

Name and Job Title of person completing Risk Assessment: Fazlul Chowdhury, Project Implementation and Quality Manager and Javed Bhunnoo Quality and Training Manager

Date of Assessment: May 2020

Who, where and what is being assessed: Managing Staff Well-being and Health and Safety during Covid-19 pandemic

Date for review: ongoing (last reviewed 21st May 2020)

Background

As the number of cases of Covid-19 infections as well as resulting deaths continues to increase, Centre 404 is acutely aware of the hard work and dedication our staff put in to keep the people we support safe and well. Centre 404 also recognises that staff will be concerned about several things, including but not limited to:

- challenges caused by the pandemic in their personal lives and may be worried for themselves and their own families. This worry is heightened for those who are, or have dependents at home that are, considered to be clinically ‘extremely’ vulnerable and therefore have been advised to shield and take additional protective measures at home.
- some staff may have school aged or young children who are not going to school or nurseries and thus having to balance work duties whilst also looking after children and being less able to take time off
- staff may have anxiety surrounding access to personal protective equipment (PPE)
- staff may feel financial worries due to their loved ones may be not working or being furloughed, or concerns about job security
- staff may feel worried about the dramatic changes in lifestyle and ongoing lockdown

Staff well-being is paramount to Centre 404 and during these very challenging times, being able to support the team is crucial. The risk assessment below should help staff as well as their line managers better manage and support staff well-being and ensure that everyone feel supported.

This risk assessment should be used in conjunction with, and in addition to all lock down guidance issued by the government and other official bodies and guidance issued by Centre 404.

No.	Hazard	Associated Risks	Who is at risk	Control Measures in Place	Likelihood Rating	Consequence Rating	Current Rating	Monitoring and further action required to control risk	Date Complete by whom
1	Increase staff fatigue due to less staffing and potentially	Reduce staffing due to staff needing to self-isolate as a result of Covid-19 symptoms or being tested positive.	Staff and everyone else they come in contact with	<ul style="list-style-type: none"> contingency planning for Covid-19 response was made in advance during the early stages of the pandemic which made sure 	3	4	12	All projects have emergency staffing risk assessment.	May 2020 Fazlul Chowdhury

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	<p>increase workload as a result of Covid-19</p>	<p>Staff may go off sick due to increase anxiety around lockdown and social isolation.</p> <p>Loss of key staff can have a serious impact on service delivery and increase risk to service users.</p>		<p>that C404 Housing Service was prepared to respond to the resulting restrictions. This included planning office cover, PPE and staff cover. The contingency planning is reviewed on a weekly basis to ensure C404 responds proactively to any changes.</p> <ul style="list-style-type: none"> • Line managers should keep in touch with their staff more often than usual; such as having monthly supervisions/touch in as opposed to waiting slightly longer. Supervisions could happen more often as well where a need has been identified. • Staff with underlying health conditions should speak with their line managers without delay to ensure that appropriate risk planning is done. Where information is disclosed, individual risk assessment should be completed to ensure safe working environment for the staff member 				<p>Staff from other C404 departments, who are not providing front-line support, could help out with shift cover.</p> <p>A list of new agencies have been compiled to see staff cover.</p>	

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				<ul style="list-style-type: none"> if staff would benefit from reducing their weekly travel they should speak with their line managers to look into suitable options. Where staff have opted to work longer hours, line managers should ensure that staff are taking regular breaks and A/Ls where possible. This would need to be monitored by line managers perhaps as a weekly/fortnightly touch-in about shifts and travel. The touch could be completed by an external manager to reduce time pressure on line managers. All Centre 404 Staff have access to a 24hr Employee Assistance Programme which can be access via dialling 0800 083 3375 or online www.lap-access.co.uk. The service offers counselling sessions which could be helpful for someone looking to have a chat or need advice on financial matters. 					

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				<p>The programme is independent of C404, and thus any conversations held are remains confidential.</p> <ul style="list-style-type: none"> • Any information sent to managers will have clear designated titles so they are not overwhelmed with emails and communication. This will also make it easier for managers to quickly share important updates with their staff teams. Information provided will be short and will list key summary points. • Details of existing and new agencies which can be utilised for staff cover have been shared with managers to ensure they have access to adequate agency staff for shift covers. Agency staff have been restricted to certain services to provide consistency and restrict working across services. This also helps us monitor agency staff working hours. • Senior Management Team 					

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				<p>will be supporting the managers around e-mail communication and information sharing, Risk Assessments, ordering and delivering PPE, and other task managements to ensure managers are not overwhelmed.</p> <ul style="list-style-type: none"> Where staff might be experiencing difficulties coming to work due to transport then they should have a discussion with their managers to discuss what support they can be offered. All staff have been given Free London Wide Parking Permit, which permits them to park anywhere in London for Free. This would be helpful for those who access to a car and would like to come to work by a car. 					
2	During the pandemic, staff may feel anxious or worried due to a number	<ul style="list-style-type: none"> Increase in staff sickness Poor work performance and outcomes being achieved 	Staff and everyone else they come in contact with	<ul style="list-style-type: none"> Senior housing management to ensure that timely communication and up-to-date updates are provided to housing 	3	4	12	Senior Management is constantly reviewing the PPE stock to ensure no	May 2020 Fazlul Chowdhury

