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| **Assessors name**: Paul Bartley | **Heron Care** |
| **Activity**: **Care staff activities** | **Service**: CARE – Service Users |
| **People at Risk**: Employees and Service users | **Care Staff – Coronavirus (COVID-19)** |
| **Date:**  May 2020 | **Review Date**:  20th 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**.**

**Risk Evaluation**

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| **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)** |
| **COVID infection etc. outside of work** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Employees and family (and their “social circle”) to keep good hygiene /hand washing/ sanitising and social distancing". | **Medium** | **Employees** |
| **Use of Personal Protective Equipment (PPE)**  **Personal protection equipment (PPE) stock for staff and customers** | Cross infection risk of contamination of COVID-19 and passing this on directly or indirectly to vulnerable service users, family members and/or colleagues from the improper use of PPE.  Leaving staff and customers vulnerable if PPE stock runs out.  Not being able to provide personal care and not meeting CQC regulations | **High**  **High** | There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID 19.  Heron Care have provided all staff with full PPE including:   * Disposible gloves * Disposible aprons * Masks * Eye protection * Hand sanitiser * Face guards and * Uniforms.   Where the social distancing guidelines cannot be followed in full as is likley here then further mitigating actions including the below should be considered / introduced:   * Further increasing the frequency of hand washing and surface cleaning; * Keeping the activity time involved as short as possible and * Encouraging clients to use face mask for the duration together with frequent use of hand sanitiser or handwashing.   Heron Care are preparing for a possible second wave of the pandemic by stocking up on personal protective equipment PPE  • Gloves  • Face Masks  • Disposable aprons  • Sanitiser  • Face guards and  • Uniforms | **Medium**  **Medium** | **Heron Care managers are to undertake spot checks to ensure staff are continuing to wear PPE correctly.**  **Heron Care are locking away Emergency PPE in a stock room for a possible second wave of Covid-19**  **Heron Care are in the process of looking for e-learning covid-19 courses for staff** |
| **Care staff - Face coverings** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Care staff who walk to services are encouraged to wear a face cover when walking between services.  Heron Care will provide face masks hand sanitiser and disposable gloves. | **Medium** | **When possible, Heron Care will utilise company car to drop of staff at designated services. *(See above - Travel to and from work and use of Public Transport).*** |
| **Noted or suspected COVID-19 symptoms** | Spreading the virus to customers, staff, service users and general public | **High** | If staff have any symptoms such as:-   * High temperature * Persistent cough * Loss of taste or smell and /or * Have been in contact with another person that has been tested positive for COVID-19 (and is still infectious) then; * Staff are required to inform Heron Care immediately; * Staff must NOT attend work; * Heron Care will arrange a COVID-19 test. Care staff must self-isolate until the COVID-19 test has come back as negative.   Heron Care have sent all staff letters and emails with all new COVID-19 government guidance and will advise if any significant government or company changes. | **Medium** | **Heron Care have sent all staff letters and e mails with all Covid 19 government guidance**  **Any significant changes in government guidance and /or company procedures will be advised.** |
| **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 if staff have no other protection.  All staff are advised not to use public transport unless absolutely necessary.  Heron Care follow Public Health 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.  Staggered start times are in place to avoid peak times. | **Medium** | **Masks can be used more than once. Disposable gloves one use.**  **Heron Care have made available its company car for 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.** |
| **Attending Service Users homes**  **Disposal of waste** | Cross infection risk, directly or indirectly, of COVID-19 and spreading the virus to service users, customers, colleagues and the general public | **High** | All guidance within this document is relevant and also in particular   * The use of PPE / masks by Heron Care staff; * Further increasing the frequency of hand washing and surface cleaning; * Keeping the activity time involved as short as possible; * Encouraging clients to use face mask for the duration together with their frequent use of Providing clear guidance, as appropriate, on expected Service Users behaviours, social distancing and hygiene * Explaining to clients that failure to observe safety measures could result in services not being provided and * Keeping doors and windows open if possible   **No work** should be carried out in a household which is  isolating because one or more family members has  symptoms or where an individual has been advised to  shield unless it is to remedy a direct risk to the safety  of the household or to public safety.  **When working** in a household where somebody is  clinically vulnerable, but has not been asked to shield,  for example, the home of someone over 70, prior  arrangements should be made with vulnerable people  to avoid any face to face contact, for example, when  answering the door. Heron Care staff must be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single use tissues.    **Communicate with households** prior to any visit to  discuss how the work will be carried out to minimise  risk for all parties.  **Ask that households** leave all internal doors open  to minimise contact with door handles.  Identifying busy areas across the household where  people travel to, from or through, for example, stairs  and corridors, and minimising movement within these  areas.  Bringing your own food and drink to households and  having breaks outside where possible.  **Waste.** Waste does not need to be segregated unless an individual in the setting shows symptoms of or tests positive for COVID-19.  Dispose of routine waste as normal, placing any used cloths or wipes in ‘black bag’ waste bins. You do not need to put them in an extra bag or store them for a time before throwing them away  Remove all waste and belongings from the work area at the end of a shift.  Frequently clean of objects and surfaces that are touched regularly, using your usual cleaning products particularly important in bathrooms and communal kitchens.  Arrange methods of safely disposing waste with the  householder.  If you are cleaning after a known or suspected case of  COVID 19 then you should refer to the *specific guidance.*  Using non recycling bins to dispose of single use face  coverings and PPE. You should refer to guidance for  information on how to dispose of personal or business  waste, including face coverings and PPE.  <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>  **Cleaning and disinfection.** Regular cleaning plays a vital role in limiting the transmission of COVID-19.  Reducing clutter and removing difficult to clean items can make cleaning easier.  When cleaning surfaces, it is not necessary to wear personal protective equipment (PPE) or clothing over and above what would usually be used.  **Laundry.** Items should be washed in accordance with the manufacturer’s instructions. There is no additional washing requirement above what would normally be carried out.  **Kitchens and communal canteens.** It is very unlikely that COVID-19 is transmitted through food. However, as a matter of good hygiene practice, anyone handling food should wash their hands often with soap and water for at least 20 seconds before doing so. Crockery and eating utensils should not be shared. Clean frequently touched surfaces regularly.  **Bathrooms.** Clean frequently touched surfaces regularly. Ensure suitable hand washing facilities are available including running water, liquid soap and paper towels or hand driers. Where cloth towels are used, these should be for individual use and laundered in accordance with washing instructions. | **Medium** | **The risk of coronavirus (COVID-19) infection depends on many factors, including:**  **•the type of surface contaminated**  **•the amount of virus shed from the individual**  **•the time the individual spent in the setting**  **•the time since the individual was last in the setting**  **Surfaces and belongings can be contaminated with COVID-19 when people who are infectious cough or sneeze or touch them. Transmission of COVID-19 can occur when someone else then touches the contaminated surface or item. The person may become infected if they touch their nose, eyes or mouth with a contaminated hand or object. Increased frequency of cleaning of general room surfaces reduces the presence of the virus and the risk of contact.**  **The infection risk from a COVID-19 contaminated environment decreases over time. It is not yet clear at what point there is no risk from the virus, however, studies suggest that, in non-healthcare settings, the risk of residual infectious virus is likely to be significantly reduced after 48 hours.**  **In situations where someone has symptoms of COVID-19, we continue to advise storing personal waste for 72 hours as an additional precaution**  **Personal waste from individuals with symptoms of COVID-19 and waste from cleaning of areas where they have been (including PPE, disposable cloths and used tissues):**  **1.Should be put in a plastic rubbish bag and tied when full**  **2.The plastic bag should then be placed in a second bin bag and tied**  **3.This should be put in a suitable and secure place and marked for storage until the individual’s test results are known**  **This waste should be stored safely and kept away from children. It should not be placed in communal waste areas until negative test results are known, or the waste has been stored for at least 72 hours.**  **If the individual tests negative, this can be put indisposed of immediately with the normal waste.**  **If COVID-19 is confirmed this waste should be stored for at least 72 hours before disposal with normal waste.**  **If during an emergency you need to remove the waste before 72 hours, it must be treated as Category B infectious waste** |
| **Meals and breaks** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Heron Care staff must bring their own food and drink to households and have breaks outside where possible.  *Do not use others cutlery and crockery etc?*  *Do not make refreshments for others* ? | **Medium** |  |
