

## Generic risk assessment – Coronavirus (COVID-19)

Council employees visiting service users, clients, tenants etc in their homes

|               |   |                |                                   |
|---------------|---|----------------|-----------------------------------|
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| <b>Owner</b>  | <i>Business Continuity Group - Silver</i> | <b>details</b> | <i>n/a</i>                        |

|             |                   |                       |            |                        |                 |
|-------------|-------------------|-----------------------|------------|------------------------|-----------------|
| <b>Date</b> | <i>17/03/2020</i> | <b>Version number</b> | <i>1.0</i> | <b>Document status</b> | <i>Complete</i> |
|-------------|-------------------|-----------------------|------------|------------------------|-----------------|

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| <b>Governance Committee</b> | <i>Business Continuity Group - Silver</i> | <b>Date approved</b> | <i>18.03.2020</i> |
| <b>Review date</b>          | <i>As required</i>                        |                      |                   |

|                            |            |
|----------------------------|------------|
| <b>Strategic Alignment</b> | <i>n/a</i> |
|----------------------------|------------|

|                             |   |  |
|-----------------------------|---|--|
| <b>Consultation process</b> | <i>Business Continuity Group – Silver</i> |  |
| <b>Stakeholders</b>         |   |  |
|                             | <i>All council services</i>               |  |
| <b>Distribution</b>         | <i>All council services</i>               |  |

### Change record

|                    |                                       |               |                   |
|--------------------|---------------------------------------|---------------|-------------------|
| <b>Date</b>        | <i>22.10.2020</i>                     | <b>Author</b> | <i>Linda Ross</i> |
| <b>Change made</b> | <i>insert details of changes made</i> |               |                   |

## k Assessment

|  |   |
|--|---|
| Assessors Name Linda Ross                                  | Date/Time of Assessment<br>12.01.2021 10.00am |
| Review Date: (or earlier as required)<br>12.01.2022        |   |
| RA Reference:  |   |
| Location of activity: COMMUNINTY OUTREACH<br>Sir John Mann |   |

### Activity Details

Service users who previously attended day service, are being supported at home to engage in social stimulation and provide company. Staff assist with personal care tasks if required. As a result of the new variant of Corona virus and the increased transmission within our local communities a change to service delivery was necessary. These changes are driven by the government's advice on limiting contact with others. Harry Walker staff are maintaining contact with service users and their families, via telephone in order to support our service users emotionally, which is proving to be beneficial in terms of social contact. We also provide short visits to our more vulnerable service users with a shopping service available to those who require this. It is envisaged that by changing how we provide support will reduce risk to service users and staff during this period where transmission levels are high. Staff are aware of the need to follow guidelines by wearing appropriate PPE and hygiene practices when direct contact is required

| Hazard                  | Who could be harmed | Current Controls  | Risk Rating<br>LxS=R | Further Controls Required  | Residual Risk |
|-------------------------|---------------------|---|----------------------|--|---------------|
| Exposure to coronavirus |                     | <ul style="list-style-type: none"> <li>Do not visit. Where established prioritisation frameworks are in place, these should be implemented.</li> <li>Where visits are carried out as part of a statutory requirement (e.g. annual gas fired central heating boiler check), guidance on easing requirements <b>must</b> be sought from the relevant enforcing body.</li> </ul> |                      | <p>Only essential staff attending visits</p> <p>No car sharing permitted</p> <p>All staff provided with hand sanitiser, soap and disposable paper towels.</p> <p>Staff provided with gloves, aprons and masks when</p> |               |

| Hazard | Who could be harmed | Current Controls  | Risk Rating<br>LxS=R | Further Controls Required  | Residual Risk |
|--------|---------------------|---|----------------------|--|---------------|
|        |                     | <ul style="list-style-type: none"> <li>• Where visits must take place, review the frequency of visits with a view to reducing. Where established prioritisation frameworks are in place, these should be implemented.</li> <li>• Review the number of personnel carrying out each visit and reduce where safe to do so.</li> <li>• Review the tasks to be performed during visits. Reduce the number of tasks to be performed to reduce time of possible exposure. Carry out as much of a task as possible before a visit to reduce time spent within the home.</li> <li>• Contact the person to be visited, or another competent individual (e.g. next of kin), to establish if the person to be visited has contracted coronavirus or is displaying symptoms of coronavirus. Where competent information is available, this should be used to inform protective measures.</li> <li>• Provide staff visiting premises with a means to carry out hand hygiene measures. Where washing facilities within the home are available and can be used, employees should be provided with disposable paper towels to dry</li> </ul> |                      | <p>supporting individuals within the high risk category. Further PPE will be provided if necessary.</p> <p>Staff provided with gloves, aprons and masks when supporting S.U</p> <p>Further PPE will be provided if necessary.</p> <p>We have provided staff with guidance and information to ensure they practice the correct way for putting on and the safe order for removal and disposal of PPE to prevent the risk of cross infection</p> |               |

| Hazard | Who could be harmed | Current Controls   | Risk Rating<br>LxS=R | Further Controls Required | Residual Risk |
|--------|---------------------|--|----------------------|---------------------------|---------------|
|        |                     | <p>their hands. Provide hand sanitiser.</p> <ul style="list-style-type: none"> <li>• Provide staff visiting with personal protective equipment. The equipment provided must be appropriate for the circumstances encountered and should be in line with current recommendations from Health Protection Scotland.</li> <li>• The recommended minimum personal protective equipment (PPE) required to be worn where a visit is to take place to a possible or confirmed case includes disposable gloves, a disposable plastic apron and a fluid resistant surgical face mask</li> <li>• Where the person being visited is coughing, or there is a risk of splashing or aerosols, Filtering Face Piece (class 3) FFP3 respirator and full-face visor should be worn. Contact the local Health Protection Team for further advice.</li> <li>• Provide staff visiting premises with suitable and sufficient information, instruction and training on the correct order for putting on and the safe order for removal and disposal of personal protective equipment to prevent cross contamination to the worker and the environment.</li> </ul> |                      |                           |               |

