

Policy No: 03-4400	Authorised: Pellagia Margolis	Date: 15/01/2020
ORGANISATIONAL RISK MANAGEMENT POLICY		

Integrative Supported Living Care is a Care Service Provider which is compliant with the relevant regulations as defined in the *Health & Social Care Act 2008 (Regulated Activities) Regulations 2014*, and the Standards of Care as defined through the *Key Lines of Enquiry (KLOE)*. The Organisation offers a personal Domiciliary Care service for individual service users, and as a key Service Provider is dedicated to the provision of the highest standards of care, and of health and safety, in the delivery of its service. This will be achieved through the integration of efficient administrative practices with first class standards of care and risk management in accordance with the requirements of the appropriate Regulations and legislation.

PHILOSOPHY:

1. Integrative Supported Living Care takes seriously its responsibility to identify and manage all types of organisational risks including compliance, financial, health and safety, environmental, and operational risks. A risk is any internal or external situation or event that has the potential to have a negative impact on the Organisation by causing harm to people associated with the Organisation, preventing the Organisation from successfully achieving its outcomes and delivering its services, or reducing its viability and / or damaging its reputation. Staff meetings and memos will relay any changes.
2. The responsibility for identifying and managing risks is ultimately that of the Quality / Health & Safety Manager, reporting through to the Senior Management GGrace Masikati of the Organisation. However, the most effective risk management occurs when the Senior Management, staff and volunteers are all involved and share a commitment to creating an organisation that is proactive in identifying and evaluating risks and taking mitigating action according to the nature of the risk. The Organisation therefore expects that Senior Management, the staff and volunteers will act responsibly to minimise the risks to themselves and others, and will report hazards and other risks immediately they are noticed. The Organisation's consolidated Risk Management Register will be the guiding document for the management of organisational risks.

IMPLEMENTATION:

1. A Risk Management Register will be in place to document the risks identified, the assessment of each risk, impact assessments, and the Organisation's strategies for managing them. The Register will be held by the Quality / Health & Safety Manager (where this is a separate position from the Proprietor).
2. The Manager, Grace Masikati will ensure that all necessary insurance policies are in place to protect Integrative Supported Living Care as an Organisation, the staff, volunteers, service users, contractors (at the Organisation's administrative premises) and visitors to the Organisation.
3. The Quality / Health & Safety Manager will foster a risk aware service culture by including risk identification and awareness, impact assessments and action required on agendas for staff meetings.
4. Reports on action taken to mitigate high risks will form part of the Quality / Health & Safety Manager's monthly report to the Organisation's Senior Management.
5. Changes to legislation and regulatory compliance will be monitored by the Quality / Health & Safety Manager via websites, membership of appropriate professional / trade organisations, internal audits, and where applicable, contractual service standards. Any preventive and / or corrective action taken to minimise risks will be fully documented and endorsed by Senior Management.