SAFETY AND SECURITY POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure that Full Care Lifetime provides a safe and secure work environment for all participants, staff and other stakeholders.

This policy and procedure apply to all staff and meets relevant legislation, regulations and standards. It should be read in conjunction with Full Care Lifetime Work Health and Safety Policy and Procedure.

POLICY

Full Care Lifetime is committed to ensuring the safety and security of staff, participants, and visitors by implementing a variety of security measures. Safety and security measures apply to all settings where supports are provided, including participants' homes, ensuring a safe support delivery environment through risk assessments and appropriate safety protocols. Risk assessments are conducted to ensure a safe environment for support delivery.

Where relevant, Full Care Lifetime collaborates with other providers, including health care and allied health providers, to identify and manage risks to participants and to correctly interpret their needs and preferences.

PROCEDURES

- Full Care Lifetime's premises have a security alarm system.
- All visitors to the service may gain entry to Full Care Lifetime premises via the unlocked front door to the office, a doorbell chimes to alert staff of visitor entry.
- The office is located in a building that allows pedestrian access for staff with a key, at the front door. The front door will remain unlocked during office hours and staff are expected to lock the office door after 5.00pm. Staff can gain entrance to the car park garage via a security remote device (automatic gate opener) supplied to authorised staff.
- The last staff member to leave Full Care Lifetime premises each day is to turn off all the office lights, set the alarm at the front door and to key lock and bolt the front door.
- The Director will be informed of and approve work taking place after hours or on weekends, and the Operations Manager will be informed.
- All Staff and contractors will be provided with an Identification Card to facilitate participants in differentiating between them and non personnel members.
- All staff and visitors must follow instructions given by Full Care Lifetime's nominated fire warden or the Operations Manager during security and fire drills or during an emergency situation.
- Staff members must ensure that any participants and visitors are escorted to the evacuation point, provided it is safe to do so.
- A risk assessment will be completed before the commencement of supports in any setting, including participants' homes, to ensure a safe environment. Site-specific risk assessments will be conducted for all SIL homes, and a mechanism will be in place to regularly review and update these assessments to address any emerging risks.
- Risk assessments will be reviewed periodically, at least annually, or upon any significant change in the participant's circumstances. The review process will include reassessing existing risks, evaluating the effectiveness of control measures, and documenting any updates to ensure a consistently safe environment.
- Identified risks will be managed through control measures, documented in individual support plans, and monitored by support staff.

Core Module

- Staffs are inducted in recognizing and reporting hazards to mitigate risks in participant support environments.
- Support worker Induction and Support plans are provided to assist workers in understanding the communication needs of participants and how they express emerging health concerns.
- Support Plan include Risk and appreciate action for medical emergency or other emergencies likely to happen Person centred and Incident management, Risk and established for each participant on how to respond to medical emergencies, including recognizing and managing urgent and non-urgent health situations.
- Where appropriate, participants will be informed about their emergency response protocols to enhance their understanding and cooperation during emergencies.
- Staff providing support to participants are trained and provided refresher training on responding to emergencies, ensuring timely medical intervention.
- Refresher training will be conducted at least annually to ensure all staff remain competent in emergency response protocols.
- Systems for escalation are established for each participant in urgent health situations.
- Infection prevention and control standard precautions are implemented in all settings where supports are provided.
- Routine environmental cleaning, particularly of frequently touched surfaces, is conducted in non-residential support settings.
- Staff receive initial and refresher training on infection prevention and control, including hand hygiene, respiratory hygiene, and cough etiquette.
- Refresher training will be provided at least annually to ensure staff maintain up-to-date infection control knowledge and practices.
- Staff providing direct support to participants are trained in the proper use of Personal Protective Equipment (PPE).
- PPE is available for all staff and participants who require it.
- Staff will be provided with a key lockable drawer or cabinet in which to keep their valuables.
- In the event of damage or theft of personal property, staff, participants and visitors should inform the Director who will take further action such as contacting the Police.
- Any theft or damage to Full Care Lifetime premises or property will be reported to the Director who will take further action, such as contacting the Police and relevant insurance company.
- Incidents relating to safety and security should be reported in accordance with Full Care Lifetime's Incident Management policies and procedures.

Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a comprehensive review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register, Site-specific risk assessments for all SIL Homes to ensure identified risks are addressed and mitigated effectively and will incorporate staff, participant and stakeholder feedback. Collaboration with other providers to identify and manage risks to participants.Feedback from service users, suggestions from staff and best practice developments will be used to update this policy. Risk assessment findings will be documented and monitored for compliance.

Full Care Lifetime Continuous Improvement Plan will be used to record, monitor, and evaluate progress of any improvements identified and ensure actions are implemented. where relevant finding and updates will feed into Full Care Lifetime service planning and delivery processes.

Core Module