

## **Flagship COVID-19 Risk Assessment (Coronavirus) – covering hostel, dispersed accommodation and offices**

**Company name:** Turning Lives Around

**Assessment carried out by:** Claire Chapman and Lina Naik

**Date of next review:** 10/09/2020

**Date assessment was carried out:** 10/06/2020

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
<p><b>Visiting potentially infectious client</b></p>	<p>Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces.</p> <p>Support workers, contractors, maintenance workers,</p> <p><b>High risk groups:</b> Elderly (over 60,) Immunocompromised, those with respiratory/cardiovascular health issues, diabetic people and people with high blood pressure or other underlying health issues.</p>	<p>Residents have been provided with information regarding hand hygiene, hand washing techniques, Coronavirus symptoms.</p> <p>Susceptible staff have been identified. Those with underlying health conditions should proceed with increased precautions favouring elimination of risk through reduced visits/use of technology such as phone calls or video calls.</p> <p>Staff have be provided with information regarding hand hygiene, hand washing techniques, Coronavirus symptoms – information cascaded through Scheme Manager and Team Leader via e-mail and team meetings and staff supervisions and through weekly COVID briefing.</p>	<p>New admissions into service to be provided with latest Corona Virus information. Changes/updates to guidance to be disseminated during support sessions/contacts</p> <p>Minimise time in the office for vulnerable staff where possible</p>	<p>HSW</p> <p>Team Leader</p>	<p>Ongoing</p> <p>End June 2020</p>	

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		<p>Staff are contact clients the day of visit to establish whether client has any symptoms of Coronavirus. <b>If client is unwell with symptoms advise them to self-isolate. <u>Do not visit.</u></b></p> <p>Staff have access to hand sanitising gel at the offices. No stock issues. Some portable bottles at offices for staff to take out on visits. However at present not enough bottles to assign one per staff member. Disposable nitrile gloves provided for use on visits.</p> <p>Gloves, face masks (clinical and FFP2) and visors available in office for staff use.</p> <p>Offices (including Spencer Place and Roundhay Mount where areas are shared with residents) have wall mounted hand sanitiser dispensers at the entrance.</p>	<p>To try to source small bottles of sanitiser for all staff</p> <p>Staff to wash hands before and after visiting a client.</p> <p>If undertaking a check on a single room where social distancing cannot be maintained ask the resident to wait outside</p>	<p>Scheme Manager</p> <p>All staff</p> <p>All staff</p>	<p>Immediately</p> <p>Immediately and ongoing</p> <p>Immediately and ongoing</p>	<p>Request made 10/06/20</p>

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		<p>For dispersed accommodation and floating support staff primarily undertaking doorstep visits, not entering the property unless necessary</p> <p>Staff to refrain from human contact (hand shaking, physical touching of any kind.)</p> <p>Staff maintain 2m social distancing</p> <p>Staff to keep contact with surfaces to an absolute minimum. Disposable gloves provided for use to be worn when entering someone's property.</p> <p>Staff leave any food parcels at the doorstep/outside room doors (especially where young person is isolating)</p> <p>At property sign ups staff ensure property is ready for occupation (e.g. credit on meters, repairs done) and</p>	<p>Staff to take a spare pen for the young person to use and keep once paperwork has been signed</p>	<p>HSW</p>	<p>Immediately and ongoing</p>	

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		<p>complete as much paperwork as possible in advance.</p> <p>Contractors to be informed if a young person is self-isolating – support workers notify when booking the repair. Scheme Manager provides Seacole with a list of all known tenants who are self-isolating or shielding in case they are contacted out of hours for a repair or emergency.</p> <p>Young person encouraged to disclose if they are self-isolating to other agencies providing them with support.</p> <p>Staff do not allow young people to travel in their cars.</p>				

