



SAFETY ALERT

Two person cares

Background

- We have been made aware that at times support workers are performing cares designated for two staff which is potentially putting their safety, and the client's safety at risk.
- At times, support workers are advising a care coordinator that they are able to do the two person care, provided they are paid for "both cares".

Impact

- Support workers are being placed in a situation where there is potential for harm and subsequently time away from work.
- Client's safety is at risk, with potential for injury.

Mitigation

- All cares that require two support workers, must have two support workers.
- If another support worker is not available, this MUST be escalated to an RHP during business hours or the On-Call Clinician (OCC) via NCC after hours.
- The RHP/OCC must discuss the client's needs with the support worker, evaluate the support plan and review the clinical needs of the client and the safety of both the client and the support worker.
- If this is not easily resolved, this must be escalated as per the NCC afterhours escalation process.
- Support workers are not eligible to claim payment for both cares as this could lead to a financial incentive to work in an unsafe manner unless there are extenuating circumstances, and this is approved by the Regional Manager.

Questions or feedback

- If you have any concerns or queries regarding this safety alert please contact your line manager.



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