







**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.

Review Sheet		
 Last Reviewed 04 Dec '22	 Last Amended 04 Dec '22	 Next Planned Review in 12 months, or sooner as required.
Business impact	 <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p> <p><b>MEDIUM IMPACT</b></p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy will support staff where double up care is a requirement. It has been reviewed and a new procedural section (5.11) added in relation to medication during a double up call. References also checked to ensure they remain current.	
Relevant legislation:	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• Equality Act 2010</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Health and Safety at Work etc. Act 1974</li> <li>• Management of Health and Safety at Work Regulations 1999</li> <li>• Mental Capacity Act 2005</li> <li>• Mental Capacity Act Code of Practice</li> <li>• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)</li> </ul>	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: Health and Safety Executive, (2020), <i>Protecting lone workers: How to manage the risks of lone working</i>. [Online] Available from: <a href="https://www.hse.gov.uk/pubns/indg73.htm">https://www.hse.gov.uk/pubns/indg73.htm</a> [Accessed: 4/12/2022]</li> <li>• Author: University of Salford - Phillips,J,Mellson,JandRichardson,N, (2014), <i>Ittakestwo?:exploringthemanualhandlingmyth</i>. [Online] Available from: <a href="http://usir.salford.ac.uk/id/eprint/43619/">http://usir.salford.ac.uk/id/eprint/43619/</a> [Accessed: 4/12/2022]</li> <li>• Author: Skills for Care, (2019), <i>Supporting lone workers</i>. [Online] Available from: <a href="https://www.skillsforcare.org.uk/Leadership-management/managing-people/Supporting-lone-workers/Supporting-lone-workers.aspx">https://www.skillsforcare.org.uk/Leadership-management/managing-people/Supporting-lone-workers/Supporting-lone-workers.aspx</a> [Accessed: 4/12/2022]</li> </ul>	
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> <li>• Ensure relevant staff are aware of the content of the whole policy</li> </ul>	
Equality Impact Assessment:	QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.	

This document is uncontrolled once printed, see your online system



**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.



## 1. Purpose

**1.1** To ensure that services are delivered in line with contractual requirements and in a safe and personalised manner, using a robust risk assessment approach.

**1.2** To support Master Care Ltd in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
EFFECTIVE	E4: How well do staff, teams and services within and across organisations work together to deliver effective care, support and treatment?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S3: How does the service make sure that there are sufficient numbers of suitable staff to support people to stay safe and meet their needs?

**1.3** To meet the legal requirements of the regulated activities that {Master Care Ltd} is registered to provide:

- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Health and Safety at Work etc. Act 1974
- | Management of Health and Safety at Work Regulations 1999
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice
- | Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)



## 2. Scope

**2.1** The following roles may be affected by this policy:

- | All staff

**2.2** The following Service Users may be affected by this policy:

- | Service Users

**2.3** The following stakeholders may be affected by this policy:

- | Family
- | Commissioners
- | External health professionals
- | Local Authority
- | NHS



## 3. Objectives

**3.1** To ensure that staff understand their responsibilities when working with another Care Worker and clear communication mechanisms are in place where staff work in partnership with external agencies.

**3.2** To ensure that the Service User's right to dignity, privacy, choice and respect is upheld.



**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.



## 4. Policy

**4.1** Master Care Ltd understands the importance of ensuring that Service Users are involved in a person-centred assessment before Care begins. The Service User's needs are reviewed regularly and also when needs change.

**4.2** Where two Care Workers are required, risk assessments will be undertaken and shared with the Care Workers involved. Service Users will be involved in the creation of risk assessments as far as possible.

**4.3** Master Care Ltd will ensure that Care can be delivered safely, reliably and effectively with consistency of Care paramount.

**4.4** Master Care Ltd will work closely with other external agencies when required to deliver double up Care. This is to ensure that Care Workers arrive at the Service User's home at the correct time and understand how the Service User's needs, expectations and wishes can be met safely.

**4.5** Master Care Ltd will ensure that Service Users are asked on assessment if they would prefer a same gender Care Worker. Master Care Ltd will endeavour, as far as is practicable, to respect this choice. However, where Care Workers of a different gender are required because of safety concerns, a risk assessment will be undertaken and the rationale shared with the Service User.

This document is uncontrolled once printed, see your online system



**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.



## 5. Procedure

**5.1** A trained and competent assessor will always carry out the risk assessment for double up Care, which will be as a result of a Service User's need.

**5.2** Double up Care will normally be proposed in response to moving and handling needs, but other issues may give rise to a proposal, such as staff safety. The objective of the double up service must be clearly identified in the Care Plan and risk assessment.

