

Managing Risk Versus Customer Choice Policy

Compass Disability Services

Units 11 – 12 Belvedere Trading Estate
Taunton, TA1 1BH

July 2016

Date for Review: June 2019

Introduction

In line with our Equal Opportunities Policy, Compass Disability Services is committed to identifying and eliminating all forms of discrimination, providing equal opportunities to all and promoting diversity throughout our organisation. All people that come into contact with our organisation can expect to be treated fairly, with respect, dignity and understanding.

“The governing principle behind good approaches to risk is that people have the right to live their lives to the full as long as that does not stop others from doing the same.” The Department of Health’s ‘A Guide to Best Practice in Supported Decision Making, May 2007.

Risk-taking is a normal part of everyday life and in the context of service delivery sometimes an individual’s choices may be perceived to carry a degree of risk. As an organisation we aim to take a person centred approach to managing risk which fosters a positive risk taking culture that balances risk taking with risk management. Further ministerial guidance underpinning our approach to risk management includes the ‘Putting People First’ concordat 2007. This concordat emphasises an individual’s right to self-determination and sets out the key elements of a personalised social care system. One of the key outcomes is set out below:

People, irrespective of illness or disability are able to achieve the following outcomes:

- Live independently
- Stay healthy and recover quickly from illness
- Exercise maximum control of their lives
- Sustain a family unit which avoids children being required to take on inappropriate caring roles
- Participate as active and equal citizens, both economically and socially

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- Have the best quality of life
- Retain maximum dignity and respect.

Definition

For the purpose of this policy the word customer refers to either a disabled person or carer who uses one or more of the services that we deliver.

Purpose

The aim of this policy is to set out how we will manage risk and customer choice in the delivery of Independent Living and Carers support services.

Policy Statement

In providing Independent Living and Carers Support Services we will support people to be aware of their rights and responsibilities and the implications of their choices including any risks. We aim to achieve this through the following:

- Information will be provided in an accessible format that supports customers to make informed choices.
- Give customers accessing our Independent Living or Carers Service a 'Keeping Safe' leaflet which outlines what abuse is and how to report it.
- Support customers to have choice and control in how they have their care and or support needs met and that those without the mental capacity to do so should be supported by advocacy to express their views.
- An individual's choices are respected unless it means a current risk of substantial and imminent harm to their health or well-being or that of others.
- Support people to be as independent as possible, whilst ensuring sufficient support and contingency planning is identified for sustainability of a Direct Payment or Personal Health Budget.
- Inform customers of any known risks and/or consequences to any of their choices.
- Support customers to manage risks.
- Provide practical support where appropriate, e.g. acting as a PO box for Personal Assistant applications.
- Promote DBS checks, vetting and safer recruitment practices where a customer employs staff and or in choosing an agency to provide support.
- Record all discussions about choice and risk.

Responsibilities

All staff and volunteers have a responsibility to adhere to this policy.

Where a safeguarding issue is identified staff and volunteers are responsible for dealing with it and reporting it in accordance with the Safeguarding Vulnerable People policy to the appropriate agency.

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Policy Revisions

This policy will be reviewed every three years and amended as necessary, or earlier in accordance with any forthcoming legislation. All employees or volunteers should pass suggestions or recommendations for the revision of any aspect of this policy through normal channels to the CEO.

Associated documents:

Accessible Format Policy

Equal Opportunity Policy

Confidentiality Policy

Safeguarding Vulnerable People policy

Whistleblowing Policy

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