WORKING DURING COVID 19 - RISK ASSESSMENT

Name and Job Title of person completing Risk Assessment: Tracy Seymour Head of People and Resources, Judith Ruhl Premises Manager. CEO and Heads of Service carry the responsibility for ensuring as far as is reasonably practicable the health and safety of the workforce.
Date of Assessment: May 2020
Who, where and what is being assessed: Working during Covid-19 Pandemic
Date for review: ongoing (last reviewed 1st June 2020)

Background
As part of managing the spread of Covid-19 at Centre 404 we have undertaken comprehensive risk assessments in all our services and at all of our sites. Control measured have been identified and implemented. The risk assessment will be reviewed on an ongoing basis so that we are up to date with the latest safety advice.   This risk assessment will be published to staff and published on Centre 404's website.

Date of Assessment: 1st June 2020
Who, where and what is being assessed: Workforce and Places of Work
Description of activities: office duties and Support worker
Applicable dates: present until further notice
Date for review: Weekly or sooner as required by government or Centre 404

This Risk assessment must be reviewed regularly at support and supervision sessions and further to any incidents, accidents or relevant changes until further notice

	Consequence				
Likelihood	Insignificant	Minor	Moderate	Major	Critical
Rare 1	LOW Accept the risk Routine management	LOW Accept the risk Routine management	LOW Accept the risk Routine management	MEDIUM Specific responsibility and treatment	HIGH Quarterly senior management review
Unlikely 2	LOW Accept the risk Routine management	LOW Accept the risk Routine management	MEDIUM Specific responsibility and treatment	MEDIUM Specific responsibility and treatment	HIGH Quarterly senior management review
Possible 3	LOW Accept the risk Routine management	MEDIUM Specific responsibility and treatment	MEDIUM Specific responsibility and treatment	HIGH Quartely senior management review	HIGH Quarterly senior management review
Likely 4	MEDIUM Specific responsibility and treatment	MEDIUM Specific responsibility and treatment	HIGH Quarterly senior management review	HIGH Quarterly senior management review	EXTREME Monthly senior management review
Almost certain 5	MEDIUM Specific responsibility and treatment	MEDIUM Specific responsibility and treatment	HIGH Quarterly senior management review	EXTREME Monthly senior management review	EXTREME Monthly senior management review
	1	2	3	4	5

Consequence and Likelihood Table – 1 to 5 in order of severity and occurrence
LR = Likelihood Rating **L=Low** **H=High**
CR =Consequence Rating **M=Moderat**e **E=Extreme**
RR=Risk Rating **M= Medium**

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No.	Hazard	Associated Risks	Who is at risk	Control Measures in Place	LR	CR	RR	Monitoring and further action required to control risk	Date Complete by whom
1	**Travel to work**	Exposure to Covid on public transport	Staff and general public	Government and Centre 404 guidance on travel:

public transport is to be avoided where possible, face coverings are advised whilst travelling.

Work from home whenever possible. Centre 404 enforces this for non front line workers with adequate technology support

Encourage the use of walking/running/own car where coming into the work place is absolutely necessary

Adapt shift pattern where possible to minimise the number of necessary travels. | 3 | 5 | E | All non frontline staff must inform their manager of their intention to come to work and report their means of travel prior to coming into work.

Managers to discuss the level of necessity to come to the work place with employees.

Offer support and advice to staff who wish to discuss their return to work

Review after any incident or accident or change in the guidance

Update of Policies and Procedure ongoing including working from home and remote working policy.

Employees returning from furlough will be supported back into work by the HR team and their Line Managers including risk assessments, additional Health and Safety measures and testing requirements (where applicable) Staff will be fully updated on communications and new procedures introduced whilst on furlough and supported with any training as necessary.

Free car parking permits may be available please speak to your Manager.