| **Attending Heron Care’s offices** | Cross infection risk, directly or indirectly, of COVID-19 | **High** | Care staff and visitors have been discouraged from attending the main office to avoid any cross contamination.  If staff have to attend the office, which will be in rare and exceptional circumstances only, they will be asked;-   * If they have any symptoms before entering, * To wash and sanitise their hands and requested to go into an identified room and * When leaving to sanitise their hands again.   All PPE is sent to services for staff to use. | **Medium** | **Video conference through Zoom, Microsoft teams or Skype will be used.**  **Together with communication by phone or Email.** |
| **Service users with COVID-19**  **Service users – self isolating** | Cross infection risk, directly or indirectly, of COVID-19 virus to staff, other service users and clients, family members and the general public | **High**  **Medium** | If a service user has been discharged from hospital and diagnosed with COVID-19 Heron Care have a small team that have volunteered to work with COVID-19 service users.  Such staff will NOT work with any other service users or customers until such time that;   * The service user is COVID-19 negative AND * The appropriate staff have had a COVID-19 test which is also negative   Staff must inform head office or the out of hours emergency on call manager if they think a customer has or has any symptoms of COVID-19  In general, if an employee is due to make a home visit to a customer’s household who are in self-isolation, they should ascertain whether or not anyone in the house has shown symptoms of coronavirus (as per current PHE guidance), e.g. call the customer to identify symptoms related to COVID-19.  Correct user of PPE must always be used for every customer care visit.  Heron Care will contact service users and their family who are self-isolating or shielding to ask if they require our services during the pandemic and to ensure that service users not requiring services have appropriate care from family | **Medium**  **Medium** | **Service users will be informed that staff will be in the property for limited time only.**  **NO vacuuming will be provided in the service.**  **Full PPE will be provided including;-**   * **Gloves** * **Face masks** * **Full face guards** * **Aprons** * **Extra uniforms** * **Hand sanitiser** * **Use of company car if they have no transport of their own**   **Office managers will contact each service user to ensure that they are not showing symptoms of Covid 19**  **Heron Care will communicate with service users self-isolating or shielding throughout the pandemic to gather** **information regarding their health and wellbeing and take all necessary steps to provide guidance, contact GP or other health professionals and to provide care when required.** |
| **Other arrangements** | Covid 19 related issues | **NA** | Heron Care have a number of related procedures in place for such as below. This is a short 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** |  |
| **Staff at risk**  **Underlying health issues** | Cross infection risk of contamination of COVID-19 due to underlying health issues. | **High**  **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.  **Personal risk assessment**s will be undertaken for vulnerable staff. This will include such as  Limiting the duration of close interaction with customer (e.g. prepare everything for personal care, meals etc. in advance away from customer).  If possible, maintain >2m distance from the customer.  Arrange care visits that are not time critical around public transport / rush hour and adjustments to work hours.  Ask customer to wear a mask if they do not have any breathing conditions (e.g. COPD Asthma etc.) for staff member interactions.  Request that only the customer is present in room for home visit if possible  Provide surgical mask and full PPE for staff member for all interactions with customers | **Medium**  **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.**  **Office managers will contact each service user to ensure that they are not showing symptoms of coronavirus**  **Heron Care will communicate with service users self-isolating or shielding throughout the pandemic to gather information regarding their health and wellbeing and take all necessary steps to provide guidance, contact GP or other health professionals and to provide care when required.**  **Staff member must inform Heron Care head office or out of hours on care manager if they experience ANY symptoms, Do NOT attend work arrange a Covd-19 test** |
| **Feeling ill *at work*** | Cross infection risk, directly or indirectly, 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, directly or indirectly, 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 rest  Do 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**  **If First Aid treatment is provided the First Aider must wear a mask and disposable gloves as a minimum.**  **If possible the person receiving treatment must also wear a face covering.**  **In the event that emergency services are required they must be advised at the time of the initial call if the injured party has any symptoms of Covid 19.** |
| **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** |  |

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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** |  | **Date** |  |  |
|  | Paul Bartley |  | 29/07/2020 |  |  |
|  |  |  |  |  |  |
|  | **Service user** |  | **Date** |  |  |
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|  | 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.** | |