

## CIPHER Medical Consultancy Standard Risk Assessment Form

Person Completing:	Chris Jones	Role/Title:	Head of Education and Governance	Date:	24/02/2020
Review required on or before:	23/02/22	Director Responsible:	Andrew Thomas		
Task/Hazard/Practice being Risk Assessed:	Care Cab Operations				

### 1. Consequence Impact Assessment

1) Measure Consequence					
Choose one of the descriptors below, consider each domain and section and judge what the most realistic scenario would be if the event occurred, The most serious consequence identified determines the score.					
Score	1	2	3	4	5
Domain	Insignificant	Minor	Moderate	Major	Catastrophic
Patient Experience	Unsatisfactory patient experience and directly related to patient care.	Unsatisfactory patient experience readily resolvable.	Mismanagement of patient care	Serious Mismanagement of patient care	Totally unsatisfactory patient outcome or experience
Injury	No apparent injury. Minor injury not requiring first aid	Minor injury. First aid treatment e.g. laceration/sprain, anxiety with < 3 days off work	Medical treatment required. Temporary incapacity, injury or harm, e.g. short term monitoring Injury requiring > 3 days sickness RIDDOR/Agency reportable	Permanent injury or harm. Injury requiring major clinical intervention long term incapacity/disability Long term staff sickness > 4 weeks	Death or major permanent incapacity
Complaints/ Claims	Locally resolved complaint (informal)	Formal complaint possible. Justified complaint peripheral to clinical care	Formal complaint likely - regarding delivery of care. Litigation possible	Serious complaint anticipated with multiple issues. Litigation expected Multiple justified complaints	Multiple claims or single major claim expected
Adverse Publicity/ Reputation	Not expected	Local media - interest possible but short term	Local media - potential for long term adverse publicity	Probable national media interest (short term). Public confidence undermined.	National media interest >3days. Public confidence undermined. Extreme adverse publicity for Trust
Service/ Business Interruption	Interruption which does not impact on delivery of service	Short term disruption <1hr - minimal impact on delivery of service.	Non permanent loss of ability to provide service >1hr < TBA Some disruption to delivery of service	Sustained loss of service >TBA, with major impact. Major contingency plans invoked	Permanent loss of core service or facility. Disruption to service leading to significant 'knock on' effect across health economy

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Finance	Small loss	Loss >0.1% of Trust budget	Loss >0.25% of Trust budget	Loss >0.5% of Trust budget	Loss >1% of Trust budget
Inspection/ Audit	Small number of recommendations which focus on minor improvement/non compliance issues - can be addressed by a department	Minor recommendations made which can be addressed by low level of management action	Challenging recommendations made but can be addressed with appropriate action plan. Potential for minor negative impact on Performance Ratings	Enforcement action expected. Critical report. Significant negative impact on performance ratings	Prosecution expected. Severely critical report Will lead to rating of 'Weak' in Quality or Use of Resources
Staffing	Short term low staffing level ( <= 1 day) where there is no actual disruption to service delivery)	Ongoing low staffing level resulting in minor disruption to service/delivery of care	Ongoing problems with level of staffing leading to delay/moderate disruption to service delivery/patient care. Minor errors resulting	Serious ongoing problems with staffing levels leading to serious disruption in service delivery , Serious errors resulting	Non delivery of service due to lack of staff. Non delivery of key or service objectives due to lack or loss of key staff.
Objectives/ Projects	Insignificant cost increase/schedule slippage. Barely noticeable reduction in scope or quality	> 5% over budget, schedule slippage. Minor reduction in quality/scope	10% over budget, schedule slippage , reduction in scope/quality. Moderate business interruption	10-25% over budget, schedule slippage. Doesn't meet secondary objectives. Major business interruption	>25% over budge. Schedule slippage. Doesn't meet primary objectives. Reputation of the Trust severely damaged

**2. Qualitative Measure of Likelihood Assessment**

Score	Descriptor	Description
1	Rare	Not expected to happen again
2	Unlikely	May happen but in exceptional or unusual circumstances
3	Possible	The event may re-occur occasionally
4	Likely	The event will probably re-occur
5	Certain	The event is likely to re-occur on many occasions

**3. Likelihood v Consequence Total Risk Rating**

Impact score	Likelihood score				
	1 Rare	2 Unlikely	3 Possible	4 Likely	5 Almost certain
5 Catastrophic	5	10	15	20	25
4 Major	4	8	12	16	20
3 Moderate	3	6	9	12	15
2 Minor	2	4	6	8	10
1 Negligible	1	2	3	4	5

