

## Care with Dignity Partnerships

Risk assessment name	Covid Secure Risk Assessment	Assessment type	General
Assessment date	30/09/2020	Review period	Weekly
Approved by	A. Fraser	Review date	07/10/2020

### Description

Due to the emerging evidence and changes to Government Guidance, it is vital that the most up to date guidance is referred to. This can be found at:  
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>.

This risk assessment sets out the controls that will be in place for the workplace and work activities in order to reduce the risk of the transmission of the Covid-19 virus and demonstrate that the organisation is Covid-Secure.

Hazard	Who could be harmed and how?	Existing controls	Risk rating
1. Cleaning to reduce transmission of Covid-19 and risk of exposure to Covid-19 whilst cleaning the workplace.	<p><b>Who?</b> All Staff, Visitors, Cleaners and Service users.</p> <p><b>How?</b> Cleaning areas where Covid-19 may be present may lead to exposure to the virus. However, the cleaning of all areas correctly will reduce the risk of transmission overall.</p>	<p><b>Appropriate Disinfectant Products to Be Used in Line with COSHH Assessments.</b></p> <p>Appropriate disinfectant to be used in line with the Infection Control Policy and COSHH assessments - this will be communicated to all staff.</p> <p>The product will be used in line with instructions for use labels, dilution rates and appropriate PPE will be provided and worn where indicated.</p> <p>Disposable cloths will be used where possible to reduce transmission.</p> <p><b>Cleaning Regime for Personal Care in Place</b></p> <p>In line with existing policies and procedures for providing personal care - cleaning of toileting areas will be carried out accordingly using the appropriate PPE.</p>	Medium

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		<p align="center"><b>Correct Guidance Will Be Followed for Cleaning Areas of Higher Risk</b></p> <p>Based on current Government Guidance and informed by the infection control policy for the Service users' home and office.</p> <p align="center"><b>Increased Cleaning of Resources and Equipment</b></p> <p>Revision of all resources and equipment in the workplace will be carried out.</p> <p>Items that are hard to clean such as soft material-based items or those with small parts may not be used unless they can be cleaned effectively and regularly.</p> <p>Easy-clean equipment will be used and cleaned frequently - including before and after use.</p> <p align="center"><b>Robust Cleaning Protocol in Place Throughout</b></p> <p>Increased cleaning regime in place throughout as dictated by the infection control policy.</p> <p>Particular focus on commonly touched areas, equipment, and surfaces.</p> <p>Cleaning materials will be stored safely in line with the COSHH policy for the provision of cleaning materials and frequent cleaning of items used by the Service users and staff.</p> <p align="center"><b>The Workplace Will Be Cleared of Waste Frequently</b></p> <p>Waste items removed at the end of the visit and increased waste checks in all rooms throughout the workplace.</p>	
2.Hygiene control, poor hand hygiene and	<p align="center"><b>Who?</b></p> <p>All Staff, Visitors and Service users.</p>	<p align="center"><b>Good Hand Hygiene Established</b></p> <p>Service users will be encouraged to carry out regular hand washing as part of their daily routine.</p>	Medium

