

HS027 REV 01 - HANSEL WORKPLACE RISK ASSESSMENT

SERVICE	HANSEL				
TITLE	MANAGING THE RISK OF CORONAVIRUS (COVID-19) EXPOSURE WHILST UNDERTAKING ALL WORK ACTIVITIES				
PERSON(S) COMPLETING THE ASSESSMENT	ALI MUNDELL	DATE COMPLETED	21/8/20		
REFERENCE NUMBER	03	REVIEW DATE	31/8/20	HIGHEST RATING	MEDIUM

What are the HAZARDS?	WHO might be harmed & HOW?	What are Existing Controls?	Level of Risk	Further Action Required to Control Risk?	Level of Risk
<p>COVID-19 virus – team member infected entering the workplace.</p> <p>Infected persons entering the workplace may be asymptomatic.</p>	<p>Potential for team members to contract the virus and/or pass it on to others in the workplace e.g. colleagues, customers, and essential visitors.</p>	<ul style="list-style-type: none"> Working from home introduced for all those who are able to do their jobs remotely to minimise numbers of people in office buildings. Meetings held by phone, video or audio conferencing where possible. Symptomatic team members are informed to follow Health Protection Scotland (HPS - formerly known as Public Health) and government guidelines to self-isolate and not enter the workplace under any circumstances. Vulnerable team members (as listed per government advice) that are shielding, or who have family members in the same household shielding were furloughed with some now being supported back to work since the Government guidance changed to allow this on 1/8/20. Hansel (including the Laundry and Lindy's) is closed to all visitors, with the exception of essential team members, professionals and contractors required to adhere to legal requirements or provide essential maintenance. Groups of volunteers are not at work until further notice. The majority of supported employees are not at work until further notice. All group support or training sessions have been cancelled until further notice. Team members at work to maintain 2 metre social distancing and hold handover or meetings whilst wearing face masks if appropriate distancing not possible. Government and HPS guidance and updates shared with team members. 	<p>Medium</p>	<ul style="list-style-type: none"> All managers to ensure their team members undertake LearnPro mandatory training module - Covid Security and monitor behaviours to ensure compliance with the measures set out. All social care managers to ensure their team members also undertake Infection Control module and monitor behaviours to ensure compliance with the measures set out. Generate GDPR compliant sign in register of essential visitors (for each building) that must be kept for 3 weeks so that if an infection breaks out anyone who has been in contact with the person or in the building to pass on to the test and protect team to notify them. Request all essential visitors to wear a mask and gloves when entering any building, unless there is a dynamic risk assessment (ongoing observation and analysis of risk and hazard) to indicate this is not appropriate (e.g. where physical distancing is possible) or an exemption is in place. A dynamic risk 	<p>Low</p>

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		<ul style="list-style-type: none"> • Team members advised they are not permitted to visit friends/colleagues in other services or houses on the estate unless they have an essential need to do so. • Team members attending work are required to undergo testing to comply with Test and Protect rules (www.nhsinform.scot/test-and-protect) • Covid Secure and Infection Control eLearning modules on LearnPro are mandatory training for all team members, and included in induction, which includes best practice hygiene requirements (hand washing, donning, doffing and disposal of Personal Protective Equipment etc.) • Hand sanitiser gel available in all workplace locations and use promoted. • Personal hand hygiene guidance and posters are displayed in prominent appropriate locations • Tissues and bins prominent in all public areas. • Personal Protective Equipment (PPE) is provided and used as per HPS guidance. • Team members who may come into contact with a COVID-19 individual at the workplace can remain at work, using PPE, see section 15.4 of HPS Guidance. • Regular appropriate antibacterial cleaning of commonly touched hard surfaces has been introduced in every building. • Business Continuity Plan updated and coordination team in place. • Frequent SLT meetings and 24/7 on call for contact as required. • Managers monitor team members to ensure adherence to revised safety and hygiene procedures. • Safety Reps will communicate any concerns to line managers or senior management where required. • Managers to notify Care Inspectorate immediately in the event of a customer infected by COVID19 and any death where the virus is suspected. • Team members who have had confirmed COVID-19 and have since recovered must continue to follow measures as for all other team members, including PPE. 		<p>assessment must be undertaken before permitting essential visitors with an exemption from wearing a face mask to enter any building, by the manager or responsible person on duty.</p> <ul style="list-style-type: none"> • Data Privacy Impact Assessment to be undertaken and team member privacy notice updated regarding testing and Test and Protect information. • Before implementing any government recommendations on phased easing of lockdown measures rules a risk assessment must be conducted. This is particularly important at Hansel due to the vulnerability of some customers and the potential for a large number of persons to be exempt from wearing face masks. A significant proportion of customers may also not comprehend social distancing rules. • Individual Social Care Service Covid-19 Risk Assessments to be updated as circumstances change. 	

