Coronavirus risk assessment and contingency plan for the workplace

This is a Generic risk assessment and contingency plan for dealing with the current COVID-19 situation in the workplace. It is not likely to cover all scenarios; we will consider unique circumstances as and when they arise, and more specific assessments will be completed when deemed necessary. To Keep up to date with HSE advice to workplaces in this fast changing situation visit https://www.hse.gov.uk/news/coronavirus.htm

Information on the virus:

A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.
In summary: covid-19 is a new illness that can affect your lungs and airways.

Anyone is susceptible to the virus – A person being infected with Covid-19 virus, may show the following symptoms. (for some people they have no or very mild symptoms)

The main Signs and symptoms of COVID-19:

The following symptoms may develop in the 14 days after exposure to someone who has COVID-19 infection:

- A new, continuous cough
- A loss or change to your sense of smell or taste
- A high temperature

How COVID-19 is spread

From what we know about other coronaviruses, spread of COVID-19 is most likely to happen when there is close contact (within 2 meters) with an infected person. It is likely that the risk increases the longer someone has close contact with an infected person.

Respiratory secretions containing the virus are most likely to be the most important means of transmission; these are produced when an infected person coughs or sneezes, in the same way colds spread.

There are 2 main routes by which people can spread COVID-19:

- infection can be spread to people who are nearby (within 2 meters) or possibly could be inhaled into the lungs
- it is also possible that someone may become infected by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (such as touching door knob or shaking hands then touching own face). Our current understanding is that the virus does not survive on surfaces for longer than 72 hours

Preventing the spread of infection

The best way to prevent infection is to avoid being exposed to the virus. There is currently no vaccine to prevent COVID-19

There are general principles anyone can follow to help prevent the spread of respiratory viruses, including:

- Washing your hands often - with soap and water or use alcohol sanitizer that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport. Guidance is available on hand washing
- Covering your cough or sneeze with a tissue, then throwing the tissue in a bin. See Catch It, Bin It, Kill It poster
- People who feel unwell should stay at home and should not attend work
- Employees should wash their hands:

  before leaving home

  on arrival at work

  after using the toilet

  after breaks and sporting activities

  before food preparation

  before eating any food, including snacks

  before leaving work

  on arrival at home

- Avoid touching your eyes, nose, and mouth with unwashed hands
- Clean and disinfect frequently touched objects and surfaces and hand washing help to reduce the risk of infection

Covid measures for reopening of Community Services

- Station to be set up in the entrance area where x2 staff in full PPE will take the temperature, sanitise hands and apply PPE to each customer as they enter the building. Face visors to be named with permanent marker. Also, a colour coded lanyard to be applied (this will be a good reference and reminder for not only the customer but staff as well). Parents/carers need to be encouraged to buy their own face coverings/masks.
- If temperature above 37.8C, individual to be taken to isolation room. The temperature then needs to be re checked 20 mins later to see if it has come down. If no other symptoms present and temperature falls, customer can re-join activities. If temperature remains high, arrangements for family/carers to collect the individual.
- Once PPE applied, staff member to take customer to designated area for their activities. These areas will be colour coded (green, blue, and orange) and clearly marked out.
- At break times and lunch times, customers to stay in their designated area. Drinks stations to be set up within zones if possible. If not them kitchen area only to be accessed by the staff team.
- Customers to bring in packed lunch (unless agreed otherwise).
- When customers need to use the bathroom, each coloured zone will have a corresponding toilet which they are to use. E.g. Green zone to use green toilet. These are to be clearly marked out. Bathrooms are to be cleaned after each use.
- When customers leave, they are to go out the way they came in. One staff member in full PPE, will ensure customers PPE is removed and put into sanitising bin. Also, lanyards will be removed.
- Staff team to ensure cleaning of face visors (Anti-bac spray) and any cloth face masks to go on a 60-degree wash. A safe place for visors to be hung needs to be made.
- Strict cleaning rota to be in place and to happen throughout the day.
- Deep clean at the end of the day
- Ensure rooms are well ventilated.

