy support staff during initial contact by service user:

1. The service user is told by staff member that a risk assessment will need to be done.
2. The service user's agreement is requested and names and details of workers taken so that they can be contacted in order

for information to be gathered and a risk assessment be carried out.

3. AdvoCard's Risk Leaflet is sent out to the service user.
4. Risk assessment is carried out.
5. A decision is made about whether service is offered and about any conditions on delivery of the service.
6. The service user is informed of the outcome of the risk assessment and of arrangements for the meeting with volunteer.

### **Home Visit requested:**

1. Discuss with the service user why a home visit is needed using the Home Visit Criteria to establish the necessity of a home visit.
2. Inform the service user that 2 volunteers will attend.
3. Advocacy Support Staff go through check list questions –
  - i) Do you live alone or will there be someone else in the house when the visit takes place? If so who will that be?
  - ii) Do you have any pets – will there be any animals in the house when the visit takes place? E.g. dogs, cats or birds.
  - iii) Are there any issues about access to your home – eg living in a tower block or tenement with phone entry system, down a lane or close that is difficult to find.
  - iv) Are you a smoker? If so request that the service user does not smoke in the same room as the volunteers whilst they are there. Staff have the right to choose not to do a home visit when it has been established that the service user shall not refrain from smoking during the home visit.

### **Home Visit Procedure for volunteers**

#### Home visit by two volunteers

1. Make sure that volunteers have access to a mobile phone.

2. Arrange for the volunteers to meet outside the building – make sure that they wait for each other before entering the building.
3. Phone to let the office know that they are about to go into the house and start the visit.

When the two volunteers go in:

4. Introduce themselves – show ID – explain that they have had references taken and checks done
5. Be aware of risk factors – see check list
6. Assess situation – and if necessary make excuse and leave
7. Sit in chair nearer door so that their route out of the room is not blocked.

Once the meeting is over:

8. Phone the AdvoCard office to let someone here know that they have left the service user's house and are on the way home.

**Home visit by volunteer to take place whilst another worker is there:**

1. Wait outside house until other worker arrives for the meeting – if unsure as to whether other worker is there, call the service user to find out if other worker has arrived.
2. Be aware of risk factors in the same way as doing home visit with second volunteer
3. Sit in chair nearer door
4. Leave when the other worker leaves. If debriefing with service user is required then arrangements should be made to go to a public area or come back to the Advocard office for this meeting.
5. Phone the AdvoCard office once the meeting with service user is finished.

**13. Reporting incidents**

“Reportable Incidents” are events that have increased the risk of harm to the safety of individuals involved with AdvoCard. These events may

involve service users, volunteers, staff, Board of Directors, members of the public or damage to property.

Personnel involved in recording reportable incidents of a clearly serious nature are likely to agree about the need to report. However response to any “lesser” threatening or aggressive behaviour will be individual to the staff and volunteers concerned. Equally judgements about what then constitutes an “incident” worthy of reporting will also vary.

The judgement involved in determining whether an event is worthy of recording will be left each to the individual staff member, volunteer or committee member. If an individual feels in a state of alarm or threat because of the action of someone using our service, the option of reporting the incident provides a basis for future risk assessment and for precautions to be taken when next working with the person whose behaviour increased the risk of harm.

Completing the incident records will be done within AdvoCard’s spirit of limiting recordkeeping about service users. This viewpoint needs special consideration where notes of a negative nature could form the basis of prejudice about the person in relation to future actions.

The records held in the incident file will be reviewed regularly and at least annually to draw out any learning points that may be of benefit to the working practice of everyone in AdvoCard.

### **Reporting Incidents Procedure**

All incidents should be reported to the Director and an Incident Recording Form filled in.

Forms should be filled in electronically and paper copies printed

This Form should be stored with the Case Notes of the individual and in The Incident Recording File.

### **Initial Referrals Reporting**

If there are safety concerns raised at the point of referral or special requests made by the service user at that time, these should be

recorded in the designated column of the initial referral form only and communicated verbally to those who may need to know this information.

These concerns and requests will be reviewed as contact with the person progresses. The advocacy worker involved with the initial referral will review the risks and concerns and special requests with regard to that person and then determine whether to change, add to or remove wording from any incident recording sheet(s) and the person's initial referral sheet.

### **Reporting Ongoing Concerns**

Should there be a special request or concern that continues to be an ongoing issue, a photocopy of the initial referral sheet should be attached to the ongoing working file.

Concerns that become apparent in the course of working with someone, should be highlighted on the recording form and brought to the attention of the line manager who will share the information with those who need to know.

### **14. Aftercare**

- Staff members involved in any incident will be offered the opportunity to discuss the incident and review any action, which could be taken to avoid a similar situation arising and this discussion can be rolled out to whole staff group if necessary.
- The learning page of each Incident Report will be shared with the whole staff group.
- The learning outcomes from any Incident Report can be an issue for discussion at supervision.
- Individual requests for counselling after an incident will be accommodated, appropriate to available resources.

Staff will also have the opportunity to access counselling as organised by themselves and have time off work to do so, should this be needed.

### **15. Documents needed in conjunction with this policy and**

## **procedures**

1. Criteria for Home visiting
2. Task/Risk Assessment checklist for lone visits
3. AdvoCard Risk Policy leaflet
4. Risk Assessment consent form
5. Incident Recording Form