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		<ul style="list-style-type: none"> • Thermometer gun(s) are available in all services to take the temperature of team members and any essential visitors attending the workplace. • COVID-19 information posters placed in designated locations within the workplace (toilets, notice boards etc.) for all team members & essential visitors. • Face coverings are available for any team member in a non-care role who wishes to wear them even where this is not mandatory for the role. Face masks are mandatory in care settings as per HPS guidance. 			
<p>COVID-19 virus – someone becomes ill in the workplace including; customers, team members and/or any essential visitors.</p>	<p>Potential spread of infection between team members, customers and any other essential visitors</p> <p>Potential for spread into wider community shared by team members, including family members.</p>	<ul style="list-style-type: none"> • Where anyone at work develops symptoms, guidance published online at HPS Guidance will be followed. This guidance also contains details on workplace decontamination which will be followed in the event of a positive case. • Personal Protective Equipment (PPE) is provided and used as per HPS guidance. • Best practice hygiene requirements (hand washing etc.) are enforced and included in all inductions. • Physical distancing encouraged at all times and designed into workplace where possible. • Team members advised not to enter any other building on the estate wherever possible and to maintain social distancing at all times with the exception of personal care provision. • Team members monitor customers for signs of virus symptoms and notify managers immediately if a potential case is suspected. • Individual Social Care Service Covid-19 Risk Assessments updated. 	<p>Low</p>	<ul style="list-style-type: none"> • Consider merit of use of face masks when indoors or in less than 2m contact outdoors (except for individuals with an exemption). 	<p>Low</p>
<p>Potential COVID-19 contaminated workplace.</p>	<p>Team members, customers and essential visitors could contract the virus and/or pass it on to others after touching</p>	<ul style="list-style-type: none"> • All team members to undertake mandatory COVID-Secure eLearning module on LearnPro which includes correct donning, doffing and disposal of PPE. • Hand sanitisers have been placed in the workplace and team members are encouraged to carry their own supply (available from Hansel if required). 	<p>Medium</p>	<ul style="list-style-type: none"> • Consider placing dorguard™ auto release holders on doors that are in frequent use by multiple people where automatic opening or magnet holding is not implemented. 	<p>Low</p>

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Potentially contaminated surfaces and items may spread the virus when touched by another person	contaminated surfaces or items	<ul style="list-style-type: none"> • Extra personal hygiene requirements (frequent hand washing etc.) in place. Multi-use handtowels are not used to dry hands. • Where anyone at work tests positive for COVID-19 or develops symptoms, decontamination guidance published in HPS Guidance will be followed, along with any advice by the local HPS team. • Team members required to implement increased cleaning and disinfection regimes on a regular basis, particularly of commonly touched areas e.g. door handles, banisters, taps, handles on water dispensers etc. • Equipment such as desks, tables, keyboards, work surfaces etc. regularly cleaned by users. • PPE is provided and used as per HPS guidance PPE in place in all care settings and made available in other areas as required. • Team members providing personal care must wear PPE as identified in HPS guidance. • Any team member with a face covering exemption requires an individual risk assessment as per Scottish government advice on face covering exemptions to ensure safety in the workplace for themselves and others. • Automatic door opening is in place Lindy's and Murdoch House where highest movement of people traffic occurs. • Any person who is symptomatic is treated as per government guidelines for symptomatic persons in a care environment issued at that time. The Ayrshire and Arran Public Health Team will be contacted in the event of a suspected or single positive case, who will provide specific advice on course of action, as per recommended guidance. • Side by side contact is used wherever possible instead of face to face when close contact cannot be avoided. • Close contact is limited to essential requirements as per individual customer Care Plans. • All Support Plans have been updated and are regularly reviewed for all customers, with team members wearing appropriate PPE for the specific task. 		<ul style="list-style-type: none"> • Consider removing handles on doors and placing foot openers where possible and automatic door opening is not in place e.g. toilets. • Consider providing team members with personal door handle openers. • Develop updated safe systems of work in each area as we progress through the lockdown phases. • Screens, barriers and layouts to be reviewed in areas presently closed to all non-essential visitors. 	