**4. Action to Be Taken**

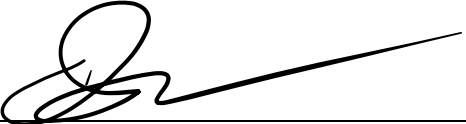

	LOW 1-6	MED 8-12	HIGH 15-25
<b>Preventative Measures to be Taken or Planned</b>	Manage by routine procedure. Implement any action that will eliminate the risk of the incident /risk occurring	Senior Management action needed. The responsible Director must be aware and Lead Manager must devise and implement an action plan to control, reduce or eliminate the risk. Risk must be inputted onto the Corporate Risk Register.	Immediate action required. The Risk Managers and Executive Management Team must be made aware and are responsible for ensuring an investigation and action plan is commenced immediately to reduce, control or eliminate the risk. The risk must be entered onto the Corporate Risk Register

## 5. Risks Identified

Nature of Risk Identified	Likelihood Score	Potential Impact	Impact Score	Total Risk Rating	Existing Measures in Place	Action to Take	Owner of Action	Completion by	Complete Y/N Date
Patient falls while walking	2	Risk of staff injury from reacting to falling patient. Risk of injury to patient from fall	3	6	Crew to risk assess patient ability to walk prior to commencing. Crew to taught to anticipate falls and assist falling patient with manual handling techniques. Crew to utilise wheelchair to vehicle where appropriate	None at present	CJ	1/6/18	
Patient fall using portable step to vehicle	2	Risk of staff injury from reacting to falling patient. Risk of injury to patient from fall.	4	8	Crew to risk assess patient ability to use step prior to boarding. Crew member always assist patient. Crew trained in manual handling. Step to be positioned on level surface. Step to be assessed as stable by crew prior to use. Step to be periodically checked for serviceability.	None at present	CJ	N/A	
Verbal/physical abuse	3	Risk to staff of verbal and/or physical abuse from service users or members of the public.	2	6	PTS- Pre-booked journeys make the work more predictable. Take handover from relevant staff to identify issues. Staff trained in conflict resolution and customer service. Staff with mobile phones to remain in contact. Staff made aware of lone working policy at induction.	None at present	CJ	N/A	
Vehicle Slow Manoeuvring/Reversing Accident	1	Damage to vehicle likely bumps and scrapes. Rarely injury to staff and patients.	4	4	Staff to follow road traffic laws and driving policy at all times. Staff undertake appropriate driver training or assessment on induction. Reversing cameras to be fitted to new fleet where possible.	None at present	CJ	N/A	

					All staff and patients to wear seat belts at all times when in motion.				
Parked vehicle rolling away	1	An unattended parked vehicle subject to unanticipated movement could cause catastrophic injury to road users or significant damage to other vehicles.	5	5	Drivers appropriately trained for vehicle and role. Parking should be on a level surface where possible. Handbrake should always be applied when stationary. Vehicles unavoidably parked on an incline should be parked in gear. Vehicles serviced according to schedule to avoid failure.	None at present	CJ	N/A	
Vehicle Accident	1	Risk of major or catastrophic injury/death to pedestrian, crew or patient.	5	5	Staff to follow road traffic laws and driving policy at all times. Driving licence and appropriate certification checked during recruitment. Staff undertake appropriate driver training or assessment on induction. Speed limited on new fleet where possible. All staff and patients to wear seat belts at all times when in motion.	None at present	CJ	N/A	
Struck by vehicles	1	Risk of injury to staff or patient from access or egress to vehicle.	5	5	Staff to follow road traffic laws and driving policy at all times. Parking appropriately to prevent crossing roads. Driving licence and appropriate certification checked during recruitment. Staff undertake appropriate driver training or assessment on induction. Hazard waring lights to be used where appropriate. Hi-Viz PPE provided and to be worn at all times when on live roads.	None at present	CJ	N/A	

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Lifting and Carrying Equipment/patient luggage	2	Risk of injury to staff from carrying equipment, e.g. wheelchair, heavy patient baggage.	2	4	New untrained staff to undergo manual handling training on induction. Trained staff to have annual manual handling update. Occupational health declaration on recruitment. New untrained staff to undergo manual handling training on induction. Trained staff to have annual manual handling update. Follow good manual handling practice.	None at present	CJ	N/A	
Staff slips, trips, falls.	2	Risk of injury from slips, trips and falls due to unpredictable indoor/outdoor environment.	3	6	Staff to wear uniform and appropriate footwear for task. In poor or unlit conditions staff to utilise vehicle torches. Choose another route where practicable.	None at present	CJ	N/A	
<b>Signature of completing manager</b>			<b>Date</b>		<b>Designation</b>				
			24/02/2020		Head of Education and Governance				
<b>Signature of Responsible Director</b>			24/2/2020		CEO & Consultant Paramedic				
									
<b>Due for Review</b>			23/2/2022						