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<p>respiratory hygiene may lead to an increase in surface contamination and transmission between people.</p>	<p><b>How?</b> Increased risk of surfaces becoming contaminated with pathogens including Covid-19 leading to a spread of infection.</p>	<p>All staff and visitors will be required to wash their hands and sanitise upon arrival and departure of a visit.</p> <p style="text-align: center;"><b>Good Respiratory Hygiene</b></p> <p>Staff and Service users to practice good respiratory hygiene when they cough or sneeze with immediate disposal of tissues into the bin with regular collections.</p> <p style="text-align: center;"><b>High Food Safety &amp; Hygiene Standards in Place</b></p> <p>Adherence to relevant food safety and hygiene standards in place for the preparation, serving and feeding of food to Service users.</p> <p style="text-align: center;"><b>Increased Waste Management</b></p> <p>More frequent waste removal in homes throughout, especially in toileting areas and removal of used tissues.</p> <p style="text-align: center;"><b>Laundry Protocol in Place</b></p> <p>Linen, towels, etc are not shared between Service users i.e. Husband and Wife.</p> <p>They will be laundered as 'used' or 'infectious and precautions taken in line with the infection control policy.</p> <p style="text-align: center;"><b>PPE Stock Managed</b></p> <p>In order to maintain the correct stock/PPE for personal care, cleaning etc, PPE stock will be carefully monitored and managed by management.</p> <p>Contingency plans will be in place for replenishing stock.</p> <p style="text-align: center;"><b>Signs/Posters in Use to Remind Good Hygiene Practices</b></p> <p>Relevant posters and signs are displayed in the office and care plans to remind employees of the need to wash hands for at least 20 seconds on a frequent basis.</p>	

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		<p>Also, signs to remind employees to practice good respiratory hygiene - catching of coughs and sneezes and correct disposal of tissues followed by hand washing.</p> <p style="text-align: center;"><b>Stringent Employee Hygiene Protocol in Place</b></p> <p>In line with the infection control policy and procedures, there will always be stringent hygiene measures in place.</p> <p>This includes the provision of sufficient hand washing provisions and sanitiser.</p> <p>This also covers the appropriate policy for jewellery, short nails, no varnish etc.</p> <p style="text-align: center;"><b>Use of Face Coverings</b></p> <p>All employees must wear face coverings, disposable masks for every visit and visors for new or infected Service users.</p> <ul style="list-style-type: none"> <li>•Wash your hands thoroughly with soap and water for 20 seconds and use hand sanitiser before putting a face-covering on, and after removing it.</li> <li>•When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.</li> <li>•Change your face covering if it becomes damp or if you have touched it.</li> <li>•Continue to wash your hands regularly.</li> <li>•Change your face covering after each shift.</li> <li>•If the material is washable ie the visor, then wash in line with manufacturer’s instructions.</li> <li>•If it is not washable, dispose of it carefully in your usual waste double bagged.</li> </ul> <p style="text-align: center;"><b>Work Uniform</b></p> <p>Uniform should be laundered in line with NHS guidelines and separately from other laundry at maximum temperature</p> <p><a href="https://www.gov.uk/government/publications/covid-19-">https://www.gov.uk/government/publications/covid-19-</a></p>	

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		decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings	
<p>3.Movement of people In the workplace (Including Employees, Service users and Visitors) - The attendance of people in the workplace will increase the number of people in the premises which may increase the risk of Covid-19 transmission.</p>	<p><b>Who?</b> All Staff, Visitors and Service users</p> <p><b>How?</b> Increased risk of transmission of Covid-19.</p>	<p><b>Emergency Plans, PEEPS etc Updated and Communicated</b></p> <p>People do not have to adhere to the 2m social distancing where there is an emergency such as a fire, an accident, a security threat, or a break in and the risk to safety is imminent.</p> <p>Those assisting others in emergencies should ensure they carry out stringent hygiene control afterwards including thorough handwashing and sanitising.</p> <p><b>Information, Instruction and Training Provided to Employees</b></p> <p>Employees are consulted on risks and controls in the workplace via text message or letter.</p> <p>Staff communicated with on a regular basis on changes to hazards and controls.</p> <p>Employees receive training through the use of e- learning training courses and 1-1 designated healthcare task sign off. There are currently minimal group sessions.</p> <p>This includes Covid-Specific training and further support for hygiene and infection control.</p> <p><b>Minimal Employees to Attend The workplace.</b></p> <p>Work organised so that minimal people are required to attend the setting (maintaining the required ratios for safety) whilst supporting social distancing.</p> <p>Where possible this will be limited to the same individuals to prevent mixing of people.</p>	<p>Medium</p>

