# NHS LANARKSHIRE INCIDENT RISK REGISTER TOOLKIT

| INCIDENT | COVID-19 | LOCATION | PAN LANARKSHIRE | START DATE | 02/03/2020 | CLOSED | ITEM 18D |
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CLINICAL

| CREATED | | | REVIEWED | | DESCRIPTION | RISK & THREAT ASSESSMENT | | | | RISK CALCULATION | | | CONTROLS | | | | |
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| REF ID No | DATE | TIME | DATE | TIME | | PRIMARY HARM | SECONDARY HARM | TERTIARY HARM | AT RISK GROUP(S) | IMPACT | PROB. | RATE | ACTION | COMMAND OVERSIGHT | RISK OWNER COMMAND GROUP | MITIGATION & COMMENTS | STATUS |
| COM/03 | 09/04/2020/ | 16:00 | 22/04/2020 | 15:00 | Risk of disruption and reputational issues around lack of clarity on PPE which could affect safety and staff morale. | PATIENT CARE | REPUTATION | | PEOPLE & ORGANISATION | 2 | 1 | 2 | TOLERATE & MONITOR | OPERATIONAL | COMMS | Update and reissue information on testing in staff briefing. Provide further updates to staff as required. Likelihood reduced to 1 as a result of mitigating actions. | LIVE |
| COM/04 | 22/04/2020 | 15:00 | 27/05/2020 | 15:00 | Reputational risk re testing in light of further communications requirements and feedback of lack of staff knowledge and understanding | REPUTATION | | | ORGANISATION | 2 | 2 | 4 | MONITOR & MANAGE | OPERATIONAL | COMMS | Update and reissue information on testing in staff briefing. Provide further updates to staff as required. | LIVE |
| COM/05 | 06/05/2020 | 17:00 | | | COVID-19 poses a significant risk to the sustainability of care home services with any impacts likely to be widely felt across both HSCPs and the wider partnership. This could lead to severe service disruption and has the potential to lead to reputational damage in the eyes of the media, public and service users. | REPUTATION | PATIENT CARE | | ORGANISATION | 4 | 3 | 12 | MANAGE &MITIGATE | TACTICAL | COMMS | A detailed, and wide ranging, communications plan is being developed. This will outline how positive media releases will be crafted to increase the amount of positive media coverage of pan-Lanarkshire care homes. The comms plan will also detail the process for responding to negative media enquiries and clearly set out a streamlined and flexible approval process for all comms activities. | LIVE |
| COM/06 | 27/05/2020 | 15:00 | | | Reputational risk re contract tracing due to lack of public understanding a expectations | REPUTATION | | | ORGANISATION | 2 | 2 | 4 | MONITOR & MANAGE | OPERATIONAL | COMMS | Update NHS Lanarkshire website re contact tracing. Use social media and other communications channels to communicate details of contact tracing. | LIVE |
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