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		<ul style="list-style-type: none"> Managers comply with Care Home Guidance requirements laid out by Health Protection Scotland Covid-19 Information and Guidance for Care Homes Managers comply with Health Protection Scotland Information and Guidance for General (non healthcare) Settings Care Home Outbreak checklist followed if anyone in an HMO becomes symptomatic (Health Protection Scotland) 			
<p>COVID-19 proximity and workplace gatherings</p>	<p>Team members and customers contracting the virus and/or pass it on to others.</p> <p>Individuals who have face covering exemptions may be potentially at higher risk of spreading the virus in the workplace unintentionally.</p>	<ul style="list-style-type: none"> Government guidance and HPS guidance followed, including social distancing. All team members that can are working from home where possible; only business critical face to face meetings to be undertaken on agreement with all involved with physical distancing maintained; meetings to be held remotely by phone or video where possible; no handshaking or physical contacts. Set and publicised capacity limits for offices, kitchen spaces, meeting spaces etc. Extra meeting chairs removed from meeting rooms and offices. Physical distancing posters, signage and floor markings implemented. Team members carrying out personal care or support requiring 2m social distancing to be breached, in order to support customers', are provided with PPE per HPS guidance and required to undertake mandatory eLearning module training on COVID Secure and Infection Control. Team members dispose of used PPE in accordance with guidance provided by HPS and wash thoroughly below the elbow following government guidelines after providing personal care. Socially distanced standing or outdoor meetings encouraged whilst maintaining hand and cough hygiene, avoiding touching of the face, avoiding touching surfaces such as gates, benches and fences – carry hand sanitiser – no sharing of food to be permitted except between housemates who eat together.. 	<p>Medium</p>	<ul style="list-style-type: none"> Continue to develop and update safe systems of work in each area as we move through the phases of lockdown including use of screens, barriers and layouts to ensure physical distancing wherever possible. 	<p>Low</p>

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		<ul style="list-style-type: none"> Any team member who believes a face covering exemption applies to them will have an individual risk assessment performed to ensure the safe protection of themselves and others with whom they work, with reference to Scottish government advice on face covering exemptions. Any commonly touched equipment used by more than one person is cleaned with antibacterial wipes after use e.g. meeting tables, chairs, laptops, photocopier control panels, telephone, light switch, door handles etc. Individual customer risk assessments are updated to include detail of personal Covid-19 risk management and individual support plan details refreshed to reflect support approach changes. 			
Team members working in customers' homes and in the community.	Team members could be at risk of contact with virus when working in customer's home environment.	<ul style="list-style-type: none"> Non-essential supported Living supports have been suspended/reduced Connect day supports replaced with micro breaks where required only. PPE is provided as required in accordance with HPS guidance for all team members who cannot maintain 2m social distancing during care provision. Team members wear PPE when cleaning areas and equipment, handling linen (disposable vinyl gloves and apron) etc. Team members perform hand hygiene after completing any tasks. Team members must clean all commonly touched surfaces and equipment from the top or furthest away point at the start of their shift. Discarded PPE is immediately disposed of in line with HPS guidance (see section on waste). 	Medium	<ul style="list-style-type: none"> Continue to develop and update safe systems of work as we move through the phases of lockdown. 	Low
Team members who has been in contact with or living with someone who is	Potential spread of infection to others at work including customers, colleagues, cleaners	<ul style="list-style-type: none"> Anyone who lives with or who has been contacted by Test and Protect must adhere to the self-isolation guidance provided by the Test and Protect team or on NHS - Self Isolation and also contact 111 for further guidance help. 	Low	No further actions identified.	