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	<p>of reasons such as:</p> <p>PPE guidance and risk assessments</p> <p>social distancing</p> <p>consuming news coverage which shows poor outlook</p> <p>supporting SUs who may have Covid-19 or symptoms of covid-19</p> <p>home situation and potentially dealing with domestic violence,</p> <p>stress due to schools being closed</p>	<ul style="list-style-type: none"> Service user health and well-being being compromised due to poor support offered to them Increase in staff performance issues 		<p>managers around latest guidance on PPE, testing and other safe working guidance.</p> <ul style="list-style-type: none"> 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 put 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 has been set around self-isolation and pay which has been communicated to staff by HR. As Centre 404 provides front-line support to people with learning disabilities, all staff are needed for work; 				<p>shortage. specific PPE guidance and risk assessments have been created to ensure clear guidance on PPE</p>	

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	<p>poor housing</p> <p>financial concerns relating to staff or partners</p> <p>future concerns</p> <p>anxiety travelling to work and anxiety around catching covid-19</p> <p>Staff lone working</p>			<p>we have only furloughed staff who are in the shielding category or their partners are. C404 are paying 100% of salaries of staff who are furloughed.</p> <ul style="list-style-type: none"> 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. Managers to think about potentially pairing new or inexperienced workers with their more experienced colleagues – the buddy system helps to provide support, monitor stress and reinforce safety procedures. Team meetings are arranged virtually on Zoom or Skype to ensure all team members can be together at once and share and discuss any concerns they might have and provide 					

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				<p>valuable advice guidance and support to each other.</p> <ul style="list-style-type: none"> • 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, • where possible, face to face support for activities is reduced to reduce instances of physical contact with service users where possible. Staff are encouraged to offer more social activities virtually via Zoom/Skype. Details of paid Zoom account has been shared with all managers for them to utilise to offer activities. • Robust hygiene measures are implemented (e.g. cleaning desks, keyboards, mouse, screen, chair including arms, etc. before and after use) in addition to regular handwashing. All necessary cleaning items 					

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				<p>are provided for staff.</p> <ul style="list-style-type: none"> • staff will be kept updated with HR procedures on reporting absences, isolation and any changes to working practices • Senior management in Housing 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. • If a staff member has been tested positive, if they are happy, their line manager can keep in touch with them to ensure emotional support is provided and check that they are doing ok • Staff who are lone working are with the lone working guidance to ensure they are up-to-date on lone working procedures including emergency On-call number. Regular weekly check-in is 					

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				<p>done with lone working outreach workers in addition to monthly supervision and virtual team meetings. Outreach staff lone working have been supported to set-up e-mail on their phones to ensure key updates are shared immediately.</p> <ul style="list-style-type: none"> Staff have been supported to continue to access trainings via e-learning and online webinars to ensure that they continue to have the necessary knowledge and skills to fulfil their duties. Where relevant, staff have been supported to attend additional specialist trainings in light of new challenges which Covid-19 presents. Such as mental health issues or domestic violence. 					

The benefits as a result of this assessment	<p>Staff will reassured that Centre 404 is taking proactive steps to ensure a safe and healthy work environment for all of our staff and people who use the service.</p> <p>Staff will know what support is available to them and how to access support.</p>
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Does the person feel this assessment was person centred	n/a
Any comments or conflicts between those involved in the assessment	n/a
Names and signature of those involved in the assessment	Fazlul Chowdhury May 2020

Any training needs, change in service, policy or strategy to enable activity to take place	Staff may benefit from doing online tutorials on the use of Zoom and other Virtual meeting applications to offer our service users range of activities remotely.
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Likelihood Ratings		Consequence Ratings	
1	Improbable	1	Minor
2	Low	2	Low
3	Medium	3	Medium
4	High	4	High
5	Almost Certain	5	Major

Overall Risk Rating		Action to take
1-8	Low	Ensure control measures are identified and monitored regularly
9-15	Medium	Identify any further control measures that can be applied, or any preventative action that could be taken to reasonably reduce

		likelihood and contact with the hazard. Implement actions and monitor/review regularly
16-25	High	Report High risks to your Head of Service/H&S committee Discuss likelihood and control measures with colleagues/managers and consider whether the activity can be avoided/adapted to reduce risk rating If the activity is essential and risk can't be reduced ensure clear and adequate systems and information/training/equipment is provided for staff, that coherent systems are in place to monitor and report on it and that it is regularly reviewed.