# Sustain COVID-19 Risk Assessment (Coronavirus)

## Company name: Turning Lives Around

## Assessment carried out by: Nikeisha Bragger

## Date of next review: 09.01.22

## Date assessment was carried out: 09.12.21

| What are the hazards? | Who might be harmed and how? | What are you already doing to control the risks? | What further action do you need to take to control the risks? | Who needs to carry out the action? | When is the action needed by? | Done |
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| **Visiting potentially infectious client** | Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces.  Support workers, contractors, maintenance workers | Staff given hand hygiene and hand washing techniques information.  Staff provided with portable alcohol-based hand sanitising fluid and continuous stock available.  **Staff using hand sanitizer immediately before and after visiting any client.**  Staff have been given information about Coronavirus, including symptoms, procedures on what to do around suspecting someone has it and request made to confirm they understand this.  Staff are discussing Covid-19 with Service Users and informing them to cancel appointments if they have symptoms. If client is unwell with symptoms staff are advising them to self-isolate and call 111 for guidance – and are NOT visiting the property.  **Staff are clear they must refrain from human contact (hand shaking, physical touching of any kind).**  Clients have been provided with information regarding hand hygiene, hand washing techniques, Coronavirus symptoms.  **Home visits can continue to take place, support workers can stay outside the property if this is viable. Support Workers can enter properties if social distancing guidelines can be followed, and the SU is comfortable with SW entering their home.**  **During all types of visits, face masks/ face shield should be worn by staff members (even when visits are outside). SW’s to request windows to be opened for ventilation if going into property.**  **Staff should only transport service users in their cars if in an emergency. PPE must be worn by staff and service users when in the car, and windows open.**  TLA advise all staff to do lateral flow tests twice a week. Staff can pick up a box of home tests to use. Staff are only sharing the results of the tests should they receive a positive test.  **Staff should not be sharing/ passing any possessions with service users, such as mobile phones etc. Where this is unavoidable devices should be cleaned with antibacterial wipes and staff to ask Service Users to wear disposable gloves.**  Staff to keep contact with surfaces to a minimum.  Staff to use antibacterial wipes to wipe down the surfaces of their car regularly. Wipes provided by TLA.  If at a property when a Service User presents with symptoms, staff to advise them to call 111, leave the property, wash their hands, disinfect their car/ work items, and inform their line manager.  When completing face to face appointments (excluding doorstep visits) staff should wash their hands before and after the visit where possible. Where this is not possible, alcoholic hand gel is to be utilised and hands are to be washed at the first available opportunity.  When completing doorstep appointments staff should wash their hands regularly while out and about. |  |  |  |  |
| **Visiting potentially susceptible client** | Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces  At risk groups: Elderly (over 60,) Immunocompromised, those with respiratory/cardiovascular health issues, diabetic people and people with high blood pressure or other underlying health issues. | High risk clients have been continually advised about soap and hand sanitiser and sufficient information on Coronavirus symptoms and hand washing techniques and hygiene- to continue.  Welfare checks by telephone minimum every 2 weeks for SU’s who are high risk or want their support to take place over the phone.  Staff are refraining from human contact (hand shaking, physical touching of any kind) and are maintaining a 2-metre distance from service users where possible. Where this isn’t possible masks and relevant PPE is available and being worn.  **Staff who use public transport MUST wear a face covering at all times unless exempt.**  Staff to appraise their own health before a visit. Postpone visit if feeling unwell (cold/flu) symptoms.  Keep contact with surfaces to an absolute minimum.  Always maintain social distance of at least 2 metres.  Use hand sanitising immediately before visiting a client (and after).  Staff to keep stocked some antibacterial wipes that they use to wipe down the surfaces of their car regularly. |  |  |  |  |