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<p><b>Visiting potentially susceptible client</b></p>	<p>Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces</p> <p><b>High risk groups:</b> Elderly (over 60,) Immunocompromised, those with respiratory/cardiovascular health issues, diabetic people and people with high blood pressure or other underlying health issues.</p>	<p>If staff are symptomatic of COVID they inform managers immediately and self-isolate They can continue to work from home if they feel well enough but are not to attend the office or visit young people</p> <p>High risk clients identified and provided with sufficient information and guidance on Coronavirus symptoms and staying safe.</p> <p>Staff do not enter the property of any young person who is shielding unless it is essential e.g. an emergency/an emergency repair is needed.</p> <p>Staff minimising face to face contact and utilising technology to maintain contact with young people – phone calls, WhatsApp</p> <p>Staff refrain from human contact (hand shaking, physical touching of any kind.)</p>				

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		<p>Keep contact with surfaces to an absolute minimum. Disposable gloves provided for use, to be worn when entering someone's property.</p> <p>Staff maintain 2 meter social distancing.</p> <p>Wash hands immediately before visiting a client (and after.)</p>				
<p><b>Shared facilities (Kitchens, bathrooms, living areas, or any communal spaces.)</b></p>	<p>Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces</p> <p>Tenants sharing communal facilities</p>	<p>Residents are advised to clean communal surfaces after use.</p> <p>Residents are advised to sneeze/cough in to tissues and then dispose of them responsibly.</p> <p>Residents advised to keep physical contact between each other to a minimum and maintain a 2m distance where possible.</p>	<p>Notices to be put up in communal areas to reinforce the messages (cleaning, handwashing and social distancing)</p> <p>Boxes of tissues to be provided in shared accommodation communal areas</p> <p>Cleaning equipment to be provided in shared kitchen and bathrooms</p>	<p>All actions Scheme Manager</p>	<p>July 2020 (stock ordered 10/06/20)</p>	<p>12/06/2020</p>

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		<p>Residents advised on the importance of washing hands regularly and using proper technique.</p> <p>Residents to be advised that if they are feeling unwell with potential Coronavirus symptoms to refrain from using communal facilities as far as possible</p>	<p>Anti-bacterial soap to be provided in bathrooms as far as possible</p> <p>2 meter markers to be placed in shared areas to reinforce social distancing</p>			12/06/2020
<b>Confirmed infected client</b>	<p>Risk of contracting COVID-19 by breathing respiratory droplets or through touching contaminated surfaces</p> <p>Tenants, support workers, contractors, maintenance workers</p>	<p>NHS advice to be followed by the client with regard self-isolation/treatment</p> <p>Immediate communication to contractors, maintenance workers, other support workers or other agencies who may visit and be unaware of the situation</p> <p>Support to be maintained to the client by use of telephone and Whatsapp.</p> <p>Staff arranging or providing doorstep food parcel drop off where needed.</p>	<p>If in shared accommodation other residents to be notified and advice given.</p> <p><b>THE BELOW PROVISIONS SHOULD ONLY BE PUT IN TO PLACE IF AUTHORISED/RECOMMENDED BY THE NHS;</b></p> <p>Consideration of moving other clients sharing the accommodation to other premises.</p>			



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			<p>Consideration of allocating personal cooking facilities to the confirmed infected client – microwaves and kettles could be provided if needed for use inside resident's own room.</p> <p>if multiple washing/toilet facilities are available consideration to be given to the allocation of a bathroom to be used exclusively by the infected client – separate toilets could be used at Spencer Place and Roundhay Mt but washing facilities/showers cannot be divided</p>			

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<p><b>Residual bacteria following move-on of client</b></p>	<p>Risk of contracting COVID-19 by touching contaminated surfaces</p> <p>Tenants, support workers, contractors, maintenance workers, cleaners</p>	<p>Void cleans carried out with emphasis on disinfection of surfaces</p> <p>Cleaners and housekeepers provided with suitable and sufficient PPE and are confident in its use. Aware of how to dispose of single use PPE correctly and responsibly. Weekly stock check carried out.</p>	<p>.</p> <p>Repair works to be carried out <b>after</b> property has been cleaned as far as possible. If not practical make to contractors aware so they can take appropriate measures and wear suitable PPE.</p>			