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		<p style="text-align: center;"><b>Outings Stopped Where Possible</b></p> <p>Outings to public settings will be avoided where possible unless it is required to access open spaces that the home does not have i.e. a garden.</p> <p>This will be limited to areas where social distancing can be maintained.</p> <p style="text-align: center;"><b>Pro-active Monitoring in Place</b></p> <p>Pro-active monitoring in place to ensure that staff are adhering to controls and that control measures are adequate and effective.</p> <p style="text-align: center;"><b>Restrict Movement of Employees Throughout the Workplace</b></p> <p>Employees and Managers are discouraged from carrying out non-essential visits to Service users' homes or the office- use of phones, texts, memos, or emails will be used to communicate as much as possible.</p> <p style="text-align: center;"><b>Signage in Place</b></p> <p>Where appropriate, posters and signs to be used to remind people of the requirement to adhere to social distancing, to wash hands frequently and to practice good respiratory hygiene (coughs and sneezes).</p> <p style="text-align: center;"><b>Ventilation Increased as Much as Possible.</b></p> <p>Windows and doors opened as much as possible to increase ventilation - where this does not increase any risks to the safety and security of the Service user or staff.</p> <p>We do not advise the use of extraction fans or air conditioning units during the pandemic.</p> <p style="text-align: center;"><b>Workstations Support Social Distancing</b></p> <p>For office staff- workstations are arranged so that social distancing can be adhered to.</p> <p>Desks are spaced out to maintain distance between people.</p>	

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<p>4. If social distancing guidelines cannot be met. Activities, where social distancing cannot be followed in full, may lead to increased risk of the transmission of the virus due to being in close proximity. This includes providing personal care.</p>	<p><b>Who?</b> All staff And Service users</p> <p><b>How?</b> Being in close proximity may lead to increased risk of the spread of the Covid-19 virus.</p>	<p><b>Increased Cleaning Carried Out</b></p> <p>Increased cleaning of surfaces, light switches, and door handles etc to be carried out regularly.</p> <p><b>Increased Handwashing Carried Out</b></p> <p>Provisions will be made in order for people to be able to wash their hands more frequently- including before and immediately after carrying out tasks where social distancing has not been maintained.</p> <p><b>Time Spent Within 2m To Be Kept to A Minimum</b></p> <p>The time where persons are within 2m will be kept to as short a time as practicably possible.</p> <p><b>Work Activity May Not Go Ahead</b></p> <p>Where social distancing cannot be maintained and cannot be limited to a small group of fixed people i.e. a staff forum or social calls where Service users want to visit busy places i.e. shops and garden centres then the activity will be assessed to decide if it can go ahead safely. Staff should attend to shopping visits alone as have PPE and can bypass ques.</p> <p><b>Use of Personal Protective Equipment (PPE)</b></p> <p>Appropriate PPE provided and worn in accordance with the guidelines and risk assessments.</p> <p>This includes direct and non-direct care.</p> <p>Appropriate PPE will be selected, and employees are trained in its safe and effective use, storage, and disposal in line with PPE risk assessments.</p>	<p>High</p>
<p>5. Employees and Service users displaying</p>	<p><b>Who?</b> All staff, Visitors and Service users</p>	<p><b>Cases Recorded, Reported, and Investigated</b></p>	<p>Medium</p>

