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TOPHOUSE – Towards Person Centered Housing Services in Europe
2017-1-AT01-KA202-035029

M7. Safety planning



Housekeeping

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- Knowledge, skills and behaviours audit
- Action planning logs
- Refreshments
- Fire alarms and exits
- Toilets
- Breaks
- Finish time





Purpose of training

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- TOPHOUSE Erasmus+ funded resources support staff in undertaking person centred integrated housing and support assessments
- Suite of training modules covering 11 different learning outcomes
- Co-delivered by a service user with ‘lived experience’ and a technical trainer
- This training contributes to the learning outcomes
 - LO1 Work in a person-centred way
 - LO2 Treat Service User with dignity and respect
 - LO3 Support choice and control by users of services
 - LO4 Practice co-production with service users who are ‘experts by experience’
 - LO5 Develop networks and collaborate with other services providers



Learner Agreement

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- Respect others and their experience, knowledge and skills
- Contribute and allow others to contribute
- One voice at a time
- Ask questions seeks clarification
- Confidentiality
- Time-keeping
- Mobiles off silent and out of sight please





Objectives of module

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- By the end of this module you will be able to:
- Describe tools that will assist you in the assessment process
- Implement a strength based approach to assessment
- Understand Psychologically Informed Environments
- Apply trauma informed care approach to assessing service users



Rights of service users – Convention to Practice --- a golden thread

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- EU Convention on Human Rights (Legislation)
 - Article 3 Prohibition of torture – includes degrading treatment
 - Article 5 Right to liberty and security of person
 - Article 8 Right to respect for private and family life, home and correspondence
- UN Convention on the Rights of Persons with Disabilities (ratified by EU Countries)
 - Respect for rights and dignity of people with disabilities
- Irish Human Rights and Equality Act 2014
- <https://www.youtube.com/watch?v=ew993Wdc0zo> 2.30
- <https://www.youtube.com/watch?v=pRGhrYmUjU4> 2.08



Customer Journey

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What is risk?

- The possibility of beneficial and harmful outcomes and the likelihood of their occurrence in a stated timescale.
- What types of risk exist
 - Risk to service user from others
 - Risk to service user from themselves
 - Risk to others from service user
 - Any others?
- Risks presented through engaging in the housing and support assessment
- Risk management is the process whereby risk is identified, assessed, recorded, communicated and dealt with effectively



Why do we assess and manage risks to safety?

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- ***“The use of risk assessments has resulted in service users being treated like children rather than as responsible adults.”***
- A safer service environment
- Enable service users to lead full, varied and independent lives
- Reduce the possibility of negative outcome for service users
- Enable support and housing agencies to work successfully with service users with high or complex requirements



Safety planning and personalisation

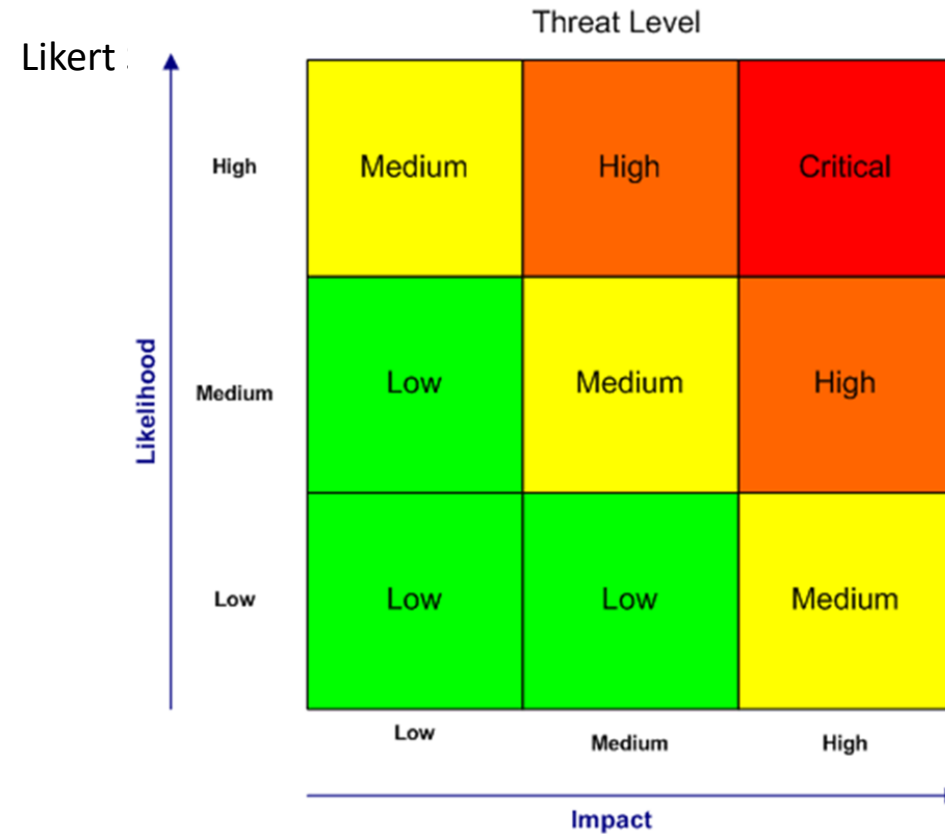
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- Safety planning assessment needs the engagement of the service user
- Unique and tailored for each service user
- Enables service user to take positive risks using a strength based approach
- Change in terminology
 - *You say: “We need to risk assess you”*
 - Service users hear “***you are a danger to me***”
- ***How do you think we can keep you and others safe?***

