

# They also manage the NEW Risk Management Process....

## Risk assessment information sources

### Baseline Risk Assessment

- CQC status and report
- Suspension, Change of Ownership, Concerns, Food Hygiene rating.
- Safeguarding issues
- MDT issues
- Concerns raised with contract and monitoring teams

### C19 Outbreak risk assessment

- PHE England outbreaks information
- PHS/ Welfare calls outbreaks information
- Information from tracker
- IPC information and status

### C19 Workforce Status risk assessment

- National tracker information
- Exclusivity of staff from tracker
- Welfare calls information

### C19 PPE Risks

- National tracker information
- Welfare calls information
- IPC information and status

### Outliers (general issues/wider concerns)

- Financial viability concerns (occupancy data/ contact from care homes)
- Welfare calls concerns
- Professionals report concerns
- Testing booking calls concerns

### Risk Assessment and mitigation process

- **Daily Care home review meeting**
- **Weekly care home risk analysis meeting incorporating social care and health protection risk (separate for each authority)**
- **Additional Mitigations and actions agreed**
- **referrals made as required**
- **Daily information into dashboards/ sitreps/ PHE report/ admissions data**

## Referral destinations

### Staff resource Risk

- Referred For Wraparound support/  
Redeployment from system
- weekly redeployment huddle meeting
  - Referral to appropriate process

### Health protection risk

- Outbreak control measures
- SPH/training/testing

### PPE Risk

#### Identification of pathway dependent on nature of risk

- referral to LRF PPE team if issue is due to supply shortage
- refer to IPC team if issue is due to incorrect use / lack of knowledge

### IPC Risk

- Referral though to IPC team for support on training/ Testing/ IPC advice

### Operational Risk

- Referrals for multiple operational risks/ safeguarding/ medicine management/ clinical and discharge risks as required

### Financial Viability Risk

- Referred to commissioners for individual action according to viability issue

## Actions and processes

**Action** - Redeployment from system

**Process** - redeployment request form, or

**Action** - Front line carers from Internal Local Authority staff resources

**Process** - referral to LA HR team, or

**Action** - Front line carers from Dom care market

**Process** - referral to brokerage team

**Action** - Referral to appropriate testing procedure for Staff testing and resident testing

**Process** - as required according to testing grid to ascertain cohort and symptom status

### Supply shortage

**Action** - refer to LRRP PPE team

**Process** - contact [www.shropshire.gov.uk/ppesform](http://www.shropshire.gov.uk/ppesform)

### Incorrect use of PPE/ Lack of infection control

**Action** - Enhanced IPC training referral (for IPC usage donning doffing etc) referrals and advice

**Process** referral email to [ccg.ipc@nhs.net](mailto:ccg.ipc@nhs.net)

### Clinical issue

**Action** - clinical issues to be referred through to the named clinical lead for the relevant care home

Weekly GP calls to care providers

**Process**-email to [katylewis@nhs.net](mailto:katylewis@nhs.net)

### Regulatory issue

**Action** - to be reported through to CQC

**Process** - report to [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

### Individual Care/Safeguarding and discharge issues

**Action** - to be reported through LA routes

**Process** - report to Local Authority SW teams/ FPOC

### Medicine management Issue

**Action** - Referral to medicines management team

**Process** - email address TBC

**Action** - Commissioner signpost to grant funding opportunities within council / individual discussion with provider/ SPIC as required and appropriate on an individual basis