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<p>Symptoms - Coronavirus reportedly spread through exposure or contact to cough droplets. People developing on-set of symptoms within the workplace.</p>	<p><b>How?</b> An individual could develop symptoms of a high/raised temperature, new/continuous cough or loss of taste and smell whilst at work and increased risk of transmission of the Covid-19 virus.</p>	<p>Where staff are concerned about Service users' symptoms, they will report to their Manager immediately to organise testing.</p> <p>Records maintained of those who are isolating or who develop symptoms in the workplace.</p> <p>Suspected outbreaks will be reported to the Local Health Protection Team in line with outbreak control plans.</p> <p>Investigations carried out if the transmission could be work-related in the event it needs to be reported under RIDDOR.</p> <p>Appropriate risk assessments and work activities reviewed to ensure there are effective control measures or if any changes are required.</p> <p style="text-align: center;"><b>Communication with Visitors</b></p> <p>Staff will communicate with Service users and visitors on the procedure. If anyone in a household has any symptoms, then they cannot attend the workplace and will be informed what the procedure is if someone develops symptoms after being in a service users' home.</p> <p style="text-align: center;"><b>Employee to Go Home Immediately</b></p> <p>The employee will be sent home directly from work and advised to call NHS 111 if they show symptoms.</p> <p style="text-align: center;"><b>Employees Not to Return to Work and Should Self-Isolate</b></p> <p>For those displaying symptoms, which include a high or raised temperature or new/persistent cough, breathing problems or loss of taste/smell, isolation should be exercised immediately, ensuring Management are informed.</p> <p>Should individuals themselves show symptoms, they should isolate for 10 days. Individuals who live with those displaying symptoms, should isolate for 14 days.</p>	



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		<p style="text-align: center;"><b>Good Hand Washing/Hygiene Procedures Observed</b></p> <p>Staff should be carrying out regular hand washing for at least 20 seconds using soap and water and have use of a sanitiser.</p> <p style="text-align: center;"><b>Health Status of People Monitored</b></p> <p>Return to work health questionnaire in place for those staff who have been absent.</p> <p style="text-align: center;"><b>Isolation Procedures in Place</b></p> <p style="text-align: center;">This will include: Symptomatic Service users. Those admitted from hospital and other community settings.</p> <p style="text-align: center;"><b>Liaison with Local Health Protection Team If Positive</b></p> <p style="text-align: center;"><b>Case Recorded for Covid-19</b></p> <p>Where there are confirmed cases of Covid-19 in the workplace, contact will be made with the relevant authority and health professionals for the follow-up action required.</p> <p style="text-align: center;"><b>Waste Disposed of With Care, With Local Guidelines.</b></p> <p>Any waste from areas where symptomatic people have been- including PPE and cleaning items that have been used will be double-bagged and labelled and disposed of after 72 hours with normal collection arrangements.</p> <p style="text-align: center;"><b>Follow Government Advice on Testing</b> <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested">https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested</a></p> <p>Staff and their households are entitled to request a test arranged by the company if they develop symptoms.</p>	

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		<p style="text-align: center;"><b>Work Areas Cleaned Thoroughly Using Disinfectant, Following Guidelines.</b></p> <p>If dealing with bodily fluids or a suspected Covid-19 person then extra precautions will be needed which will include protection for eyes, fluid-resistant mask in addition to the disposable gloves and aprons.</p> <p>For disposal, these should be double-bagged and labelled and stored safely and securely for 72 hours before disposal by normal means of collection.</p> <p>Staff will be trained in the effective use of PPE to ensure it offers the correct level of protection.</p>	
<p>6. Handling items, materials and using company vehicles.</p>	<p><b>Who?</b> All staff, Visitors and Service users</p> <p><b>How?</b> Inability to maintain social distancing or coming into contact with contaminated surfaces may lead to contraction of the Covid-19 virus.</p>	<p style="text-align: center;"><b>All Items to Be Cleaned Regularly</b></p> <p>Any goods or items will be cleaned using appropriate cleaning products.</p> <p>All commonly used equipment such as laptops, tablets, mobility equipment and other resources to be cleaned regularly.</p> <p style="text-align: center;"><b>Good Hand Washing/Hygiene Procedures Observed Before and After Use</b></p> <p>All employees to wash hands for 20 seconds with soap and water and use sanitiser, before and after handling any equipment or materials or before and after using any work vehicles.</p> <p>Service users to wash hands after handling items such as moving aids or the care plan and discouraged from placing near their face.</p> <p style="text-align: center;"><b>Items Not Shared</b></p> <p>Personal items such as blankets, flannels, towels etc will not be shared between Service users i.e. Husband and Wife and allocated own materials for use.</p> <p>Food and utensils will not be shared.</p>	<p>Medium</p>