| **Working in the Office in a confined space with others** | Staff- Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces | Hand Sanitisers have been distributed to staff to carry with them (with top ups available in the office).  Anti-bacterial hand wash is in the office. All staff advised to use regularly.  Posters have been put up to advise on information about Coronavirus/ how to wash hands effectively.  **Duty person (or someone else in the office if there is no duty person) to disinfect the office door handles, entry keypad, duty phone and landline phone (2x per day). Record sheet to be completed confirming this. If the duty person isn’t in the office then the staff in the office to take responsibility for this.**  Managers/ DUTY to ensure there are no more than 3 individuals working in each room of the office at any time.  Staff to adhere to social distancing rules when in the office and remain 2 metres away from anyone else.  Staff who use public transport must wear a mask while on the mode of transport.  Staff to regularly wipe down their work areas, including their desks, phones and tablets.  Staff to wear face coverings (mask or shield) unless exempt, while moving around the office and in communal spaces. |  |  |  |  |
| **Staff health and wellbeing** | All staff  Staff who are in a vulnerable group as defined above | No more than 3 people working in each office at any time.  Available PPE for staff when in the office/ completing visits.  Individual risk assessments to be completed with staff members when concerns are raised.  Vulnerable staff members are consulting with their line manager about safer working practices and additional risk management strategies.  The majority of the staff team continue to work from home and flexibility.  Individual home based DSE assessments in place for all staff and office equipment for safe home working offered to all staff.  **Staff to contact the DUTY/ office prior to coming in to ensure the maximum number of people isn’t exceeded. Only 3 people in each office is allowed.**  Staff to ensure they use available PPE when necessary/ ensure there is continuous stock. PPE stock levels will be reviewed on a monthly basis. But can be requested at any time.  If staff (or a family member) have symptoms of Coronavirus they will have a test for everyone in the household to confirm if they are infected or not. Social isolation rules will then apply accordingly (in line with the government guidance at that time).  Staff to wear a face covering while on all visits with clients and when moving around the office. |  |  |  |  |
| **Psychological Impact on staff of working from home / anxiety over coronavirus and visits** | Staff’s mental health may be impacted by the changing role by feeling more isolated. | Scheme managers are aware of the warning signs of stress;  <https://www.hse.gov.uk/stress/signs.htm>  Staff are prompted to:   * Maintain a healthy approach to food and exercise, ensure that you partake in some sort of daily exercise. * Any work-related stress can be discussed with your line manager or the Mental Health First Aiders * You should keep to a normal routine e.g. ensure that you still take your normal break times and stay hydrated * Workload is to be self-organised although assistance is available through your line manager * In times of excess work accumulating, please discuss this with your line manager * Staff are prompted and reminded to take regular rest breaks, time away from your laptop and ensure they have a proper lunch break * Staff are aware of CIC for extra mental health support.   Flexible working is in place as agreed with manager and staff have the option to work from home or the office to ensure that mental health considerations are in place.  To share the risk assessment again with the staff team to make them aware of everything in place.  Staff to maintain prioritising their own mental health and sharing concerns with their line manager. |  |  |  |  |
| **Car Sharing with Colleagues** | Risk of contracting COVID-19 by respiratory droplets or through physical contact or touching contaminated surfaces.    Staff, visitors, clients, volunteers | Car sharing to be kept to a minimum. Car sharing is only permitted in urgent/emergency circumstances where there are no other options available. Joint visits- staff to travel separately.    Driver/Passenger(s) to wear a face covering at all times.    Open windows for ventilation.    Travel side-by-side or behind other people, rather than facing them, where seating arrangements allow    Consider seating arrangements to maximise the distance between people in the vehicle.  Using an anti-bacterial wipe, wipe down the surfaces on the car you have used whilst being in someone else’s car. |  |  |  |  |
| **Staff group events- risk of transmission** | Staff, service users, the service. | **Events indoors can only take place where social distancing can be maintained. Face masks should be worn unless exempt.**  Encouragement of staff completing lateral flow tests prior to any group event. |  |  |  |  |