Where staff are needed to come into projects or offices Managers may be able to agree temporary changes to working hours so that staff can do longer hours to reduce weekly travel. | |

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				Handwashing then handle disinfection is compulsory on arrival to the place of work				Clothing arrangements – staff to bring clean pair of cloth with them and change into when first coming in for work (supported living services only)	
				Sufficient toilets and associated hygiene facilities available.					
2	**Exposure to corona virus in the workforce, service users in the workplace and supported living accommodation and day opportunities, clubs and Outreach Services**	Covid -19 infection and cross contamination to co-workers, visitors, and contractors Contamination from person to person through droplets from cough and sneezes. Contamination through surface touched by infected people	Staff, service users, visitors	Limiting the number of people present in the workplace at any one time Limiting the number of external visitors to the strict minimum by encouraging meetings by the way of technology. Compulsory testing of frontline workers every 2 weeks, on return from furlough or if displaying Covid-19 symptoms or if coming into contact with someone who has symptoms Undertaking temperature checks	3	5	E	Managers to implement and update the staff they manage on all Covid-19 policies and procedures as and when employees come to the work place Review as and when necessary following government advice changes or incident/accident in the workplace Hand washing guidance issued to staff https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Monitoring by spot checks and use of check sheets Call or alert colleagues of their turn to wash their hands. Ensure the government advice about washing their hands is in place in the hygiene facilities throughout the workplace. Liaising with United House to enforce when site not managed by Centre 404 Refer to Supported Living PPE Risk Assessment Refer to the list of essential workers	

| | | | | with staff working in supported living, day opportunities and group activity settings and guidance issued to staff to ensure wellness prior to commencing shift and to exclude any obvious symptoms of Covid 19.

Impose the wear of face masks for staff when moving in high traffic areas such as corridors, toilets, photocopier room, kitchens, food, and refreshment point

Social distancing - Floor/Schematic drawings markings indicating 2m distance within offices or corridors

Provision of screens around high traffic desks, reception or work stations if necessary | | | | Review after any incident or accident or change in the guidance

Update of Policies and Procedure ongoing | |
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				Ensure effective ventilation: windows to be kept open at all times					
				For each office , room or flat (if safe for the service user), a station with sanitisation procedure and tools such as but not limited to face masks, anti bac spray, paper towels, gloves, hand gel.					
				Restrict hot desking to the strict necessary and provide sanitation tools to all those specific desks or areas. Staff to disinfect their workstation and shared record folders before and after use					
				Restrict the smoking areas to one person at the time within controlled sites, maximum of 2 people if floor					

				marking indicating a 2 meters gap is displayed					
				Provide staff with own pens and pencils, pads which must be labelled in their name and not shared.					
				Hygiene facilities provided in sufficient numbers					
				Ensure staff present in each office wash their hands throughout the day. Manager on duty to alert staff one by one if required.					
				Drying of hands with disposable paper towels.					
				Limit the number of contractors on site to essential works (i.e fire, plumbing, waste, medical) profession and impose the same rules as above:					

#	Hazard		People at risk	Control measures				Additional controls	
				temperature check, conversation, provide with sanitation tools, but also offer PPE such as gloves, face covering and aprons. Recruitment and induction undertaken via Zoom until further notice					
3	**Exposure to Corona Virus in Supported Living Accommodation**	Covid infection and cross contamination through droplets, surfaces. Contamination from person to person through droplets from cough and sneezes. Contamination through surface touched by infected people	All workers and service users/residents	Extra control measures specific to housing projects. Staff must wear an antiviral face mask in addition to the usual PPE equipment whilst performing contact tasks Face mask to be worn at all times in communal areas Face mask to be replaced with a new one after it has been taken off (eating, drinking, etc…) or becomes soiled or damaged	3	5	E	Managers to implement and update the staff they manage on all Covid policies and procedures as and when employees come to the work place Workers issued with letter for testing and provided with guidance on how to book their test https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#the-testing-process https://self-referral.test-for-coronavirus.service.gov.uk/ http://www.northcentrallondonccg.nhs.uk/covid-19-frontline-staff-testing/ Review as and when necessary following government advice changes or incident/accident in the work place Hand washing guidance issued to staff https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ Infection control Strategy/Guidance https://www.hse.gov.uk/pubns/infection.pdf Monitoring by spot checks and use of check sheets	

| | | Increased risk of infection due to proximity between people when performing certain tasks.(i.e. Personal care) | | Enhanced handwashing: Compulsory before starting a shift, before starting a task, when task has ended, when moving onto a new task, when shift is over.

Temperature checks compulsory for staff and service users on a daily basis. Recording of temperature for service users. Medical assistance to be seeked for any temperature recorded above 37.9 C.

