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| **Assessors Name**: Paul Bartley | **Heron Care** |
| **Activity**: **COVID-19** | **Service**: **OFFICES**  |
| **People at Risk**:Employees and Service users  |
| **Date:**13th May 2020 | **Review Date**:1st June 2020, 16th July 2020, 29 July 2020, 5th August 2020.  |

**COVID-19 HAZARD**

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). It has since spread globally, resulting in an ongoing pandemic.

* Common symptoms include fever, cough, fatigue, shortness of breath, and loss of smell and taste. While the majority of cases result in mild symptoms, some progress to acute respiratory distress syndrome (ARDS), multi-organ failure, septic shock and blood clots. The time from exposure to onset of symptoms is typically around five days but may range from two to fourteen days.
* The virus is primarily spread between people during close contact most often via small droplets produced by coughing and sneezing and talking.
* The droplets usually fall to the ground or onto surfaces rather than travelling through air over long distances. Less commonly, people may become infected by touching a contaminated surface and then touching their face.
* It is most contagious during the first three days after the onset of symptoms, although spread may be possible before symptoms appear, or from people who do not show symptoms.

**How might people be harmed?**

Inhalation of coronavirus in small droplets expelled from the nose or mouth of persons coughing, sneezing, breathing who are shedding the COVID-19 virus and contact with surfaces contaminated with the COVID 19 virus and transfer to the body through touching eyes, nose and mouth.

Transmission could result in possible infection, mild, moderate or serious illness and potential death through respiratory failure and/or associated complications.

**Please note** - Because of the number of potential individual variables such as age, general health, pre-existing medical conditions and length of any potential exposure (which for most cases will be an unknown in itself) and also an individual’s family and work colleagues adherence or otherwise to Government and HSE guidelines, it is very difficult to provide any definitive guidance as to risk levels. At present, the likelihood is ever present and whilst we know that many, many people have recovered, many others have died as a result. As such, we believe we are doing everything to follow the appropriate guidance and we will continue to review this assessment in the light of our experience and Government guidance.

All staff are reminded to follow all Government requirements at home and socially as well as at work**.**

