**[Insert organisation name/logo]**

Risk Management Plan:

Mental Health Episodes

***🖌Note\****

*This template provides an example of a risk management plan for managing mental health episodes. It provide specific guidance to staff members in managing concerns that arise when providing direct client services. Other examples available as part of the Risk Management Policy include:*

* *Client drug overdose risk management plan*
* *Home visiting risk management plan*

*\*Please delete this note when using the examples provided to develop risk management plans for your organisation.*

**Mental Health Related Episodes Risk Management Plan**

The organisation’s risk management plan to work with clients experiencing a mental health episode ensures the implementation of the following strategies and actions:

|  |  |
| --- | --- |
| **Strategy** | **Actions** |
| **Staffing, Training and supervision** | * Recruitment processes ensure staff are skilled and or qualified in working with people with mental health issues * Education regarding mental health is provided to all new staff and to existing staff annually * Advice and information is provided to staff regarding new and emerging threats and trends * Advice and education related to mental health and support is routinely provided to clients * Monitor compliance with the Mental Health Episodes Risk Management Plan * Regular supervision is offered to all staff and incident debriefing is available when needed * **[Insert other action]** |
| **Identify, assess and act** | * Act calmly and with caution. Staff should avoid being judgmental, condescending or moralistic * Short sentences are used and are spoken slowly and clearly * Being flexible and supportive at all times * tact * Staff are alert and vigilant of their environment when working with clients, this includes: * Identifying exit routes in closed environments and ensure that there is ease of access * Enlisting the help of other staff, ensure they stand at the periphery to reduce further escalation from crowding * Know own limitations and do not try to interfere in major episodes * Engage the client in conversation to determine logic in speech * Observe the client signs (speech, orientation), perception (i.e. hallucinations), behaviour (i.e. eye contact and cooperativeness, mood/affect, etc). * Review client case notes for previous history, medications and   identify their health history to assess the level of risk and anticipated behaviour   * Staff ask specific questions regarding history (e.g. physical, mental or social health) * If workers are not familiar with the client history staff members consult with the client’s case manager or more experience staff onsite. * Prepare preventative actions for clients with specific needs * Contact emergency services by phoning **(000)** or the local mental health team **[insert number]** when appropriate * Contact client emergency contact * **[Insert other action]** |
| **Prepare and communicate** | * Develop and prioritise actions for managing identified risks. * Be familiar with the WHS Policy and Client Clinical Management Policy. * Plan activities to avoid triggers and dangerous situations. * Identify referral options for support for the client and the worker. * Inform and brief other colleagues of the risks. * Complete an incident report ASAP. * Complete case notes ASAP. * **[Insert other action].** |
| **Eliminate or reduce the risk** | * Duty of care and responsibility to the client’s safety (such as driving or walking alone) are taken into consideration. * Have a care plan in place with the client exploring options for avoiding and/or managing similar issues in the future. * Arrange a second staff member to attend the meeting or activity. * Prepare a neutral and safe environment for the meeting or activity. * Replace furniture that could be thrown with fixed furniture. * Coordinate a simple alarm system. * **[Insert other action].** |
| **Review** | * If **[insert organisation name]** is not able to meet the client needs, the organisation will support clients to access and connect with services that are suitable and competent to meet their needs * Consult staff to decide whether the risk control processes are effective * Review incident – triggers/underlying risk/actions that reduced symptoms. * Review the control process. * Review external factors of the risk. * Modify or change procedures, protocols and work practices. * Inform staff of changes, if any. * Client Care plan to be review with the client to provide alternatives of treatment, if possible. * Review the Mental Health Episodes Risk Management Plan and amend as needed. * **[Insert other action].** |
| **[Insert other strategy]** | * **[Insert actions].** |