

Risk Assessment - Employee Work-related Stress

This RISK ASSESSMENT Schedule will follow these 5 basic principles:

- look for the hazards involved;
- evaluate the risks involved with each hazard;
- decide who could be harmed by the hazard;
- develop a plan of action to eliminate or minimise the hazard;
- establish an on-going monitoring of the hazards.

The RISK ASSESSMENT will focus upon the following 6 key Risk Factors relevant to workplace stress:

1. DEMANDS - the demands of the job which will include workload, work patterns, hours of work, the domiciliary working environment, and the dependency and personality of the service users being cared for.
2. CONTROL - the degree of input and influence the person has in the way they do their job.
3. SUPPORT - the encouragement, sponsorship and resources provided by the Organisation, management and colleagues.
4. RELATIONSHIPS - the promotion and encouragement of positive working to avoid conflict and dealing with unacceptable behaviour.
5. ROLE - the assurance that staff understand their role within the Organisation, and that they do not have any conflicting roles.
6. CHANGE - how organisation change (large or small) is managed and communicated within the Organisation.

The RISK ASSESSMENT Schedules are on the following pages

Potential Hazard or Risk		SCORE			Comments
		1	2	3	
SCORE RATING: 1 = Low risk 2 = Medium Risk 3 = HIGH RISK					
1	Staff turnover figures show adverse trends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2	Sickness absence records show adverse trends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3	Records of hours / overtime worked indicate undue burdens being placed upon individuals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4	Possible violation of the requirements of The Working Time Directive 1998.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	Work demands are realistic, adequate and achievable in relation to agreed hours of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	Staff Rotas are realistic and achievable, and staff are consulted over work patterns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	Job demands are matched to individuals' skills and abilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
8	Job Descriptions are designed to be within an employee's capabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
9	There are staff concerns over some client working environments (infections, dangers etc).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
10	Staff do not feel unduly vulnerable working in a client's home environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
11	Staff do not feel unduly vulnerable working late or alone with a service user.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
12	Where possible staff members have control over their pace of work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
13	Service user appointments are not arranged so that the Care Worker needs to unduly speed from A to B.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
14	Staff members are encouraged to use their skills and initiative to carry out their duties.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
15	Staff members are encouraged to develop new skills wherever possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
16	Staff members have an input into when rest breaks may be taken.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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17	There are adequate policies and procedures for supporting staff members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
18	Systems are in place to enable managers and supervisors to support their staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
19	Systems are in place to enable staff members to support each other.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
20	Where stress has led to a dependency on mood-altering substances this is viewed sympathetically.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
21	There are adequate policies and procedures for dealing with staff engaged in substance abuse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
22	Staff members know what support is available and how and when to access it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
23	Staff members know how to access the required sources to do their job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
24	Staff members receive regular and constructive feedback on their job performances.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
25	Staff members know how and who to contact for help outside "normal" office hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
26	Management promotes positive behaviours at work to avoid conflict and to ensure fairness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
27	Staff members share information relevant to their work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
28	There are adequate policies and procedures for preventing or resolving unacceptable behaviour.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
29	Procedures encourage staff members to report unacceptable behaviour without fear of reprisals.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
30	Management ensures that any different requirements placed upon staff are compatible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
31	Management provides information to enable staff members to understand roles their and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
32	Information is easily disseminated from management to staff members.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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33	There are adequate procedures for staff to raise issues concerning workplace conflicts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
34	Training programmes ensure that staff are adequately prepared to do their jobs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
35	Staff training requirements are regularly appraised for the need for "refresher" training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
36	Staff members know that they can request additional training where they feel it is needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
37	Management provides staff with timely information concerning proposed changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
38	Staff members understand the need for changes and are able to support it.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
39	Staff members are consulted about changes in the Organisation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
40	Staff members are aware of the timetable for changes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
41	Staff members have access to relevant support during the period of change.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	