Generic Risk Assessment

What are the Hazards	Who might be harmed	Controls required	Additional controls	Action by who
Getting or Spreading of Coronavirus by either not washing hands or not washing them adequately	Staff Visitors Customers Contractors Delivery drivers Drivers & bus escorts	**Hand washing** • Hand washing/hand sanitizer in place • Ensure stringent hand washing is taking place • See hand washing guidance • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Provide water, soap, and drying facilities at wash areas • Hand sanitiser to be provided for the occasions people cannot wash their hands • Drying hands with disposable paper towel, instead of hand dryers. • Toilet cleaning schedule to be put in place and followed by staff • Staff issued with 60ml hand gels to carry with them to enable cleaning of hands regularly	Employees to be reminded to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – **Follow Catch it, Bin it, kill it** and to avoid touching face, eyes, nose, or mouth with unclean hands. Tissues will be made available throughout the workplace. Disposable hand towel to be made available throughout the workplace Team senior to ensure toilet cleaning schedule is followed Team seniors to identify when hand sanitizer/hand washing, and other cleaning products need to be replenished Signs to be put up to remind people to wash their hands Managers and team seniors to monitor and ensure people are following the control measures	Team seniors managers Team seniors All staff
Transmission of the coronavirus by deposits on surfaces or high traffic or communal areas	Staff Visitors Customers Contractors Delivery drivers Drivers & bus escorts	**Identified high touch points** • Areas and equipment where people touch the same surfaces, e.g. kettles, shared tea making facility, worktops • Areas where it is difficult to meet social distancing- narrow corridors, storage areas **Reducing the risk of transmission by**: • Regularly handwashing by everyone • Surfaces to be cleaned regularly	To help reduce the spread of the coronavirus (Covid-19). everyone to be reminded of the Public Health advice - available from: Posters leaflets and other material to be displayed in the workplace. https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19 https://www.gov.uk/guidance/overview-of-adult-social-care-guidance-on-coronavirus-covid-19	All staff

			• Own resources available in sectioned zones • Toilets to be cleaned after each use • Individuals to bring in their own lunch **Cleaning** Enhanced cleaning throughout the day and at the end of the day by staff Infection, Protection and Control Policy and Procedures in place	Cleaning schedule in place for all staff to follow, rigorous checks throughout the day will be carried out by the team seniors. Staff to report any problems Monitoring and supervision in place that ensures are following any control measures put in place. Example include: Hygiene procedures to include one-way systems, washing hands, monitoring at entrance and exits- use of hand sanitizers, temperature checks	Team Seniors and Managers All staff
Ventilation for buildings			**Ventilation** • Cooling fans are not used within the services • Windows are open when necessary to enable air flow	Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods Reporting people for not doing what they should.	All staff
Supplies of PPE Equipment Wearing PPE- staff & custom Preventing the spread of the coronavirus – using Personal Personnel Equipment (PPE)			**PPE** • PPE equipment to be made available for everyone to use, to help lessen the spread by wearing the appropriate Personal Protection Equipment • Guidance to be displayed throughout the bases and information to be made available to everyone. • Sufficient supplies of PPE to be maintained.	Staff are to wear the appropriate PPE Encourage staff to report any problems from using products or PPE. Staff and customers to wear mask or face shields when inside a base. (see D&H workplace guidance) Staff to wear additional PPE when performing additional tasks. They should follow the Gov.Uk on what PPE should be worn for specific tasks Manager to ensure sufficient stocks of PPE and replenish items using the list of recommended suppliers PPE guidelines to be issued to all staff and guidance to be updated regularly. https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/911188/PHE_PPE_guide_for_community_and_social_care_settings_AUG_2020.pdf	Kaz Managers

			Staff to watch donning and doffing video for PPE Visual guide to donning and doffing PPE https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/911313/PHE_quick_guide_to_donning_doffing_PPE_standard_health_and_social_care_settings.pdf What PPE to wear and when – an illustrative guide https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/911188/PHE_PPE_guide_for_community_and_social_care_settings_AUG_2020.pdf	All staff
Transport: Use of company vehicles for customers and Staff vehicles	Staff Customers Visitors	**Transport** It is important that D&H maintain the strict cleaning regimes when using vehicles belonging to the company. When using the vehicles for picking up customers, it is important that the vehicle is cleaned before use and after use. PPE should be used by both staff and customers (to wear a mask) and the use of hand sanitiser. Temperatures must also be checked before getting on the vehicle. When using vehicles belonging to staff, the same principles apply. LCC and private taxis will need to comply with their own risk assessments. D&H staff will need to observe that the correct measures are being complied with as such as PPE being worn by the drivers. If staff and customers use public transport, they should adhere to social distancing where possible, wear a mask and carry hand sanitiser. **The Care Inspectorate have issued the following alert about the risk of fire in relation to alcohol-based hand rub; visit their website for further guidance.**	Please see individual transport risk assessments	All staff

