

## **Duty of Care**

Duty of Care is about looking after people to stop them being harmed.

Harm may include physical injury, psychological injury or a breach of a person's rights.

The law says that a person should do "reasonable" things to make sure a person stays safe. The word "reasonable" depends on different things in the situation, including age, experience and training.

For Interchange the duty of care is very high. It is expected that the staff will have skills, experience and knowledge needed to avoid many risks/dangerous situations.

### **Responsibilities of staff & volunteers:**

- To complete training
- To make sure that all activities are well planned
- To make sure they understand risks of different activities (IE what could go wrong)
- To provide good quality care
- To make sure they don't do things that need more skills than they are trained for
- Take reasonable care to protect people from injury and harm
- To report any poor duty of care they see in their work at Interchange