**If you have any concerns or questions, please do not hesitate to contact your manager.**

# Risk Evaluation

| **Hazard****See above also** | **Risk** | **Initial Rating****(L, M, H,)** | **Existing Control Measures** | **Final Rating****(L, M, H,)** | **Additional Action Required****(action by whom and completion date)** |
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| **COVID infection etc. outside of work** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Employee and family (plus their “social circle”) to keep good hygiene / hand washing/ sanitising and social distancing. | **Medium** | **Employee** |
| **Travel to and from work and use of Public Transport** | Contracting COVID-19 and spreading the virus to service users, customers, colleagues and the general public  | **High** | Staff MUST always wear face coverings when using public transport. Heron Care will provide face masks, hand sanitiser and disposable gloves. All staff are advised not to use public transport unless absolutely necessary. Heron Care follow Public health and NHS England daily guidance COVID-19 advice. Managers will be informed by the registered Manager or Operations Manager daily when new information becomes available.Managers will inform care staff of new regulations, guidance and advice.Staggered start times are in place to avoid peak time travel.  | **Medium** | **Masks can be used more than once. Disposable gloves one use only** *(Note gloves can become contaminated in the same way as your hands).***Heron Care can make some arrangements, where possible, for its company car to pick up staff who would otherwise have to use public transport at peak times. In such occurrences the passenger must sit in the back of the car on the opposite side of the driver.****Car interior services will be regularly cleaned and sanitised.****The above must also apply to any staff using their own vehicles – including any car share.**  |
| **Cleanliness** | Cross infection risk, directly or indirectly, of COVID-19 | **Medium** | Offices will be sanitised each day before leaving. Sanitiser is placed in all offices for cleaning purposes.Desks, phones, worktops and other hard surfaces MUST be cleaned daily. Bins must be emptied and door handles sanitised. Staff are encouraged to always use clean tissues to cover their mouth / nose when they cough / sneeze (and not to use cloth handkerchiefs or re-use tissues) and to wash / sanitise their hands regularly (arriving at a service users home after providing personal care and on leaving the service) | **Low** | **The office hygienist (Cleaner) will be in 2 days per week.****Heron Care offices are protected by Sanondaf. Sanondaf offer disinfection & decontamination services via whole room hydrogen peroxide vapour treatment. (HPV)** |
| **Social Distancing** | Cross infection risk, directly or indirectly, of COVID-19 | **Medium**  | Employees will sit on alternative desks and face masks are supplied. Work will be two metres apart. No other office staff will work from another person’s workstation or use their telephone etc.No “hot desking”.Wherever possible staff will always maintain a 2 m distance when passing and moving around the office. | **Low** | **Managers (and all staff) to monitor same to ensure compliance.****See above also** |
| **Toilets** | Cross infection risk, directly or indirectly, of COVID-19 | **High** |  |  |  |
| **Rest room/ canteen area/ tea points** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Ensuring sufficient rest breaks for staff, preferably at their desks, keeping kitchen and dining areas free to allow social distancing, also to be adhered to in canteen area and outside any smoking area.Clean own cutlery and crockery Do not use others cups etc. Do not make refreshments for others |  **Medium** |  |
| **Staff at risk****Underlying health issues** | Cross infection risk of contamination of COVID-19 due to underlying health issues.  | **High** | Staff with underlying health issues who have a diagnosis of Asthma, Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Heart Disease or Cancer should, if possible, work from home or alternative office.  | **Medium** | **Heron Care strongly encourage staff to arrange to have the flu vaccination.** **Most Pharmacists and GP’s provide this with no charge to social care staff.** |
| **Feeling ill *at work*** | Cross infection risk of contamination of COVID-19 | **High** | If a member of staff feels ill **at work** with symptoms, or suspected symptoms, consistent with COVID-19 it is important that they do not simply carry on working. They should report their illness immediately to their line manager and if the symptoms are consistent with influenza, they will be sent home, advised to contact their GP or NHS 111 and told not to return to work until the symptoms have cleared. | **Medium** | **Managers to monitor to ensure compliance and that workload etc. and any related duties – fire wardens / first aid provision etc. is maintained** |
| **Feeling ill *whilst not at work*** | Cross infection risk of contamination of COVID-19 | **High** | If a member of staff develops symptoms, or suspected symptoms, whilst **not at work,** they should adhere to the following advice:Inform their line manager that they are ill using the recognised process.Stay at home and restDo not go to work until they are fully recovered, and their GP has confirmed they are no longer infectious*As part of the reporting procedures, the line manager will seek the permission of the employee to inform their colleagues whilst this is a private matter informing colleagues will allow them to look out for early symptoms in themselves.* | **Medium** | **Managers to monitor to ensure compliance and that workload etc. and any related duties – fire wardens / first aid provision etc. is maintained** |
