

Carrying Out a Home Visit

The following example is designed to give guidance only and does not constitute an accurate risk assessment for any activity.

Physical Hazards might include:

- Manual Handling
- Driving
- Weather/Environment
- Client
- People handling
- Client environment
- Animals

Biological Hazards might include:

- Human waste
- Animal Waste
- Drug paraphernalia
- Body fluids

Psychological Hazards might include

- Verbal Abuse#

Chemical Hazards might include:

- Any substances used by employee
- Any substances present in clients premises

Risks would include

Remember that the initial risk levels are set without controls in place. In this particular case it is not possible to set the risk level for specific risks without knowledge of the existing hazards. (Note 'specific to client') it is assumed that anyone carrying out such a visit would be able to assess these risks and rate the level accordingly (for the purpose of the example assessment below we have decided on a medium risk level from client)

Physical

- Manual Handling – loading or unloading items into vehicles or clients premises (Med)
- Driving – to and from location (low)
- Weather/Environment – incident due to weather conditions or from the physical environment (Med)
- Client – Physical abuse from client (specific to client)
- People handling – injury from moving/lifting client (High)
- Client environment – injury from hazards in client's premises (faulty electrical equipment, trip hazards etc) (specific to client)
- Animals – contact with clients pets or stray animals in general environment (specific to client)

Chemical

- Any substances used by employee – contact or exposure to substance (Med)
- Any substances present in clients premises - contact or exposure to substance (Med)

Biological

- Human waste – contact or exposure (specific to client)
- Animal Waste– contact or exposure (specific to client)
- Drug paraphernalia – needle stick injuries (specific to client)
- Body fluids– contact or exposure (specific to client)

Psychological

- Verbal Abuse – stress through being subjected to abuse (specific to client).

Who will be affected?

This again will very much depend on the activity being undertaken. It may well be that there is only the employee affected, employee and client or employee/s and others (related helpers etc).

Risk levels

The risk levels would be decided by the assessor based on all information that they have: i.e. if the client had a known tendency to violence then the risk level would obviously be high.

Whereas a known client who always has you cup of coffee waiting for you would be low.

Controls

- Manual Handling - Ensure that those involved in object handling have received appropriate level of training and that any necessary mechanical aids are available and used.
- Driving - Ensure vehicle is fit for purpose and Highway code is followed.
- Weather/Environment - Take advice on whether weather conditions are suitable for planned trip.
- Client - Take precautions in line with any known info on client. (two person visit etc).
- People handling - Ensure that those involved in people handling have received appropriate level of training and that any necessary mechanical aids hoists etc are available and used.
- Client environment - Assess (where practicable) hazards within clients premises.
- Animals - Ensure that any aggressive animals are secured in separate area before entering client's premises.
- Any substances used by employee - ensure COSHH assessment is available and that employee is aware of risks to self and others.
- Follow safe working procedure and use appropriate PPE.

- Any substances present in client's premises - ensure COSHH assessment is available and that employee is aware of risks to self and others. Follow safe working procedure and use appropriate PPE.
- Human waste - Follow Hygiene procedures for service.
- Animal Waste - Follow Hygiene procedures for service.
- Drug paraphernalia - Follow procedure for service.
- Body fluids - Follow Hygiene procedures for service.
- Verbal Abuse - Act on any known info on client. Follow procedure for service.

Example Assessment

The example assessment below is intended as guidance and does not reflect any activity carried out. In general it will require a degree of knowledge of any specific activity and existing service procedures before an accurate assessment can be undertaken.

Department	Any	Location	Any
Process/Activity	Visit to client premises	Date	01 October 2010
Describe Activity	Driving from workplace to clients residence to carry out work activities		

Hazard	Person/s Affected	Risk	Risk Level Before Controls are in Place			Control Measure	Risk Level After Controls are in Place		
			Low	Med	High		Low	Med	High
Object Handling	Employee/Client	Loading or unloading items into vehicles or clients premises		X		Ensure that those involved in object handling have received appropriate level of training and that any necessary mechanical aids are available and used	X		
Driving	Employee/Passengers	Driving to and from location		X		Ensure vehicle is fit for purpose and Highway code is followed	X		
Weather/ Environment	Employee	Incident due to weather conditions or from the physical environment		X		Take advice on whether weather conditions are suitable for planned trip	X		
Client	Employee/Client	Physical/verbal abuse from client		X		Take precautions in line with any known info on client (two person visit etc)	X		
People Handling	Employee/Client	Injury from moving/lifting client		X		Ensure that those involved in people handling have received appropriate level of training and that any necessary mechanical aids hoists etc are available and used	X		
Client environment	Employee/Client	Injury from hazards in clients premises (faulty electrical equipment, trip hazards etc)		X		Assess (where practicable) hazards within clients premises	X		

Animals	Employee	Contact with clients pets or stray animals in general environment		X		Ensure that any aggressive animals are secured in separate area before entering client's premises	X		
Any substances used by employee	Employee/Client	Contact or exposure to substance		X		Ensure COSHH assessment is available and that employee is aware of risks to self and others. Follow safe working procedure and use appropriate PPE	X		
Any substances present in clients premises	Employee/Client	Contact or exposure to substance		X		Take appropriate action where risk has been identified (isolate where safe to do so, remove self from environment where relevant)	X		
Human Waste	Employee/Client	Contact or exposure		X		Follow Hygiene procedures for service	X		
Animal Waste	Employee/Client	Contact or exposure		X		Follow Hygiene procedures for service	X		
Drug Paraphernalia	Employee/Client	Needle stick injuries		X		Follow procedure for service	X		
Body Fluids	Employee/Client	Contact or exposure		X		Follow Hygiene procedures for service	X		
Verbal Abuse	Employee	Stress through being subjected to abuse		X		Act on any known info on client. Follow procedure for service	X		