Service users checks for Covid-19 symptoms on a daily basis

Staff with long hair must tie it up securely before shift to avoid touching of the face

Nails must be kept short and nails | | | | Call or alert colleagues of their turn to wash their hands. Ensure the government advice about washing their hands is in place in the hygiene facilities throughout the workplace.

Liaising with landlord to enforce when site not managed by Centre 404

Refer to the list of essential workers

Refer to PPE risk assessment for supported living.

Review after any incident or accident or change in the guidance

Update of Policies and Procedure ongoing | |

| | | | | extensions are prohibited to enhance handwashing efficacity

Gloves only worn for contact tasks and then immediately discarded after each use.

Staff to bring spare clothes to change into after arriving to work. Staff ask to wash the clothes worn at work everyday

PPE changed and discarded between each task with new service user

Duties for service users with Covid-19 or showing symptoms of Covid 19 undertaken by 1 particular group of staff. In addition to the PPE, they will also wear visor or goggles. | | | | | |
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| | | | | Service Users with Covid-19 are isolated and close contact duties restricted to the minimum level.

Duties for Service users without symptoms but shielding and/or vulnerable are also assigned a restricted group of staff

PPE disposal procedure available in each project

All required PPE as well as hand sanitiser/antibacteri al wipes will be provided in the offices for staff to maintain a safe and hygienic environment.

Audit of PPE is being done on a weekly basis of stock in both offices and individual projects to ensure any items being short are quickly replaced. | | | | | |
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			Weekly audit also entails auditing spare PPE and cleaning to ensure items which are in short supply are restocked. All staff have undergone and have access to safer cleaning and infection control training and policy to ensure they are adhering to safer infection control procedures.						
4	**Exposure to Corona Virus in the community**	Covid infection and cross contamination through droplets, surfaces. Contamination from person to person through droplets from cough and sneezes.	Support workers (outreach) service users, their family or people living with.	Face masks and hand sanitising with gel mandatory before entering a service user home. Handwashing mandatory as soon as staff arrives at service user's home Support workers to carry a set of gloves, mask and hand sanitising gel to use if	3	5	E	Update of policies and procedures ongoing If suspected of Covid-19, staff should not enter the house, but review the risk assessment with management.	

		Contamination through surface touched by infected people.		suspicion of symptoms Hospital visits for service users are restricted to emergencies and necessary treatments and are assessed case by case PPE must be worn and support staff to check with the hospital if they will provide or if this should be taken from Centre 404. Hospital procedures are to be followed. Spare clothes must be carried to change at the end of the hospital visit.					
5	**Exposure to corona virus within the communal areas of the serviced office**	Covid -19 infection and cross contamination through droplets, surfaces. Contamination from person to person through droplets from	Co-workers, Visitors, service users, Contractors, other tenants, their co-workers, visitors, united house staff	Minimise movements between offices for co-workers, prefer communication via telephone or email to communicate. Impose the wear of face masks for staff when moving in high traffic areas such as corridors, toilets,	2	5	E	Communication with United House with regards to updates of measures. United House Return to work plan United House Return to work plan Immediate Reporting of incidents and lack of hygiene supplies to United House	

| | | cough and sneezes. Contamination through surface touched by infected people. | | photocopier room, kitchens, food, and refreshment points

The first person in the office should disinfect handles and frequently touched spaces in line with individual office procedures.

Sanitation tools are available from each office to be placed within hygiene facilities when lacking during the closure of United House

Following the guidance documents and information to be provided prior to United House reopening here attached. Adhere to measures and own risk assessment for the building and adhere to their detailed measure within the communal areas of the building. | | | | Review after any incident or accident or change in the guidance

Use government for social distancing measures and resources and materials available for display.

https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19
https://www.publichealth.hscni.net/news/covid-19-coronavirus
https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people

Masks to be used when moving from office to office.