| **Infection****Symptoms and vulnerable staff** | Cross infection risk of contamination of COVID-19Any office staff showing symptoms must inform the registered manager or Operations Manager immediately.To protect clinically extremely vulnerable and clinically vulnerable individuals. | **High** | Heron Care have procedures in place so that any office staff showing symptoms will be sent home, the office will be sanitised and lockdown will be put back in place only leaving three (3) office staff working in the office until such time that staff with symptoms have received a COVID-19 test.Any clinically extremely vulnerable individuals will be strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.If clinically vulnerable individuals cannot work from home, they will be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). |  **High** | **Work two metres apart, No other office staff work from their workstation or use their phone.** **Staff to be vigilant and observant. Clean work surfaces when starting duty and before they leave the offices.** **If they cannot maintain social distancing, we will carefully assess whether this involves an acceptable level of risk.** **As for any workplace risk we will also take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.** |
| **Personal protectiveequipment (PPE)** | Cross infection risk of contamination of COVID-19.Any office staff showing symptoms must inform the registered Manager or Operations Manager immediately. | **Medium** | There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID 19.Office staff are encouraged to wear face covering whilst in the office. Masks and aprons are available. One mask can be used for the day if no other staff have shown symptoms.Rotas can only be changed with permission from registered Manager or Operations Manager. | **Low** | **Work two metres apart. No other office staff work from their workstation or use other persons telephone.** **Staff to be vigilant and observant.** **Clean work surfaces when starting duty and before** **leaving the offices.** **Use face covering / PPE in the small meeting room.** |
| **Staggered flexible working** | Cross infection risk of contamination of COVID-19.Any office staff showing symptoms must inform the registered Manager or Operations Manager immediately. | **Medium** | Office staff can work in the office on a flexible working pattern to minimise risk to their colleagues and staff attending office for replenishing PPE.All staff to follow NEW working rota.  | **Low**  | **All staff to follow NEW working rota - See Keith.**  |
| **Other arrangements** | Covid 19 related issues | **NA** | Heron Care have a number of related procedures in place for such as below. This is a shorter version and further guidance on such should be sought from your Line Manger in the first instance;-- If staff have difficulty attending work (where they themselves do not have Covid 19);- Public transport is shut down; - An employee reports that a member of their household has been diagnosed with flu or coronavirus but that they themselves are well and would be willing to attend work*Heron Care recognises it has a duty of care to others in the workforce and the individual will be advised to remain at home and self-isolate until the ill relative is no longer infectious, however the company might wish to discuss the possibility of the employee working from home if possible.**-* An employee reports that their child or other dependant has flu and they are unable to arrange care at short notice:*Under these circumstances Heron Care recognises that the employee has a statutory right to a reasonable period off to care for these dependants. This is limited to enough time off to deal with the immediate issue and sort-out longer-term caring arrangements; the individual should discuss their situation with their line manager. Heron Care will apply the provisions of its Special Leave**-* An employee asks not to attend work because of fear of contracting the *v*irus; *Employees are contractually bound to attend work and not doing so could be a disciplinary matter. However, if Heron care is convinced that the individual has psychological or physical reasons not to attend then it may decide to agree to a period of annual / unpaid leave/ working from home arrangement or a temporary job role.* - An employee has school-age children and the school is closed due to the influenza pandemic:*The provisions as above ref Special leave Policy would be considered*  | **NA** |  |
| **Mental Health** | Isolation, fears and concern for themselves and /or other could give rise to poor mental health | **Medium** | Fear, worry, and stress are normal responses to perceived or real threats, and at times when we are faced with uncertainty or the unknown. So it is normal and understandable that people may experience fear in the context of the COVID-19 pandemic.Heron Care management will promote mental health and wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help  | **Low** |  |
| **COVID-19 Advice and action****First aid** | Not following the correct Department of Health and NHS England guidance First Aid staff/persons providing first aid treatment being infected with the virus through not being able to maintain a 2 metre separation between themselves and the person requiring treatment. | **High****High** | Heron Care will follow all Department of Health, Public Health England and NHS England daily COVID-19 advice.Managers will be informed by the registered Manager or Operations Manager daily when new information becomes available.Managers should inform care staff of new regulations, guidance, and advice. **First Aid provision**First Aid staff will wear disposable gloves and masks when providing any first aid treatment.For attendance by the emergency services (999) - for serious incidents only - advise if the person is suspected of having COVID-19, or symptoms of, when the call is made. | **Low** **Medium** | **Email managers, staff notice boards, telephone.** **If possible the person receiving treatment must also wear a face covering.**  |