**5.3** must, following the creation of a double up requirement in the Care Plan, identify and allocate the second Care Worker using the same processes to match the skills, knowledge, personality, gender and reliability which are used for the primary Care Workers.

**5.4** The Coordinator will organise the logistics around providing a double up service, communicating Care needs (including risks) to all of the staff concerned, as well as to the Service User themselves and their family or advocate, provided that the Service User has consented.

**5.5** The care and support needs will be fully documented within the Care Plan for the Service User with the objective of ensuring that the Care is reliable and consistent at all times.

**5.6** The Coordinator at Master Care Ltd will, on notification that only one Care Worker is in attendance on a particular visit, discuss the immediate needs of the Service User with the Care Worker and instruct them regarding the limits of what agreed Care Plan activities they can safely carry out, making alternative arrangements for any activities which must be carried out for the safety and comfort of the Service User. Master Care Ltd will send a second Care Worker as soon as possible. Care Workers will not attempt to perform a double up call alone without contacting Master Care Ltd first for advice. Where Master Care Ltd is working with another agency who fails to attend the scheduled visit, the Care Worker must contact Master Care Ltd immediately for advice and support.

**5.7** Master Care Ltd will ensure that there is an adequate pool of staff with the ability to provide Care in the event of unplanned absences.

**5.8** Care Workers will not, under any circumstances, attempt identified double handling procedures without the second Care Worker being present and participating if the risk assessment indicates that two Care Workers are required. In the event of non-attendance by a second Care Worker, the Care Worker in attendance will contact Master Care Ltd to discuss alternative courses of action to ensure the safety of staff and the Service User.

### **5.9 Communication**

New Care Workers must be introduced to the Service User at the beginning of their first visit. The existing Care Worker will brief any second Care Worker who has not previously attended that Service User before the visit, preferably before entry to the Service User's home. This briefing will have also been provided by Master Care Ltd when the visit was allocated to the Care Worker.

**5.10** Care Workers have responsibility for all recording of Care delivered as agreed in the Care Plan and to communicate with Master Care Ltd. Where Care cannot be delivered as agreed in the Care Plan, this will be documented in the visit log and Master Care Ltd notified immediately. This includes where the Service User refuses Care.

### **5.11 Medication**

There are occasions where medication may be part of a double up visit. It is good practice that **one** Care Worker administer and complete the paperwork for this. **DO NOT** sign or complete a MAR for medication that another Care Worker has given.

Staff can refer to the suite of medication policies for further information.



**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.



## 6. Definitions

### 6.1 Risk Assessment

- | Risk assessment is a term used to describe the overall process or method where you:
  - | Identify hazards and risk factors that have the potential to cause harm (hazard identification)
  - | Analyse and evaluate the risk associated with that hazard (risk analysis, and risk evaluation)
  - | Determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control)
- | A risk assessment is a thorough look at the workplace to identify those things, situations, processes, etc. that may cause harm, particularly to people. After identification is made, Master Care Ltd should analyse and evaluate how likely and severe the risk is. When this determination is made, Master Care Ltd can next decide what measures will be in place to effectively eliminate or control the harm from happening



## Key Facts - Professionals

Professionals providing this service should be aware of the following:

- | Staff will report any concerns immediately to Master Care Ltd
- | Staff must not undertake a double-handed visit alone and will ensure that the safety and welfare of themselves and the Service User is paramount
- | Master Care Ltd ensures that robust risk assessments are carried out before agreeing to undertake any double-handed Care



## Key Facts - People affected by the service

People affected by this service should be aware of the following:

- | Care Workers will not be able to provide moving and handling Care to you on their own where your risk assessment states that two Care Workers are required
- | Master Care Ltd will involve you in decisions about your Care
- | You have a right to choose a Care Worker of the same gender as you to deliver personal or intimate care



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**Health and Safety Executive - Moving and handling in health and social care:**

<https://www.hse.gov.uk/healthservices/moving-handling.htm>



**WARNING:** Your System details are incomplete and so the content of this policy may not be customised to your organisation.



## Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | Service Users are supported by staff who are well trained and equipped with the knowledge and skills to meet their assessed needs. Training is innovative and bespoke to meet the Service User's individual needs. Master Care Ltd is creative in sharing ideas and good practice with others
- | Service Users receive individualised Care and their communication needs are known. Different communication methods are used to ensure that Service Users are involved in decisions about their care
- | Service Users get to know the staff who support them and trust them to meet their needs safely and in ways that they prefer
- | Staff offer flexible and responsive support that meets the Service User's changing needs in order to ensure their ongoing safety and wellbeing
- | Regular review and supervision of the Care required by the Service User takes place



## Forms

Currently there is no form attached to this policy.