Adult Social Care and Health

Hazard Recording Practice Guidance for MOSAIC users

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Version	Date issued	Summary of change
3	08 Dec 2022	List of possible indicators of a hazard extended to include: - "offensive and unacceptable behaviour (harassment, racial harassment, verbal aggression, abusive language, sexually explicit derogatory statements or references made to a person's sexuality, gender identity or behaviour)".
2	24 May 2022	AMHPs will not require approval from their Operational Manager to record a hazard or decide if it is to remain or be removed at the point of closing their involvement. Recording with Care Practice Guidance Appendix 5 updated accordingly on 09/02/2022
1	18 June 2021	**New guidance and insert Appendix 5 in the Recording with Care Practice Guidance on Tri-X**

Supplemental

This guidance must be read in conjunction with the [Hazard Recording Process and Guidance document](#) for MOSAIC users and the Adult Social Care "*Recording with care practice guidance* on Tri-X.

Note: For LIBERI users follow the Hazards Practice Guidance for Liberi EHM

For Kent Enablement at Home (KEaH) workers, when adding a hazard or risk to CYGNUM, also add to MOSAIC following the principles and processes described below. Approval required from the Operational Managers and out of hours on call managers.

KEaH or short-term services, will record a hazard or potential hazard as described, however the maintenance, review, and removal (if appropriate) of the MOSAIC Warning (Person Note) will be the responsibility of receiving Practitioner, agreed by the appropriate community Team Manager.

Approved Mental Health Professionals (AMHPs) will not require approval from their Operational Manager to record a hazard or potential hazard. When the AMHP closes their involvement, the Team Manager will decide whether to remove (if appropriate) the hazard or that it should remain. If it is to remain the Team Manager will recommend the next review date.

Introduction

The recording of a hazard on MOSAIC is the principal method used to inform MOSAIC users of a hazard or potential hazard.

The hazard process uses one form, the **KCC Hazard form,** as part of the authorisation process both for the addition and removal of the hazard.

On MOSAIC a *Warning* (Person Note) shown on a Persons Summary screen represents the agreed hazard warning.

1.   Definition

A hazard is a behaviour, situation, or something with the inherent potential to cause harm to staff, people we support, associates, their families, external agencies, or partner agencies.

The following indicators are provided to assist in the process of deciding what constitutes a hazard and therefore when it might be appropriate to add a MOSAIC *Warning* (Person Note).

It is important to acknowledge that all staff will perceive and respond to threats and hazards differently it is for this reason that a **Team Manager** (or equivalent) will make the decision, based on the facts that are presented to them.

Possible indicators of a hazard include, but are not limited to:

- offensive and unacceptable behaviour (harassment, racial harassment, verbal aggression, abusive language, sexually explicit derogatory statements or references made to a person's sexuality, gender identity or behaviour)
- unwanted contact of a physical or sexual nature
- physical assault
- known to associate with others who pose a risk
- threatening or aggressive behaviour
- fear of reprisals on self or family
- feeling intimidated
- the presence of syringes without medical explanation and evidence
- a dangerous dog/pet
- heath risks associated with a hoarding disorder
- firearms in the property
- suicide attempt in past, or active suicidal ideation
- environmental hazards (e.g. exposure to mould, pathogens, exposed wires, nails, warped steps and floorboards and so on)

2.   A hazard should be recorded where?

- it is known that the person we support, or associate has a criminal record relating to a hazard e.g. person we support convicted of 'actual bodily harm'
- where an HS160 (Accident/Incident Investigation Form) has been completed following the report of a serious incident.
- where there are frequent minor incidents of hazard, threatening hazard or intimidation reported using the HS157 (Accident/Incident Report Form).
- other situations agreed with the Team Manager/equivalent

3.   Risk assessment

KCC Dignity and Respect at Work Policy sets out how all employees should be treated by anyone we come into contact within the course of our work. If you do experience discrimination, harassment, violence, or any other form of offensive and unacceptable behaviour, please report it to your line manager in the first instance. Further details can be found in the Dignity and Respect at Work Policy on KNet click here.