Hand sanitiser NOT to be left in vehicles due to risk of combustion Burns from invisible flame produced from alcohol-based vapour hand sanitiser.		**When using alcohol-based hand sanitizer it is important to let the gel dry thoroughly, as there may be the likelihood of an electrostatic discharge igniting residual alcohol vapour when touching a metal surface. This results in a near-invisible flame on both hands which can cause first and second-degree burns**
		
		• **When using alcohol-based hand sanitiser it is important to let the gel dry thoroughly before:**
		  o **Touching ANYTHING including metal, electrical switches or any electrical equipment (e.g., medical devices).**
		  o **Using oxygen or operating a medical device which uses**
			General precautions to be taken, not only within vehicles is to:
			• Keep away from heat, hot surfaces, sparks, open flames, and other ignition sources.
			• No smoking
			• In case of fire: Use foam, carbon dioxide, dry powder, or water fog to extinguish.
			• Store in a well-ventilated place and keep cool.
			• Keep container tightly closed
			• Where possible use non-flammable hand sanitizer (Clearell Advanced +)
				All staff

Access to buildings during Covid-19- restricted access	Staff Customers Visitors contractors	**Entering the building** • Access to the building will be via the designated entrance. • Staff will be placed at the entrance and will monitor people's temperature on arrival into the building. • Staff to ensure people sanitize their hands. • Q R Code to be displayed at the entrance of each building for visitors to use or, Track and Trace sheet will be available for people to sign in with • For D&H customers using the building for sessions, will be asked to wear additional PPE - this could be face mask or face shield.	Designated staff will monitor the entrance into the building, ensure enough supplies of PPE and hand sanitiser are available, and that the thermometers are working. • Risk assessments to be put in place for customers not able to wear a face mask or face shield. • Signs to be displayed at building entrances- informing them of the restricted access. • Q R code to be displayed and visitors encouraged to use (if they have the NHS Covid-19 app on their phone) • Track and Trace form to be used for any visitors not able to use the Covid-19 app on their phone	All staff
Spread of infection from high risk touch points and communal areas	Staff customers	**Technology, game equipment and high-risk touch points** Uncleaned equipment- telephones, mobile phones, laptops, games consoles etc.	**Toilet facilities** Toilets are to be cleaned after each use using hot water and detergent or detergent wipe. A separate toilet is to be designated for anyone that displays any covid-19 symptoms. **Hand washing**	

			To be carried out using liquid soap and warm water following interactions with customers **Protective clothing** single use gloves and plastic aprons to be worn when in contact with any contamination, masks and faces shield/eye protection to be worn within 2 metres during personal care with customers. Staff to follow recommended PPE guidelines for correct PPE to be worn Manager to ensure PPE is made available to all. **Touch Places -** Enhanced cleaning regime for touch places at least four times a day. **Technology –** Enhanced Infection control - all equipment used, and this includes handheld consoles, computer, and gaming equipment to be cleaned after each use.	All staff manager
Redesigned working areas to accommodate for social distancing And Support bubbles	Staff Customers	**Social Distancing** Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency. This has also been amended to 1-meter plus where 2-meters cannot be maintained, and people are wearing PPE. Areas to be marked out and coloured coded to ensure that social distancing is maintained wherever possible.	Staff to be reminded of the importance of social distancing in the workplace and when out in the community. Management/Team Seniors team must carry out checks to ensure this is adhered to. Signage to be displayed throughout the building to encourage social distancing Areas in the workplace to be marked out with coloured tape for different zones. customer and staff with be assigned to their zones. Names of customer and staff to be recorded on the register. Steps have been taken to reduce the number of staff and customers in workspaces.	Managers /Team Seniors staff