Update of Policies and Procedure ongoing | |

				Display of poster to enhance awareness					
6	**First aid provision to a worker who is infected with covid-19**	Infection risk to co-workers, service users and first aiders Contamination from person to person or from surface through waste of the infected person		All first aiders to follow infection control strategies when giving first aid. Written guidance to be provided to first aiders on strengthening -infection control – changes in resuscitation procedures avoiding mouth to mouth Premises Manager to review first aid provision pertaining to Covid to ensure 'covid safe'and containing hand gel, plastic aprons, gloves, surgical mask and disposal bags to use prior to giving first aid.	4	5	E	Update Policies and Procedure Managers to update first aiders re changes to resuscitation procedures https://www.hse.gov.uk/firstaid/firstaid.htm https://www.hse.gov.uk/pubns/infection.pdf Check that all first aiders have received their Covid packs and updated guidance by 6th June 2020 Update of Policies and Procedure ongoing	

| 7 | **Handling waste which may contain Infected waste material** | Cross-contamination through waste (tissues, napkins…) or discarded PPE (face coverings, gloves…) | Workers who are exposed to waste materials such as support workers or cleaners | Waste already managed but there is now an increased risk of exposure to Covid infected material PPE disposal procedure available in each supported living accommodation, day opportunities and Learning and Leisure provision.

Including hazard information adjacent to waste bins

Use of communal bins (kitchens) and suppression of individual and office bins to limit the sources of contamination for all sites

Provision of adequate PPE to | 3 | 5 | | Spot checks by Premises Manager/Managers on sites

The used PPE should be stored securely within a disposable rubbish bags. However, these bags **should be placed into another bag**, **tied securely**, **and kept separate for at least 72 hours before being put in the usual household waste bins for disposal**. | |

				cleaning staff in required sites					
8	**Working with Vulnerable groups of people**	Increased risk of severe or fatal contamination to the person or the foetus	Workers with underlying conditions, poor health, pregnant women	Work from home required for those falling into this category of people. Furloughing for front line workers at risk	3	5		Update of Policies and Procedure ongoing	
9	**Business Continuity**	Reduction in productivity and revenue Staff shortages, increase absenteeism, sickness or unjustified leave	Centre 404 and all services departments	Tracing management systems Intensification of reporting systems for absences and systems Agency staff alerted of possibility of extra needs Creation of an emergency Covid-19 fund Regular cash flow monitoring Application to Covid – 19 specific grant funding	2	4		Update of Policies and Procedure ongoing Spot checks Increase in cross-team project collaboration	

| 10 | **Working from Home** | Decrease of productivity and risk to health | Centre 404, all services departments and staff working from home | Allowing irregular shift patterns to staff working from home who have care commitment due lockdown (care for relatives, childcare) to ensure contracted hours are met

Providing sufficient technology and/or technology support so work can be undertaken effectively

DSE and Workstation assessment and advice sent to all staff working from home to provide guidance on how to set up a safe and comfortable working environment | 3 | 3 | | Regular calls and email from managers to reports working from home to monitor progress and discuss the need of different work arrangements/return to the office

Review and amendments of the relevant policies and procedures

Continuous review of working from home with staff to return to work (safely) following new updates from the government (i.e school openings)

Use HSE guidance and resources available about workstations and work from home
https://www.hse.gov.uk/pubns/ck1.pdf | |

| 11 | Mental Illness and Wellbeing | Increase in breakdown, depression, suicide linked to lockdown and isolation | All staff and service users | Reporting of any issue to HR or line managers encouraged and regularly communicated to staff email by management

Provision of links to other organisations supporting with mental illness and wellbeing issue (i.e Samaritans)

Regular phone checks to the people identified as most vulnerable

Encouraging staff to request annual leave

Delivery of appreciation gifts and hampers and thank you cards to our volunteer, front line workers and service users (i.e. Easter Eggs, staff appreciation bags) | 2 | 4 | | HR regular communication to all staff

Services to maintain list of staff and service users at risk within their departments

Strong networking of Volunteer and staff enhanced through lists cross-services

Regular updates to staff about Covid-19 and tests etc to ensure any anxiety is addressed
Proactive offer of PPE that goes above and beyond recommendations. | |

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| 12 | **Stress and Fatigue** | Loss of concentration on tasks, anxiety, sickness, reduce staffing, increased risk of accident and injuries | Key and front line workers as well as all staff and service users | Assessing the return to work for staff with underlying conditions case by case.