Once a hazard has been identified, the risk assessment will determine the appropriate ways to eliminate a hazard or control a risk when a hazard cannot be eliminated (risk control). What mitigation actions can be put in place to reduce or eliminate the risk?

The risk assessment will dictate when the hazard needs to be reviewed. The worker responsible must schedule a review date on MOSAIC which appears in their or a team's incoming tray for review. The review provides the opportunity to take stock of the current situation, revisit the original risk assessment and evaluate the effectiveness of all the actions that were put in place and so on.

On MOSAIC, the review defaults to six months from the date the hazard recorded or updated. A review may be sooner, informed by the risk assessment, the type of hazard and/or change in circumstances of the person that a MOSAIC Warning (Person Note) is has been recorded against.

4.   Recording a hazard or potential hazard

Adult social care has a duty to make information available to staff (including those that are external to the Council) and people we support (through a Subject Access Request[1]) which will support the risk assessment process and subsequently result in safe working practices.

There must, therefore, be a robust system in place to collect and record information relating to people we support and significant others who may present a risk to staff within the Directorate, contracted agencies and members of the public and this system must comply with General Data Protection Regulation (GDPR).

The recording of a MOSAIC Warning (Person Note) is the principal method used for this purpose. The hazard process uses one form the **KCC Hazard form.**

This includes the use of a code to specify the type of hazard and free text to provide a brief explanation for the presence of the MOSAIC Warning (Person Note). The ability to record start and end dates are also available which will allow for the ending of a MOSAIC *Warning* (Person Note) when it is no longer appropriate.

In MOSAIC the hazard and start date appears in red text as *Warnings* at the top of the Person Summary screen.

General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018 sets out seven key principles:

- lawfulness, fairness, and transparency
- purpose limitation
- data minimisation
- accuracy
- storage limitation
- integrity and confidentiality (security)

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[1] Subject Access Request: The right of access, commonly referred to as subject access, gives individuals the right to obtain a copy of their personal data as well as other supplementary information. It helps individuals to understand how and why you are using their data, and check you are doing it lawfully.

- accountability

The recording of hazards on MOSAIC must adhere to these principles which must be considered as part of the authorisation process both for the addition and removal of a MOSAIC Warning (Person Note).

5. Data Protection

The free text entered giving a brief explanation for the presence of the MOSAIC Warning (Person Note) is likely to be both sensitive and personal data and as such, its processing is covered by the [Data Protection Act 1998](#)

KCC has adopted the position that a person we support, or associated person will be notified of the MOSAIC *Warning* (Person Note) on their record, unless notifying them would place a person at risk of harm.

The General Data Protection Regulation (GDPR) places a more robust responsibility to be open and transparent when recording sensitive and personal information and this must be considered with the decision made by a Team Manager or equivalent and recorded clearly as to the rationale of the decision not to inform.

If, the decision is made to inform the person that the MOSAIC *Warning* (Person Note) has been recorded against their name there needs to be a discussion between the Practitioner and the Team Manager/equivalent as how best to inform the person. This should be in writing to the person or directly if it is considered safe to do so.

The method for informing the person should be recorded clearly and uploaded to MOSAIC, along with any responses to the decision and any actions you may need to make following this such as a further discussion with the Team Manager. This information must be recorded within the *Person Note* free text on MOSAIC.

When agreeing the content of the free text to be added to the MOSAIC record – either for the person we support or their associate(s), staff must ensure that free text provides an accurate and factual account of the hazard.

If, the decision is made to inform the person that a MOSAIC *Warning* (Person Note) has been recorded against their name, the free text may be shared with the person we support or their associate(s). This will provide context for the presence of the MOSAIC Warning (Person Note).

6. Maintenance and review of the MOSAIC Warning (Person Note)

When a review of a person's care and support plan or reassessment of needs is carried out for people we are actively involved with, the Practitioner (or receiving team) will need to review the hazard and update the **KCC Hazard Form** as required.

Maintaining and reviewing MOSAIC Warning (Person Note) requires the Practitioner to update the **KCC Hazard Form** evidencing the outcome and decisions made during the review of the hazard.