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infected have the potential to spread the virus	or essential contractors or medical professional visitors.	<ul style="list-style-type: none"> • Government advertising and team communications confirm self-isolation advice and requirements. 			
COVID-19 driving Hansel vehicles and customer owned vehicles.	Team members and customers being transported contracting the virus and/or passing it on to others.	<ul style="list-style-type: none"> • All high-risk commonly touched points, such as door handles, steering wheels, mirrors, seats and seatbelts plus any other surfaces disinfected after every use. Surfaces regularly cleaned with sanitising wipes or spray. • Social distancing maintained by taking separate vehicles. If more than one person must be in the vehicle, passenger numbers are limited with one person in the back passenger-side seat instead of the front wherever possible with windows down enough to generate an air flow. • Cleaning equipment and gloves stock are retained in all vehicles at all times. • Drivers must wear face masks whilst driving passengers • All journeys must be risk assessed and assessed whether the journey is essential • Journeys to be kept to a minimum duration where possible. • If delivering anything to a customer or colleague there should be an agreed safe drop off point established in advance, such as the doorstep. • Fuel pump handles have been identified as high-risk touch points, team members advised to use gloves while filling their vehicle; to use hand sanitiser before returning to vehicle; and wash their hands thoroughly as soon as possible after leaving. • Disinfection guidelines placed in all Hansel vehicles with drivers required to initial to say they have understood this responsibility and completed the cleaning regime in line with usual checks. 	Low	No further actions identified.	
Aggravation of skin conditions	Team members and customers adhering to hand hygiene	<ul style="list-style-type: none"> • As hand hygiene is essential for everyone to prevent the risk of spread of the virus, we cannot eliminate the 	Medium	<ul style="list-style-type: none"> • Cotton under gloves are available from the Health and Safety Lead Officer for use by anyone who is suffering from 	Low

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Team members required to perform increased frequency hand hygiene and use of hand sanitisers	measures and using hand sanitiser may be at increased risk of skin irritation and drying out or worsening of existing conditions	<p>increased risk of skin irritation developing due to washing and wearing of PPE.</p> <ul style="list-style-type: none"> • Anyone developing or experiencing worsening of skin conditions should inform their line manager and attend their own GP for advice. • Managers to inform the Health and Safety Lead Officer in the event of a skin condition worsening or developing. • Team members advised to increase hand moisturising after work and report any deterioration in hand conditions to line managers if appropriate and seek medical advice if required. 		dry skin conditions but this will require close monitoring in the first instance to ensure there is no additional risk of the virus spreading introduced.	
Mental Wellbeing Cause or exasperated by isolation from others due to compliance with government guidance or Homeworking.	<p>Team members at work may be anxious at potential of catching the virus or passing it on to customers or family.</p> <p>Team members on furlough or working from home.</p>	Refer to Organisational COVID Stress Risk Assessment for details.	Medium	Refer to Organisational COVID Stress Risk Assessment for details.	Low
COVID-19 and commuting to work.	Team members contracting the virus and/or pass it on to others.	<ul style="list-style-type: none"> • Government guidance followed, and public transport avoided where possible, travel during peak times avoided and alternatives such as walking, cycling or driving are considered. • Social distancing adhered to where physically possible. • Regular hand washing and hand sanitiser used frequently and surface contact avoided. • Team members (and customers) required to wear a face covering if public transport must be taken, unless an exemption is in place. 	Low	<ul style="list-style-type: none"> • Team members to be discouraged from car sharing unless following Driving Hansel Vehicles guidance above. • Individual risk assessment to be carried out where the use of public transport is unavoidable and the person is at high risk. 	Low
PPE	Team members not having access to or not wearing and safely disposing of	<ul style="list-style-type: none"> • Weekly monitoring of PPE stocks. • Various different suppliers identified to ensure no supply shortages. 	Medium	<ul style="list-style-type: none"> • Any team member with a face covering exemption requires an individual risk assessment as per Scottish government advice on face covering 	Low

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<p>PPE not used correctly or not fit for purpose.</p> <p>PPE stocks depleted.</p>	<p>appropriate PPE at risk of contracting or passing on COVID-19.</p>	<ul style="list-style-type: none"> • HPS guidance followed on the specification and use of PPE. • PPE issue documented checklist for every applicable team member. • Training in appropriate donning and doffing and use of PPE undertaken by all those required to wear PPE. • Training appropriate disposal of PPE communicated to all team members required to wear PPE. • In an emergency situation or where critical information is required to be clear, face masks can be temporarily lowered whilst standing 2m apart wherever possible. • Face masks with a clear viewing strip to allow lip reading can be requested from F & M stores and utilised to avoid cause unnecessary stress and isolation to any person requiring to lip read. 		<p>exemptions to ensure safety in the workplace for themselves and others.</p> <ul style="list-style-type: none"> • Consider placing exemption poster in workplaces Face Covering Exemption Poster 	
<p>Delivery of goods and parcels including letters</p>	<p>Team members may be exposed to virus that remains on delivered items.</p>	<ul style="list-style-type: none"> • All non-essential items are not being ordered to minimise deliveries to estate. • 2m distances from delivery drivers is maintained at all times. • There is no evidence of COVID-19 being passed on via food, letter or parcel deliveries. • Letters are delivered to Murdoch House with automatic door opening and sorted into appropriate document holders - team members wear gloves whilst sorting mail. • Parcels coated in plastic to be handled and opened wearing disposable gloves. Plastic to be disposed of in general waste bins. 	<p>Low</p>	<p>No further actions identified.</p>	<p>Low</p>
<p>Team members returning from absence (including furlough) unaware of COVID-19 procedures.</p>	<p>Colleagues, customers and team members may be put at risk of contracting the virus where safety procedures not followed.</p>	<ul style="list-style-type: none"> • Return from Furlough screening and risk assessment process in place. • All returning team members to complete mandatory COVID-Secure training immediately on or prior to returning. • Local inductions to be developed to apprise team members of any changes to workplace or procedures before resumption of duty. 	<p>Medium</p>	<ul style="list-style-type: none"> • Keep training content up to date with changes in government guidance and update team member of same in regular briefings. 	<p>Low</p>

