



Risk Awareness and Incident Response

Disclaimer: This video is designed to be a conversation starter on the topic of addressing risks and responding to an incident in a remote aged care centre context. The facilitator should make use of other resources to ensure the learner continues to develop their understanding of risk awareness and responsibilities.

This video introduces an incident that occurs at the aged care centre and aims to help care staff understand what to look out for and how to respond appropriately if something does escalate into an incident.

People who work in aged care are responsible for keeping themselves and the people they care for safe.

This means you need to be aware of anything or anyone who might be a risk to the people receiving care or staff, and take appropriate action to minimise those risks.

Risk Awareness

In the video, staff become aware that something is not right; someone is outside the centre and is causing a disturbance. The team identify this and take immediate action.

Incident Response

The centre staff enact their lockdown procedure. This is a planned procedure that aims to keep everyone safe when the risk comes from someone outside the centre.

Talk about the different responses:

Enid is very calm in her approach to the problem, but she takes control, directing the other team members to carry out pre-arranged duties that have been thought out carefully beforehand and are designed to keep people safe.

She also calls the Police as part of the planned response, even though staff are able to eventually address the issue satisfactorily.

- *Talk about why it is important to stay calm during an incident.*

Tamika is sent to the kitchen to ensure access to it is restricted. This is important because items in kitchens could be used as a weapon, such as knives.

- *Talk about other areas in your centre or a person's home that could become a weapon or areas you would want to keep an agitated person away from.*

Judith leads people accessing services at the centre that day into a safe area and talks to them calmly as she does so. It is vital to move vulnerable people away from any danger if possible.

- *Talk about how this could be done at your centre. Look at safe areas and discuss which people may need some extra help to move to safety.*



Samuel immediately goes outside to see what is wrong. Although he acts to distract Gary and keeps him outside and away from others at the centre, his response could be better as he is making Gary agitated by reacting more aggressively. He is also putting himself in danger of being hit with the stick.

Lance follows Samuel outside once he knows that appropriate action has been taken inside to keep everyone safe. He thinks through his approach and takes a bottle of water out with him.

Lance distracts Gary by redirecting his attention away from his complaint. He engages with Gary, tossing him a bottle of water, this helps to remove the weapon when Gary drops his stick to catch the bottle.

This break allows Lance to find out what the source of Gary's agitation is and address it. He makes an apology which helps to calm Gary down. Because he knows Gary, Lance also understands what might have triggered the problem – Gary hasn't taken his medication. Lance acknowledges the problem and suggests a solution, which Gary accepts.

- *Discuss this response and explore ways a staff member could respond appropriately to this situation or use a scenario from your own centre. You can use the information provided by Enid and Lance in the debrief meeting.*
- *Emphasise the need for the staff member to keep themselves safe.*

Incident Reporting

After an incident, management will often call a meeting to allow the team to 'debrief'. This is an opportunity for staff to talk about what happened and how they feel. If staff feel they need professional assistance to deal with the thoughts and feelings the incident has raised, they should talk to their manager about this.

The debrief is also an opportunity to review the team's response to the incident and see if they could have done things differently. For example, perhaps they were unprepared for something like this, did that make things more dangerous?

An incident form needs to be completed as soon after an incident as possible

- *Talk about your own incident form, what needs to be included and why.*
- *Talk about what happens after an incident form is completed and how the information is used to improve things at the centre/service.*
- *Discuss why the Police might still need to attend an incident like this; it is usually so that if another incident with the same person occurs later, they understand the history and can help the centre staff deal with the situation should it escalate.*