| **Personal Hygiene** | Cross infection - risk of contamination of COVID-19 | **High** | Hand cleaning facilities are available including hand sanitiser - staff are required to use these facilities whilst in the office and wash their hands regularly. | **Medium** |  |
| **Visitors and meetings on site** | Cross infection risk of contamination of COVID-19 | **High** | Visitors will largely be discontinued except in exceptional circumstances for the duration of the pandemic. This will be for essential requirements only and with the prior permission of Paul Bartley or Keith O’Hara.Visitors will be accompanied and should be confined to a meeting room and meet only the required and minimum Heron care staff.Visitors will be asked if they have any flu like/COVID 19 symptoms before being allowed into Heron Care’s premises.Visitors will be asked to sanitise their hands before entering the premises and the meeting room will be sanitised on completion of use. Heron Care’s meeting rooms should be used which will have sanitiser pumps /tissues / waste bins provided and will be cleaned daily.Face to face meetings will be avoided wherever possible and use of telephone / teleconferencing / email facilities will be used and encouraged. | **Medium** |  |
| **Consultation and Communication** | Lack of information or lack of updated information could lead to staff and others not following the correct processes. | **Medium** | During the period of a pandemic regular guidance and sources of information and support will be made available via line managers / supervisors, noticeboards, Heron Care’s Website. Staff should monitor these sources closely to stay up to date with what is happening within the workplace and what action is being taken to ensure the organisation meets its obligations to staff, service users and other stakeholders.Key staff will work from home using our remote access facility that is encrypted and password safe to ensure GDPR is followed | **Low** | **Managers to monitor adherence and compliance with requirements** |
| **Toilet Facilities**  | Cross contamination of Covid-19 | **Medium**  | After using the toilet ALL staff must wash their hands thoroughly for at least 20 seconds. Followed by sanitising their hands before going into other offices Sanitiser is available for wiping down the toilet flush, sink and taps also lock on toilet door.  | **Low**  | **Signs are posted on toilet wall and door for staff to follow correct procedure**  |
| **Kitchen and eating areas**  | Cross contamination of Covid-19 | **Medium**  | Staff using the kitchen must ensure after use of the kettle and microwave that they must be cleaned - sanitise the handle and around the outside.Wash the microwave plate in HOT soapy water Staff must use their own plates, knife fork and spoon and own personal cup or glass. These must be washed after use and kept in a safe place  | **Low**  | **Signs put up in kitchen**  |
| **Managers attending office when they have been to a service prior**  | Cross contamination of Covid-19 | **High** | Managers who are required to come to the office after providing personal care for a service user must on arrival at the office wash their hands thoroughly with hot soapy water and sanitise their hands before entering main office. Taps must be sanitised Manager must wear a face mask or personal face covering when in main office.  | **Medium**  | **PPE provided**  |
| **Coronavirus second wave**  | Possible local lockdown lack of public transport risk of infection. | **High** | Where possible staff who can work from home will be asked to do so prior to lockdown in the city Visitors to the office and meetings will be cancelled.Staff refresher Training will also put on hold. | **Medium**  | **Laptops, company phone Microsoft teams and zoom software will be provided** **Company car made available to take staff to and from services. Sanitiser and wipes made available to clean car and for staff use. Staff to sit in back seat on passenger side of the car** |

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| Declaration |
| Managers should monitor and review the application of the specified controls weekly until arrangements have been made by Social Services and CPN.  |
| **Prepared by**Paul Bartley  | **Date**13th May 2020. |  |
| **Reviewed** Paul Bartley | **Date**29 July 2020.  | 5 th August 2020.  |
| I certify that all controls are in place which reduce risk to as low as is reasonably practicable, all staff have been informed and safe systems of work have been applied.  |

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| **Risk rating**  |
| This is **OUR** evaluation of the potential impact and likelihood of harm occurring.**HIGH and medium with all controls** |
| **Risk rating****Action required** |
| **High** e.g.* Fatality likely to one or more individuals
* Serious illness - hospitalisation.
* Likelihood of long-term problems affecting significant numbers of staff and /or service users.
 |  **Immediate action required** |
| **Medium** e.g.* Moderate illness.
* Likelihood of self – isolation and recovery affecting some staff and service users.
 |  **Requires attention as soon as possible** |
| **Low** e.g.* Very improbable likelihood of illness
* Infrequent/rare occurrence too few staff, service users and members of the public.
 | **Not a priority, may need attention if not as low as reasonably practicable.** |