Encouraging staff to request annual leave

Encouraging working staff to take regular breaks especially those who have opted for longer hours and are covering other staff shifts

Fair staff rota to ensure appropriate rest days are planned

Emergency Staffing Risk assessments available at all projects

Staff from other C404 departments, who are not providing front-line support, could help out with shift cover. | 3 | 4 | | Managers to keep in touch with staff more regularly

Pre-existing staff contingency plans should be under continual revision and review as changes occur.

See specific risk assessment for supported living. | |

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| | | | | A list of new agencies has been compiled to see staff cover and details shared with managers

where appropriate, staff could be offered to work longer shifts to reduce the amount of travel on a weekly basis.

work duties should be reviewed so that urgent tasks are prioritised.

if required, pausing non-urgent tasks, such as administrative tasks, to lighten workload

ALL Centre 404 Staff have access to a 24hr Employee Assistance Programme which can be accessed via dialling 0800 083 3375 or online www.lap-access.co.uk | | | | | |
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				Any information sent to managers will have clear designated titles so they are not overwhelmed with emails and communication. Information provided will be short and will list key summary points. Senior Management Team supporting managers around e-mail communication and information sharing, Risk Assessments, ordering and delivering PPE, and other task managements to ensure managers are not overwhelmed in projects					
13	**Anxiety factors:** **PPE guidance and risk assessments**	Increase in staff sickness Poor work performance and outcomes being achieved		Senior management to ensure that timely communication and up-to-date updates are provided to housing managers around latest	3	3		Senior management on a weekly basis monitor PPE stock to ensure appropriate stock is in place and no shortage is experienced. Thus far C404 has not experienced PPE shortage as PPE is sourced through number of places. Update of policies and procedure ongoing	

| | social distancing

consuming news coverage which shows poor outlook

supporting SUs who may have Covid-19 or symptoms of covid19

domestic violence

schools being closed

poor housing

financial concerns

future | Service user health and well-being being compromised due to poor support offered to them Increase in staff performance issues | | guidance on PPE, testing and other safe working guidance.

Clear guidance has been shared around how to use office space and maintain safe social distance. All the necessary PPE has been provided to ensure staff can safely use offices and other shared areas.

Clear policies in place for temperature checks, change of clothes on arrival to ensure that all staff have confidence to know that work environment is kept as hygienic and safe as possible.

Clear policy set around self-isolation and pay communicated to staff by HR.

As Centre 404 provides front-line | | | | Dedicated Senior Management involved in procuring PPE to ensure no shortage. | |

				support to people with learning disabilities, all staff are needed for work. We have only furloughed staff a minimum of staff for specific reasons i.e. shielding. C404 are paying 100% of salaries of staff who are furloughed. Information has been shared with staff on PPE risk assessment and what is required and new testing guidance has been shared which requires all C404 front-line workers are required to get fortnightly testing for Covid-19. Projects to think about potentially pairing inexperienced workers with their more experienced colleagues – the buddy system helps to provide support, monitor stress and					

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				reinforce safety procedures					
				staff who are in vulnerable groups themselves or caring for others are encouraged to speak with their line manager or the HR team to discuss their support needs.					
				Reduce instances of physical contact with service users where possible (make use of technology where viable)					
				Ensure robust hygiene measures are followed (clean desks, keyboards, mouse, screen, chair including arms, etc. before and after use) and regular handwashing					
				staff will be kept updated with HR procedures on reporting absences, isolation and any					

				changes to working practices					
				Initiate, encourage and monitor work breaks					
				Ensure that managers build in time to check in with all staff					
				Ensure that staff are aware of where and how they can access mental health and psychological support services and facilitate access to such services. Information has been shared about support available for staff and counselling support.					
				Providing access to peer support networks and stress management tools.					
				Keeping in touch with staff member tested positive					

				Offer of counselling in place through C404 Employee Assistance programme. number: 0800 083 3375.				
12	Communication Lack of colleague awareness or understanding on Safety Measures resulting in Covid-19 exposure			Ongoing engagement and communication on Covid-19 related matters with colleagues will continue through line managers, heads of service and HR. Regular communication will continue to all colleagues via posters and Emails Those returning to work will be provided with guidance detailing the new safety measures currently in place prior to commencing work.	2	2		