If a decision is made that the MOSAIC Warning (Person Note) is no longer relevant/appropriate, then this ending must be authorised by the Team Manager (or equivalent). Once the end dates are added the MOSAIC Warning (Person Note) disappears from the Person Summary page.

The person that a MOSAIC Warning (Person Note) has been recorded against should be informed in writing when it has been removed if appropriate (i.e. when the decision was made to inform the person of the agreed MOSAIC Warning (Person Note).

If the MOSAIC Warning (Person Note) remains relevant, this will also need to be authorised by the Team Manager/equivalent using the **KCC Hazard form** to make it clear the review decision has been appropriately agreed.
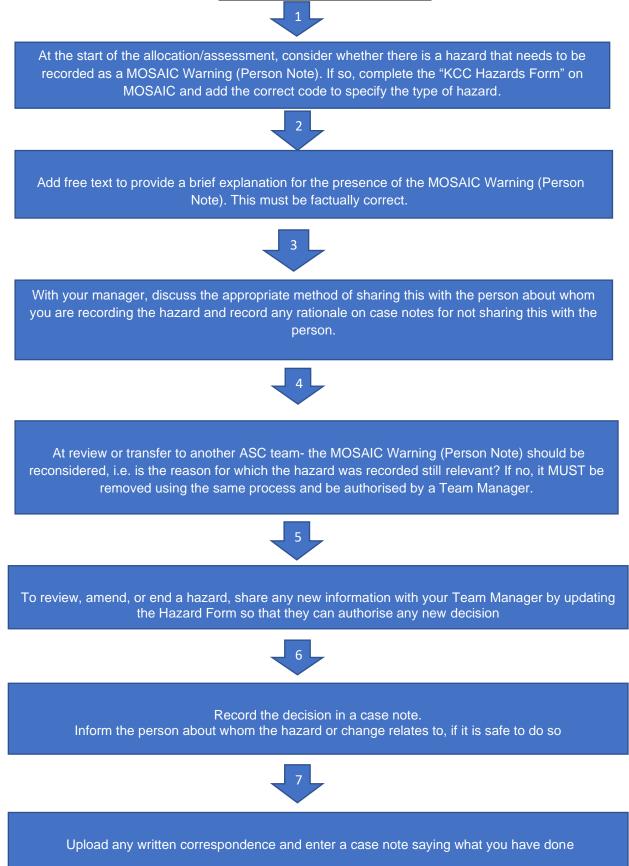
7.   When adult social care close involvement

When involvement ends with a person we support, including if the person deceased, follow the "Case Closure MOSAIC Workflow Guidance" or "Date of Death Process and Guidance Document" if applicable on Tri-X

The MOSAIC Warning (Person Note) will no longer be active or visible at the top of the Person Summary screen unless there are circumstances when the hazard remains relevant. For example, an environmental hazard at the address. In such circumstances for the hazard to remain, it must be authorised by the Team Manager (or equivalent).

If adult social care resumes involvement, the Practitioner **must check the persons case note/*history of warnings* for any historic hazards for the person.** If an entry is found and hazard remains relevant, a **KCC Hazard Form** must be completed, following the principles and process described in this guidance.

Practice guidance flowchart

1

At the start of the allocation/assessment, consider whether there is a hazard that needs to be recorded as a MOSAIC Warning (Person Note). If so, complete the "KCC Hazards Form" on MOSAIC and add the correct code to specify the type of hazard.

2

Add free text to provide a brief explanation for the presence of the MOSAIC Warning (Person Note). This must be factually correct.

3

With your manager, discuss the appropriate method of sharing this with the person about whom you are recording the hazard and record any rationale on case notes for not sharing this with the person.

4

At review or transfer to another ASC team- the MOSAIC Warning (Person Note) should be reconsidered, i.e. is the reason for which the hazard was recorded still relevant? If no, it MUST be removed using the same process and be authorised by a Team Manager.

5

To review, amend, or end a hazard, share any new information with your Team Manager by updating the Hazard Form so that they can authorise any new decision

6

Record the decision in a case note.
Inform the person about whom the hazard or change relates to, if it is safe to do so

7

Upload any written correspondence and enter a case note saying what you have done