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<p><b>Areas of high footfall (communal areas/hallway/kitchen/WC)</b></p>	<p>Risk of contracting COVID-19 by breathing respiratory droplets from an infected person</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>Staff are provided with advice and guidance regarding symptoms and preventing transmission of COVID 19 and staying safe - information cascaded through Scheme Manager and Team Leader via e-mail and team meetings and staff supervisions and through weekly COVID briefing.</p> <p>Residents have been provided with information regarding hand hygiene, hand washing techniques, Coronavirus symptoms.</p> <p>Staff are encouraged the use of hand sanitiser when signing in and out of the office throughout the day</p>	<p>Notices to be put up in communal areas and offices to reinforce the messages (cleaning, handwashing and social distancing)</p> <p>2 meter markers to be placed in shared areas to reinforce social distancing.</p>	<p>Scheme Manager</p> <p>Scheme Manager</p>	<p>End June 2020</p> <p>End June 2020</p>	<p>12/06/2020</p>

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		<p>Staff and residents advised to sneeze/cough in to tissues, dispose and sanitise hands/wash hands using proper technique immediately.</p> <p>Wall mounter hand sanitizer dispenser located in office entrances (this includes the shared entrance ways with residents at Spencer Place and Roundhay Mount)</p> <p>Portable bottles of hand sanitiser available for use in the offices.</p> <p>Meetings within offices reduced as far as possible. Multi-agency meetings routinely held over Skype and Zoom</p>	<p>No meetings can be facilitated at Spencer Place.</p> <p>Maximum number of people that could meet at Dewsbury</p>			

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			Road is 3 (in the large front office)			

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<p><b>Communal surfaces and office areas</b></p>	<p>Risk of contracting COVID-19 by touching contaminated surfaces then touching your face</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>Increased cleaning capacity at Spencer Place and Roundhay Mount where staff and residents share communal areas. Housekeeper's duties extended to desks/workstations.</p> <p>Cleaning regime reviewed ensuring communal surfaces are cleaned effectively and with the substances confirmed appropriate to kill COVID-19 bacteria.</p> <p>Housekeeper has been supplied with expanded selection of suitable and sufficient PPE (e.g. FFP2 face masks, disposable coveralls. Guidance has been provided on</p>	<p>Further guidance to be provided to Housekeeper relating to social distancing measures around the offices.</p>	<p>Team Leader</p>	<p>End June 2020</p>	

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		<p>appropriate use and disposal of used PPE.</p> <p>Appropriate cover sourced for when cleaner is absent from work – Cleanstart provide backup.</p> <p>Hot-desking is discouraged in offices. However this cannot be avoided at Spencer Place and Roundhay Mount.</p> <p>Desks at all 3 offices do not directly face another workstation. The exception to this is the team leaders desk at Dewsbury Road, when this is in use the desk</p>	<p>Maximum staffing numbers to be determined that would still allow staff to maintain social distancing in the different offices.</p> <p>At Spencer place limit as far as possible the time when 2 staff members are in the offices. If this cannot be avoided when one staff member needs to enter the small office whilst someone is working in there both parties need to wear face</p>	<p>Scheme Manager in conjunction with staff teams</p>	<p>End June 2020</p>	

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		perpendicular to is left vacant.	coverings and the visiting party to spend as minimal time as possible in there – e.g. leave the room whilst waiting for the kettle to boil. Consider asking for items to be left for you on the work surface near the door so you don't have to enter the room fully (e.g to collect printing)			
			General chairs to me moved out of the office at Spencer Place to discourage people sitting in close proximity to workstations.	Scheme Manager	End June 2020	12/06/2020
			Markers to be put on office floors to demarcate 2 meter separation.	Scheme Manager	End June 2020	
			Decommission and move desks at Dewsbury Road to help maintaining appropriate	Scheme Manager	End June 2020	12/06/2020