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		<p><b>Mitigation of Risk for Employees Travelling with Service users in vehicles</b></p> <p>Windows to be kept open during travel to improve ventilation and Service user to be sat in the back-passenger seat and both wearing a mask when leaving the home.</p> <p><b>Non-Essential Deliveries Not Permitted</b></p> <p>Non-business deliveries to workplace will be discouraged - such as personal items being delivered to the office.</p> <p><b>Non-essential Travel Prevented</b></p> <p>Journeys will not be made where at all possible and work carried out remotely.</p> <p><b>Vehicles Not Shared Where at All Possible</b></p> <p>Where the job permits, company vehicles will not be occupied by more than one person at any one time.</p> <p>Where possible the same person will use the same vehicle and not swap with other drivers.</p> <p>If vehicles are to be used by different people at different times, then they will be cleaned before and after each use.</p> <p>Company vehicles taken home by employees will be cleaned before the next person uses it.</p>	
<p>7.Managing Visitors and Contractors coming to the workplace. - This includes Service users' visitors, tradespeople, couriers, deliveries, contractors, medical staff,</p>	<p><b>Who?</b> All staff, Contractors Visitors and Service users</p> <p><b>How?</b> Transmission of Covid-19 between visitors, employees, and Service users.</p>	<p><b>Documentation Issued Electronically Where Possible</b></p> <p>To reduce the need to exchange paperwork and other documents, the information will be exchanged electronically instead where at all possible.</p> <p><b>Good Hand Washing/Hygiene Procedures Observed by Employees</b></p> <p>Employees, visitors and Service users to wash hands for 20 seconds with soap and water regularly and have access to sanitiser before and after any interaction with others.</p>	<p>Medium</p>

Hazard	Who could be harmed and how?	Existing controls	Risk rating
<p>patient transfer staff and other visitors attending a home or the office.</p>		<p style="text-align: center;"><b>Increased Cleaning Regime in Place for Touch Points.</b></p> <p>Increased cleaning of areas where there are interactions with others not from the workplace will be carried out. This includes door handles, handrails, counter tops, light switches etc.</p> <p style="text-align: center;"><b>Managed Entry</b></p> <p>The number of people permitted inside the premises will be restricted to allow effective social distancing. Social family visits should not take place during a care visit.</p> <p>Visitors will not be allowed to roam the workplace and will go directly to their visiting location, maintaining social distancing at all times from staff and Service users. Visitors are encouraged to visit Service users' homes at a different time to our staff.</p> <p style="text-align: center;"><b>Remote Communication Encouraged</b></p> <p>Where possible remote communication with visitors and contractors will be used rather than attendance to the workplace.</p> <p style="text-align: center;"><b>Restricted Visiting Protocol in Place and Communicated</b></p> <p>Non-essential visitors/contractors are not to be requested or permitted in the workplace.</p> <p>No unauthorised visitors to be permitted - they will be turned away until correct arrangements made. Family dropping off medication or shopping should wear PPE and wash their hands.</p> <p>Where possible visitors and contractors will be arranged to attend at different times to avoid mixing of people.</p> <p style="text-align: center;"><b>Supervision in The Workplace</b></p> <p>Where contractor tasks are required to be supervised- social distancing will be maintained. The host staff</p>	