Methodology

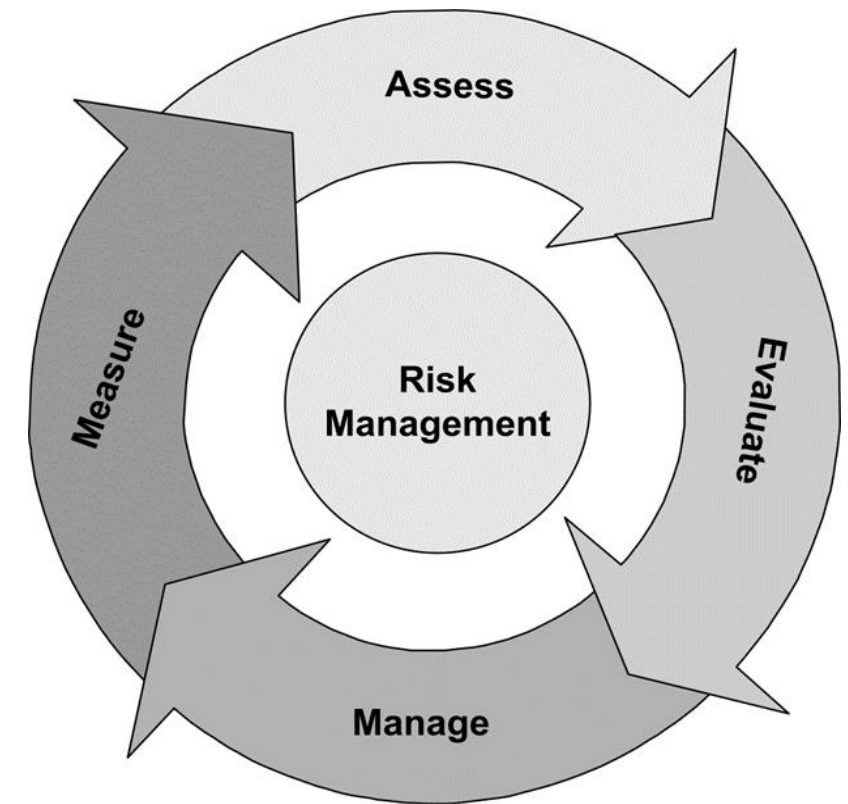
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1. Identify the hazard
 - who is presenting a risk to safety?
 - Whose safety is at risk?
 - what is the nature of the risk?
2. Assess the risk
 - What is the degree of risk
3. Decide how the risk could be eliminated or reduced
4. Record the assessment
5. Review the situation



Risk assessment principles

- A risk is the activity/situation that is being assessed
- A hazard is the negative aspect of the risk being assessed
- A hazard can be described
- A hazard is usually not removed, it is reduced to the lowest achievable threat
- Urgency affects risk
- Risk assessment must be regularly reviewed and shared on a 'need to know' basis
- Risk management must feed into the support planning process





Putting this into practice

- Whose safety is at risk?
- How might it happen, under what circumstances?
- Identify particular risk ‘situational triggers’
- Identify potential outcomes and their likelihood, i.e. identification of danger
- Weigh up the risk against the rights of the client to make choices for themselves
- Identify the strengths in the situation
- What mitigating actions can be put in place?



Safety planning requirements – principles

- Service user involvement
- Least restrictive measures protecting human rights of service user
- Establish multi-disciplinary and multi-agency working
- Information sharing and communication protocols
- Staff have
 - training
 - relevant information
 - resources including time
 - supervision and support
- Incident reporting systems are in place and working effectively?
- Are there are clear lines of accountability and sharing of responsibility?



Summing up

- In this module you have learnt to
 - Identify and manage risks to safety of service users and others
 - Balance risks, rights and responsibilities
 - Encourage positive risk taking
- Knowledge, skills and behaviours assessment
- Feedback sheet
- Action planning log



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