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			<p>social distancing</p> <p>Notices to be put up in communal areas and offices to reinforce the messages (cleaning, handwashing and social distancing)</p> <p>Staff to clean down desk area/workstation before and after use</p> <p>Staff to wipe down office door handles on a morning</p> <p>Staff to sanitise hands before using the kitchen facilities at each site.</p> <p>Staff to sanitise hands before and after using toilet facilities.</p>	<p>Scheme Manager</p> <p>All actions responsibility for all staff</p>	<p>End June 2020</p> <p>Immediately and ongoing</p>	12/06/2020
<b>Human physical contact</b>	Risk of contracting COVID-19 by touching an infected person	Staff are provided with advice and guidance	Notices to be put up in communal areas and offices	Scheme Manager	End June 2020	12/06/2020

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	<p>or someone's contaminated clothing</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>regarding symptoms and preventing transmission of COVID 19 and staying safe - information cascaded through Scheme Manager and Team Leader via e-mail and team meetings and staff supervisions and through weekly COVID briefing. This includes risks of human contact and avoidance of contact where possible</p>	<p>to reinforce the messages (cleaning, handwashing and social distancing)</p>			
<p><b>Human close contact</b></p>	<p>Risk of contracting COVID-19 by breathing respiratory droplets from an infected person</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>Employees are aware of risks of spread of respiratory droplets and keeping a reasonable distance from others where possible.</p>				

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<p><b>Potentially infected member of staff</b></p>	<p>Risk of contracting COVID-19 by respiratory droplets or sharing equipment (desk, keyboard, mouse, etc)</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>Office running on minimum/skeleton staffing with other employees working from home.</p> <p>Members of staff who are most susceptible to COVID-19 have been identified. Government guidelines followed for susceptible groups; isolation/work from home, etc.</p> <p>If staff are symptomatic of COVID they inform managers as a priority and are sent home immediately to self-isolate They can continue to work from home if they feel well enough but are not to attend the office or visit young people. Work station are put out of use</p>	<p>Ensure staff members displaying symptoms are sent home immediately.</p>			

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		<p>and subsequently disinfected by the housekeeper prior to reuse. If possible the desk is not to be reused for 72 hours following the last use by the symptomatic staff member.</p>				

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<p><b>Potentially infected visitor</b></p>	<p>Risk of contracting COVID-19 by respiratory droplets or through physical contact.</p> <p>Staff, visitors, contractors, volunteers, cleaners,</p>	<p>Employees advised not to shake hands with visitors.</p> <p>Visitors to hostels and office locations discouraged unless absolutely necessary.</p> <p>Young people collecting food parcels from Dewsbury Road pick these up at the doorstep. At Spencer Place food parcels are left outside resident's room or left in the kitchen to pick up.</p> <p>Residents advised not to come down to office area unless absolutely necessary – conversations encouraged over the phone. At Spencer Place young people/residents not encouraged to enter</p>	<p>Staff to question visitor over health status before permitting access to the building.</p> <p>Consider speaking to young people in the more open communal areas of the offices (such as in the garden or communal kitchen areas)</p> <p>If at Spencer Place face to face meeting is vital and unavoidably has to take</p>	<p>All staff</p> <p>All staff</p> <p>All staff</p>	<p>Immediately and ongoing</p> <p>Immediately and ongoing</p> <p>Immediately and ongoing</p>	

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		<p>the office area – discussions can be had in the large kitchen area.</p> <p>At Dewsbury Road a resident can be brought into the large front office if necessary (i.e. discussions not suitable to take place elsewhere) and social distancing maintained. Contact surfaces to be sanitised after the meeting.</p> <p>At Roundhay Mount a resident can be brought into the office if necessary and maintain social distancing. Contact surfaces to be sanitised after the meeting.</p>	<p>place in the office then the meeting is to be kept as brief as possible. With both parties wearing a face mask and the young person asked to avoid contact with other surfaces. .Both parties to sanitize hands before and after the meeting. Close contact surfaces to be sanitized once the meeting has finished.</p> <p>To remove the belongings currently stored in the basement at Dewsbury Road which would allow a support worker to meet a young person in that area without bringing them into the main office area (reducing</p>	<p>Team Leader</p>	<p>Mid July 2020</p>	

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			potential for cross contamination and maintaining confidentiality).			