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		<p>member will be aware of their responsibilities to support social distancing and informing the contractor of their requirements i.e. wearing PPE and washing their hands.</p> <p><b>Symptomatic Persons Not Permitted in The Workplace</b></p> <p>Before any visitors attend, they will be questioned to ascertain that they are symptom-free of any of the Covid-19 symptoms or are not isolating due to positive test results in their household.</p> <p><b>Visitor Records Maintained</b></p> <p>Records of those who have attended the office are logged in the signing in book and in the home, in the communication records. A track and trace poster is in situ.</p> <p>If requiring people to sign in - pens will not be provided to reduce the need to share equipment.</p>	
<p>8. People coming together in close proximity to attend meetings.</p>	<p><b>Who?</b> All staff, Service users, Contractors and Visitors</p> <p><b>How?</b> Increased risk of transmission of Covid 19</p>	<p><b>Meetings Carried Out Remotely Where Possible</b></p> <p>Where possible meetings will be carried out remotely to avoid the need for people to come together.</p> <p><b>Meetings to Be Held in Well Ventilated Locations</b></p> <p>Meetings will be held in well-ventilated rooms where windows or doors can be open.</p> <p><b>No Sharing of Equipment Permitted</b></p> <p>No items are to be shared at any time during the meetings such as pens, computers etc.</p> <p><b>Social Distancing to Be Maintained</b></p> <p>All participants to be reminded prior to the meeting of the need to adhere to social distancing at all times.</p> <p>Chairs should be arranged to support social distancing of meeting.</p>	<p>Medium</p>

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<p>9. Providing direct personal care to Service users and providing direct contact with Service users which includes- asymptomatic Service users, those who are clinically/ extremely vulnerable and those with a positive Covid-19 diagnosis. This also includes if you must work within 2m of a Service user who is coughing (even if they do not require direct contact). Includes care such as: toilet support, moving and handling, feeding, clothing and where unintended contact is likely (this list</p>	<p><b>Who?</b> All staff and Service users</p> <p><b>How?</b> Increased risk of transmission of Covid-19 virus.</p>	<p><b>All Staff Trained in Safe Working Procedures</b></p> <p>All staff given training on how to provide direct care whilst staying as safe as possible from the risks of Covid-19. Including reducing exposure to droplets and the correct use of PPE and hygiene.</p> <p><b>Appropriate PPE Provided and Worn</b></p> <p>In line with the current guidelines for PPE to be worn in accordance with risk assessments.</p> <p>This includes:  Single-use disposable gloves  Single-use disposable aprons  Fluid Repellent Surgical Masks  Eye Protection/visor where we attend a new Service user or someone in the household has been in hospital, has or been in contact with a person with symptoms. Also, when there is an identified risk from droplets (cough/sneeze/spit/vomit etc).</p> <p>Staff are trained in safe and effective use, storage and disposal of PPE and the requirements for different types of care.</p> <p>PPE is only effective when used in combination with stringent hand hygiene.</p> <p>Staff will be informed of the correct Donning and Doffing of PPE.</p> <p><b>Stringent Hygiene Procedures Followed</b></p> <p>Hand Hygiene will be carried out before every episode of care or after any activity where hands may become contaminated.</p> <p>In line with own infection control and hygiene policy, all employees will carry out stringent hygiene measures which include thorough hand washing for at least 20 seconds and practising good respiratory hygiene.</p>	<p>Medium</p>

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is not exhaustive).			
<p>10. Providing non-direct care to Service users or where tasks do not require direct contact or within 2m of a Service user such as preparing food, supporting with meals, medication, and cleaning near to Service users.</p>	<p><b>Who?</b> All staff and Service users</p> <p><b>How?</b> Transmission of Covid-19 virus.</p>	<p><b>All Staff Trained in Safe Working Procedures</b></p> <p>All staff given training on how to provide care and services whilst staying as safe as possible from the risks of Covid-19. Including reducing exposure to droplets, hygiene, and the correct use of PPE.</p> <p><b>Appropriate PPE Provided and Worn</b></p> <p>In line with the current guidelines for PPE to be worn in accordance with risk assessments. This includes surgical masks.</p> <p>Fluid resistant surgical masks and eye protection/visors are required where there is a risk of contact with respiratory droplets) or if we cannot maintain 2m distance of someone.</p> <p>Staff will be advised on the correct Donning and Doffing of PPE.</p> <p><b>Stringent Hygiene Procedures Followed</b></p> <p>Hand Hygiene will be carried out before every episode of care or after any activity where hands may become contaminated.</p> <p>In line with our infection control and hygiene policy, all employees will carry out stringent hygiene measures which include thorough hand washing for at least 20 seconds and practising good respiratory hygiene.</p>	<p>Medium</p>
<p>11. Vulnerable Employees and Service users. Those categorised as clinically vulnerable or extremely vulnerable who may</p>	<p><b>Who?</b> All staff, Contractors Visitors and Service Users</p> <p><b>How?</b> Increased risk of complications if they contract Covid-19.</p>	<p><b>Clinically Vulnerable and Extremely Vulnerable Service User's Identified</b></p> <p>Staff updated to reflect Covid-19 shielding status to ensure contact is minimised with other people. Care plans regularly reviewed and shared with staff to ensure all aware of the status.</p>	<p>Medium</p>