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Team members administering first aid.	Colleague, customer or team member receiving first aid may be put at risk of contracting the virus or conversely put the first aider at risk of same.	<ul style="list-style-type: none"> • First aid changes are included in Hansel COVID Secure training on LearnPro. • First aider to conduct dynamic risk assessment on situation before administering first aid. • Every Hansel premises has access to appropriate PPE and hygiene products and equipment. 	Low	No further actions identified	Low
Waste Management Changes to advice in general waste control to reduce the potential risk of spread of virus	Team members handling waste could be at greater risk of exposure to potential contaminated waste if not aware of the changes.	<ul style="list-style-type: none"> • COVID-19 waste to be disposed of in the domestic waste stream. Once full, the bag should be placed in a second bag and tied. These bags should then be stored in a secure location for 72 hours before being put out for collection. • Team members wear disposable apron and gloves when handling waste. 	Low	<ul style="list-style-type: none"> • Consider displaying the following poster in all care provision buildings COVID Safe Practice, which includes waste management. 	Low
Fire procedures not complied with as team member focus is concentrating on COVID-19.	Colleagues, customers and team members and essential visitors may be put at risk in the event of a fire, as well as emergency services personnel	<ul style="list-style-type: none"> • Routine fire checks continue to be carried out. • Fire drills carried out as usual. • Fire hydrants checked in line with normal procedures. • Watch commander communication issued to all service Managers in April. Communicated that fire doors must not be wedged open (which may be tempting in order to reduce touch points and increased cleaning requirements) under any circumstances. • Team members are familiar with fire procedures in their services. Procedures are consistent from service to service with the only variations being customer specific assistance, assembly areas and specific alarm panel use. • Fire risk assessments reviewed prior to implementing physical changes in the workplace e.g. screens for protection or prevention of virus spread. • Staffing levels maintained in order to comply with care home requirements and fire evacuation purposes. 	Low	<ul style="list-style-type: none"> • Fire risk assessments to be reviewed reflecting any changes in occupancy, access/egress procedures etc. • Communicate that physical distancing would not be priority in a fire emergency. 	Low

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Is there a need for additional assessment?	YES	x	NO		If yes, give details: Monthly and depending on spread of virus a sooner update may be required.
Is there a requirement for specialist advice?	YES		NO	x	If yes, give details:
Assessors Signature	<i>Ali Hundell</i>				Date: 21/8/20
Service Managers Signature	N/A				Date:

Risk Matrix

		Severity of the potential injury/damage				
		Minor injury, no treatment required, Insignificant damage to property or equipment 1	First Aid treatment only, Non-reportable injury, minor loss or slight damage to property, equipment 2	Hospital treatment -7 days lost time = Reportable* injury moderate loss or limited damage to property, equipment 3	Major injury, loss of limb or life, hospitalisation - critical loss/damage property equipment 4	Fatality/severe damage to property/equipment catastrophic business loss 5
Likelihood of occurrence	1-4 Acceptable – No further action required					
	5-8 Adequate – Consider improvement					
	10-16 Tolerable – Improvement required					
	17-25 Unacceptable – Stop immediately					
	Almost Certain - Daily 5	Medium 5	High 10	High 15	Extreme 20	Extreme 25
	Probably Occur - weekly 4	Medium 4	Medium 8	High 12	Extreme 16	Extreme 20
	Possibly Occur - Monthly 3	Low 3	Medium 6	Medium 9	High 12	Extreme 15
	Unlikely - quarterly	Low	Low	Medium	Medium	High

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	2	2	4	6	8	10
	Extremely Unlikely - Annually 1	Very Low 1	Low 2	Low 3	Medium 4	Medium 5