			Staggered start and finished times and working schedules reviewed. Conference calls instead of face to face meetings where possible. Sufficient breaks to be included in the daily routines. Created pods can include upto 8 people working in a designated zone, to ensure social distancing is maintained	Team seniors
Staff assisting with personal care tasks at D&H bases and for Domiciliary staff	Staff	**Assisting with personal care** When assisting with personal care, and when it is not possible to maintain the recommended 2m distance. Staff are to wear PPE recommended by Gov.Uk	Staff to follow - NHS – guidance **COVID-19: infection prevention and control guidance** Summary of PPE recommendations for health and social care workers includes: Gloves, aprons, and face shields/mask is required- **Table 2** (page 53) summarises recommended PPE for primary, outpatient, community, and social care settings for staff working with people within the 2metre radius Posters to be displayed in the workplace regarding PPE See Public Health England guidelines https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/922283/Domiciliary_guidance_v5_25_Sept.pdf	All staff
Activities within the local community	Customers staff	**Shopping in the Community** As of the 24th July, it will be a legal requirement to wear a face covering whilst shopping. All staff and customers should adhere to this. some exception can apply: if a customer has difficulty wearing a covering.	• For customers that are exempt from wearing a face covering- should carry an exemption card with them when accessing the community	
Contamination of used PPE	Staff	**PPE – Donning and Doffing.** Staff using PPE must follow guidance **Please see donning and doffing video to support this guidance: https://youtu.be/-GncQ_ed-9w** **And guidance from Public Health England**	Staff to be trained on how to put on and take off PPE equipment and how to dispose of ; used gloves, aprons and masks correctly, following Gov.uk recommend guidance Personal Protection Equipment (PPE) https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe	All staff

			Public Health England – donning and doffing of PPE posters to be visually displaced in the workplace. Hand washing guidance to be visually displayed throughout the building. Infection and prevention control guidance: to be issued to staff. All staff to undertake infection control training provided by the company. Team seniors to carry out spot checks for staff using the correct PPE for specific tasks	
Developing symptoms of Covid-19 within the workplace	Staff Customer Visitors	**What measures must be followed** Anyone that becomes unwell with the main symptoms of Covid-19 or, have a high temperature of 37.8% are to be sent home and advised to follow the stay at home guidance and to get a test. Line managers will maintain regular contact with staff members during this time All staff to be issued with self-isolation guidance Staff are regularly updated with the latest Covid-19 information Individuals will be supported within social bubbles, keeping groups and staff teams consistent where possible, so that we can support NHS track and trace system. Should someone develop symptoms NHS track and trace- guidance to be followed. NHS Covid-19 app now available to download to mobile phones Q R Code app- displayed in all D&H buildings	An isolation room is to be allocated for anyone showing symptoms of the coronavirus when first entering the building. If a high temperature, this will be checked again after 20 minutes. Once rechecked and the temperature is normal, they may resume their activities. If still high, relatives/carers will be contacted to arrange for the individual to be collected. It will be advised for them to contact NHS 111. Advice will also be given regarding the Covid-19 testing scheme. The Head of Services will oversee this. If a staff member has symptoms, they will need to go home, arrange for a test and self-isolate until they get the results of the test. The Head of Services (Jon) can arrange the test. Or the individual can arrange their own test by following the guidance for Gov.uk and NHS website. If a staff member or customer develops symptoms during the day, they will be taken to the isolation room (staff sent straight home). The above process will then take place. If the individual receives a positive test result, track and trace will alert D&H. From there, the relevant customers will be informed and told to start 14 days of isolation. To ensure this happens, daily planners	Team seniors and Managers All staff

| | | | identifying where individuals are will be in place. A deep clean of the zone and premises will need to take place.

For both customers and staff who have a confirmed case, they must isolate for 10 days and Public Health England will be informed if required.

Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation.

Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.

The workplace will need to be cleaned following the Guidance for COVID-19 – **Cleaning in non-healthcare settings**- see link below

https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
A hard copy is available in the Covid-19 folder.

Further advice can be obtained from PHE if required
See link below:
https://www.gov.uk/government/collections/contacts-public-health-england-regions-local-centres-and-emergency | managers |
| Mental Health issues or raised anxiety during covid-19 | Staff/ Management Team/ Team Seniors customer | **Mental Health**
Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.
See link below:
https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/
www.hse.gov.uk/stress | Regular communication of mental health information and open-door policy for those who need additional support.