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require shielding.		<p style="text-align: center;"><b>Correct PPE Provided and Worn.</b></p> <p>As identified in risk assessments, the correct use of appropriate PPE will be in place in line with the care requirements.</p> <p style="text-align: center;"><b>Stringent Hygiene in Place</b></p> <p>As with the rest of the care in the workplace, stringent hygiene measures are in place to minimise the risk of infection.</p> <p style="text-align: center;"><b>Vulnerable Employees Protected</b></p> <p>Where employees are in the Clinically Vulnerable or Extremely Vulnerable category then each case will be assessed individually.</p> <p>This will consider the guidance that those who are Clinically Vulnerable should only work where they can maintain 2m social distancing and those who are Extremely Vulnerable should be shielding and not attend the workplace.</p>	



## Further control measures

**Staff Shortages**-Contingency plans are in place if there should be a risk to Service users not receiving their visits. This includes cancelling less-essential visits such as domestic/social calls. Cancelling staff annual leave. Changing shift patterns for staff with children out of school, Managers and office staff to help in the community, slightly changing or reducing visit times, prioritising needs in red, amber and green categories and asking staff to work overtime or family to help.

**Annual leave**-Staff returning from annual leave may be required to take further annual leave for up to 2 weeks when home if they have visited a country abroad and were not able to social distance in the airport, on the plane etc.

**Shielding Service users**-Some Service users have taken the decision to shield and have cancelled our visits temporarily. These Service users will receive a weekly phone call to ensure they are safe, they have good mental health and have access to essentials such as food and medicines. Our staff may have also taken the decision to isolate out of working hours to protect their families and we ask Service users to respect this and ensure their own social visits are not at a time our staff are visiting.

**Government guidance**-Management are kept up to date daily and weekly from various organisations and governing bodies on updated guidance which is immediately reiterated to staff, Service users and their families.

**Social calls**-All social calls are currently in the home or garden where possible. If a Service user does need to access the community, they should wear a mask and the visit should be essential only.

**CWDP pop up shop**-We have a pop-up shop in our office that Service users can use to request essentials such as bread, milk, tins, personal care products etc. This is to ensure our Service users have essential items to prevent the need to go to busy shops, or run out of items due to panic buyers. Staff can also support Service users to do online shopping orders for delivery. If visits to supermarkets are required, then staff will go alone as will have the appropriate PPE and can bypass ques with their I.D.

### Operating procedures

In the context of COVID-19 this means working through these steps in order:

In every workplace whether a Service users' home or the office, increasing the frequency of handwashing and surface cleaning is essential.

Businesses should make every reasonable effort to enable working from home as a first option, unfortunately this is not possible in our workplace.

As working from home is not possible, we should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, we should consider whether that activity needs to continue and if so, take all the mitigating actions possible to reduce the risk of transmission between Service users, staff and others.



## What do risk ratings mean?

Risk is categorised as LOW: Look to reduce risk if practicable

Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately

Risk has been categorised as HIGH: Immediate action required to reduce the risk

Assessors name

Assessor's signature:

Covid Secure Risk Assessment