| Hazard          | Who could be harmed  | Current Controls   | Risk Rating<br>LxS=R | Further Controls Required   | Residual Risk |
|-----------------|--|--|----------------------|---|---------------|
|                 |  | <ul style="list-style-type: none"> <li>Provide staff required to wear single use, disposable items of personal protective equipment with waste bags to allow safe disposal. Used personal protective equipment should be disposed of in line with current guidance from Health Protection Scotland.</li> </ul>               |                      |   |               |
|                 | Council employee with underlying health condition (e.g. condition affecting respiratory health, immuno suppressed)                       | <ul style="list-style-type: none"> <li>Some pre-existing underlying health conditions may result in higher risk as a result of increased consequence. All employees should be aware that they should raise concerns over pre-existing underlying health conditions with their line manager in the first instance.</li> </ul> |                      | All staff within team with pre-existing health conditions have been identified are now working from home for a period of 12 weeks and will not be providing direct support. |               |
| Dermatitis      | Employees increasing frequency of hand washing or use of alcohol based hand rub  | <ul style="list-style-type: none"> <li>Provide employees with information on the signs of dermatitis (see HSE guidance)</li> <li>Provide employees with emollient cream and advise that they protect the skin by moisturizing as often as possible and particularly at the end of their shift.</li> </ul>                    |                      | Information issued to all staff (see links below)   |               |
| Fatigue         | Employees – reductions in available personnel may require that employees work patterns change and they are required to work longer hours | <ul style="list-style-type: none"> <li>Line managers will actively monitor team member's workload, work activities, shift timing and duration, direction of rotation and the number and length of breaks during and between shifts. Work will be planned taking possible fatigue into account.</li> </ul>                    |                      | All work is being carried out from home and on a rota basis. Workloads constantly managed and reviewed.   |               |
| Stress, anxiety | Employees. Being tasked to visit an  | <ul style="list-style-type: none"> <li>Line managers will maintain good communications links</li> </ul>  |                      | Management team are maintaining contact with all staff  |               |

| Hazard | Who could be harmed   | Current Controls  | Risk Rating<br>LxS=R | Further Controls Required   | Residual Risk |
|--------|---|---|----------------------|---|---------------|
|        | <p>environment with possible exposure to coronavirus may give rise to anxiety. Changes to work – work activity, demands etc – may give rise to stress</p> | <p>with their teams throughout the period when measures are in place for coronavirus</p> <ul style="list-style-type: none"> <li>• Updates to council information will be passed on in timely fashion</li> <li>• Employees will be encouraged to raise concerns with their line manager</li> <li>• The council's stress management arrangements will continue to apply through the period</li> <li>• Information on "Time for Talking" employee counselling service to be made available.</li> </ul> |                      | <p>on a regular basis via phone calls and skype. All updates are passed on to staff via e-mail and through phone calls.</p> <p>Line managers are available at all times.</p> <p>Staff will be offered a risk assessment if they are feeling stressed.</p> <p>Counselling sessions available via phone or skype. Daily check in calls and weekly group supervision via conference call.</p> <p>Information provided to staff (see links below)</p> |               |

## Summary of Action Required

| Action Required   | Responsible Person | Timescale for Completion | Date Completed |
|---|--------------------|--------------------------|----------------|
| Ongoing review and update of all home visits being carried out. Senior staff provided with any details of suspected / confirmed COVID 19 cases so that risks are reduced. | All staff /        | Daily                    |                |
| Ongoing management and support of workers to reduce stress and anxiety. Staff supported to access wellbeing policy resources and to take time out                         | Senior             | Daily                    |                |
| Group supervision conference call   | NA                 | Weekly                   |                |
| Review risk assessment as new policies, information and advice provided   | Manager            | As required              |                |
| Consultation with external managers re transport  | Manager            |                          |                |
|   |                    |                          |                |

The contents of this risk assessment are an accurate reflection of the activities being undertaken and appropriate control measures to be implemented or maintained to ensure the activity can be undertaken whilst protecting the health safety and welfare of employees and anyone else who could be affected. The content of the risk assessment will be made known to employees, controls implemented and monitored and a review carried out either annually or when a change to circumstances dictates.

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| Signed:<br><br>Date: |
|----------------------|



## Further information

Health Protection Scotland <https://www.hps.scot.nhs.uk/>

Health and Safety Executive <https://www.hse.gov.uk/>

Health and Safety Executive, Managing risks and risk assessment at work

[https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm\\_source=hse.gov.uk&utm\\_medium=refferal&utm\\_campaign=risk&utm\\_content=home-page-info](https://www.hse.gov.uk/simple-health-safety/risk/index.htm?utm_source=hse.gov.uk&utm_medium=refferal&utm_campaign=risk&utm_content=home-page-info)

Health and Safety Executive, Dermatitis <https://www.hse.gov.uk/food/dermatitis.htm>

Health and Safety Executive, Skin checks for dermatitis (free poster) <https://www.hse.gov.uk/skin/posters/skindermatitis.pdf>

Time for talking <http://connect/CHttpHandler.ashx?id=36324&p=0> Telephone 0800 970 3980