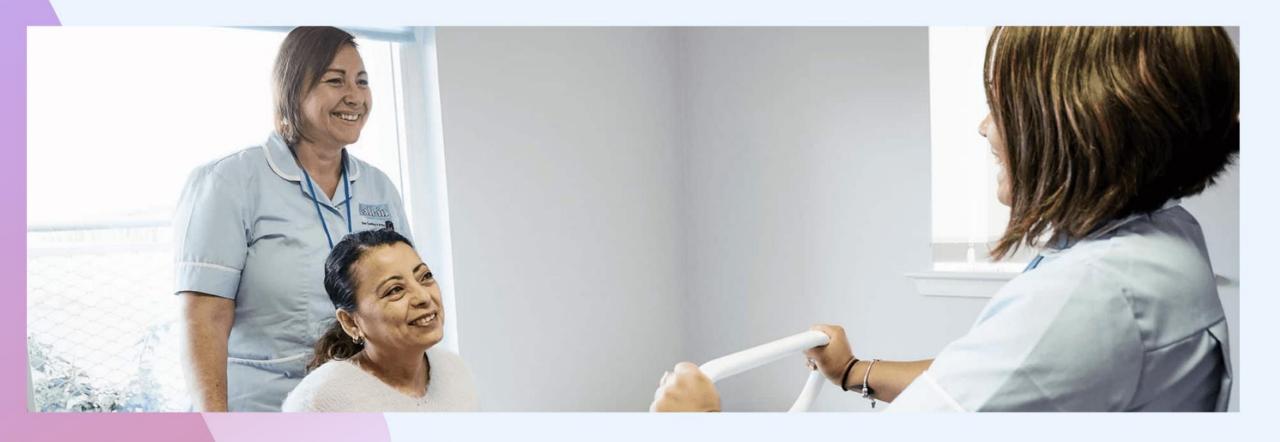


# Risk Management in the Uncontrolled Environment.

Our experience and continual learnings...

Annette Wilson - Operations Director Conor Barr - Operations Graduate



ABOUT US

### Call-In Homecare

- Call In Homecare. Care at home services across the East of Scotland.
- Provide care at home services to vulnerable people across Edinburgh, Dundee, Midlothian, East Lothian and West Lothian.
- Part of Clece UK.

### **An Uncontrolled Environment...?**











### The Three Wee Monkeys



Hear no evil



See no evil



Say no evil







#### RISK ONE

### Poor Infection Prevention and Control.

#### The Challenge

IP&C is underpinned by expert knowledge and robust process. How do we transmit such complexity to the uncontrolled environment to keep people safe and reduce cross infection.

#### What are we doing?

- Keep it simple! Good induction. Ongoing direct dialogue.
- PPE, PPE, PPE,
- Solid policy and procedure which is consistently implicated.

- Improve our auditing so as to build a better evidence base.
- Introduce competencies so we build a deeper colleague knowledge base.
- Broaden our horizons transition from the siege mentality of Covid to being more proactive.



# Ineffective Communication.

#### **The Challenge**

The uncontrolled environment, by its very nature makes communication very hard. The remote nature makes it very hard to see and hear, especially if no one says anything...

#### What are we doing?

- Proactive Head of Communications.
- Making use of technology to spread the message and gather feedback.
- Keep the message simple.

- Encourage better use of digital care-management systems.
- Engage more proactively with colleagues and service users.
- Improve communication with partners: #Dontplaytheblamegame





#### RISK THREE

## Meeting complex care needs.

#### **The Challenge**

Our clients care needs are getting greater and more complex. If we can't adapt, harm will increase.

#### What are we doing?

- Implementation of digital tools. Improved real time care management.
- More focus on 'clinical' care planning and support.
- Rapid escalation possible through digital transformation.

- Training When it goes wrong escalate.
- Training Care and clinical knowledge.
- Sharing learning.





# Poorly trained colleagues.

#### The Challenge

As we have shown our care environment is getting increasingly complicated. The uncontrolled environment magnifies this. Training is critical.

#### What are we doing?

- Improved induction.
- Working on implementing a robust competency base.
- Investing in SVQ provision.

- Improve capacity to deliver broader care and clinical training. This includes capacity for carers to attend.
- Deliver a robust competency base.
- Building confidence and skills on non clinical team leadership and management skills.



# Thank You