Furloughed staff are receiving phone support to check their mental well-being and to offer a listening ear where required. | Team seniors and Managers |

		https://www.mind.org.uk/information-support/tips-for-everyday-living/wellbeing/wellbeing/	Staff to be provided with information for NHS and Local Government Association (LGA) document. Please see opposite weblink and a hard copy of Health & Wellbeing Information for Care Staff – copy available in the Covid-19 folder Risk assessment and action plan available for staff having trouble during covid-19	Manager and staff
Higher Risk Groups – greater risk of ill health from Covid-19	Employees/ Customers those with health conditions and BAME -Groups	Recent evidence shows that people from Black, Asian, and Minority Ethnic groups (BAME) are at greater risk and a risk assessment should be carried out for such employees that work in close contact (within 1 metre) with customers. Staff that have underlying health issues should discuss this with their line manager to see if any reasonable adjustments are required. Individuals that are pregnant would require a pregnancy risk assessment On the 5th of November, new guidance was released to advise that individuals with Down's syndrome are now classed as extremely critically vulnerable.	Managers to know which individuals are in the high- risk groups. Consult with the individual and where necessary complete a risk assessment for that person and make any reasonable adjustments, if required following HSE guidance. If an employee from high risk groups mentioned has close contact with customer- e.g. assisting personal care and the customer is displaying symptoms or is confirmed as having Covid-19, then alternatives arrangement should be made. We have made customers families/ carers aware of this new guidance. It is then for the families/carers to decide whether or not to continue with the service or shield. If individuals continue to access the service, we will have a risk assessment in place.	All staff
Adverse Weather Conditions	Staff and Customers	• We will raise awareness to our staff and customers by providing them with the relevant information of server weather conditions • For individuals that have sensitivity to heat or cold conditions- risk assessments will be completed	Managers to be aware of the physical environment and adjust where necessary such as additional resources and best practice information. For example: The Met Office Website or Heat Waves Plan for England. Information to be issued out to staff and customers Staff to complete risk assessments for customers if required	managers All staff
Close contact (under 2 metres) with a person who		Current advice is the risk of transmission is reduced if a distance of at least 2 metres is maintained between people at risk of infection.	Staff to read Workplace risk assessment and any other guidance issued out by the management team or Gov.UK	All staff

| may be Covid-19 positive | | The following measures will help to reduce the risk
• All staff instructed to maintain the 2 m distance where possible
• If unable to maintain 2 m distance, then staff must wear a protective mask and additional PPE for close contact
• Social distancing- reducing the number of people in any workspace (social bubbles)
• Clear markings on floor to identify safe distance
• Staff to manage the flow of people using corridors – so to avoid close contact
• Lunches and breaks to be taken where social distancing can be adhered too
• Staff to be reminded often of the importance of social distancing both in and out of the workplace | Posters to be displayed in building bases to remind staff and customer about social distancing rules. | |
| | | | | |

After completing the above Generic risk assessment please see the risk consideration table below.

What are the significant hazards?	High Stop	x	Medium Think		Low Go	

Significant hazards *Those hazards which may result in serious harm of affect several people*	
1	Close contact (under 2 metres) with a person who may be Covid Positive
2	Transmission of the Covid-19 virus by deposit of the virus on surfaces and subsequent contact with those surfaces
3	Burns/fire from invisible flame products from vapor of alcohol-based hand sanitizer

What is the remaining risk rating be after any additional controls are put in place	High Stop		Medium Think	x	Low Go	

Additional considerations- see risk consideration table below

What is the remaining risk?	High Stop		Medium Think	x	Low Go	

	What additional control measures are required? *What else needs to be in place to ensure the risk below is at an acceptable level or is removed*
	operations manager / registered manager to work collaboratively with landlords in rent/shared premises to establish host responsibilities relating to COVID-19 (Covid-19 secure arrangements/assessments for the premises) and adherence to control measures implemented
	Legionella- measures in place to prevent the risk of legionella in hot/cold water systems and the measures to maintain if the building is left idle/out of use during a lockdown. On recommissioning ensuring safety measures for water systems have been completed

What is the remaining risk rating be after any additional controls are put in place	High Stop		Medium Think	x	Low Go	

Reviewed on 29/10/2020

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