

Risk Assessment - Coronavirus (COVID-19)

HOME SUPPORT SERVICE (Dalziel Building)

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Owner			

Date	<i>20 October 2020</i>	Version number	1	Document status	<i>Final</i>
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Governance Committee		Date approved	
Review date	<i>9 November 2020</i>		

Strategic Alignment

Consultation process		
Stakeholders	Home Support Service (Dalziel Building)	
Distribution	<i>All council services</i>	

Change record

Date		Author	
Change made			

Risk Assessment

Assessors Name Donna Bridges	Date/Time of Assessment 20 October 2020
Review Date:	
RA Reference:	
Location of activity Home Support Services – 2nd and 4th Floor Dalziel Building	

Evaluating risk

Likelihood

	1 Remote	2 Unlikely	3 Possible	4 Likely	5 Certain
1 Trivial	1	2	3	4	5
2 Minor	2	4	6	8	10
3 Lost time	3	6	9	12	15
4 Major	4	8	12	16	20
5 Fatal	5	10	15	20	25

Severity

Activity Details Home Support Service Risk Assessment - COVID-19 pandemic.
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Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
Workplace exposure to COVID-19 while in attendance at Dalziel Building.	Any staff present in the office.	<p>Reduced office footfall</p> <p>Building is closed to the public.</p> <p>Single building access and egress point.</p> <p>Signage directing one way system for people traffic, physical distancing and requirement to use hand sanitiser throughout building.</p>	Low	Ongoing review.	

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>Sign in sheets to be completed by all visitors (excluding staff) on arrival at the building, and again upon entry of fourth floor, which includes logging relevant contact details in accordance with Test and Protect procedures.</p> <p>Staff to complete sign in sheet on arrival at fourth floor only, logging relevant contact details in accordance with Test and Protect procedures.</p> <p>Clear escalation and risk management processes in the event of virus outbreak in the workplace.</p> <p>Bronze management group will meet to decide on operational requirements in the event of an IT failure where essential service is required to be delivered.</p> <p>Operations Manager and Building Manager (Cathie Paterson) to be notified to trigger this process.</p> <p>Signage directing one way people traffic and physical distancing.</p>		Do not share pens.	
Office working		<p>Hygiene:</p> <p>Office cleaning rota – morning and early evening (Monday to Friday) and daily at weekends by cleaning staff.</p> <p>Toucan spray used daily on work surfaces.</p>	Low	Ongoing review.	

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>Hand sanitising stations positioned at entrance/exit, photocopier and main touchpoints. Photocopier will be cleaned before and after each use (follow guidance on copier).</p> <p>Sanitising and anti-bacterial cleaning products in ready supply (and at end of each bank of desks) to maintain hygiene and clean workstations. Users will ensure desks are cleaned desks before and after use with toucan spray.</p> <p>Hand wash and dryer facilities in toilet areas.</p> <p>Employees are required to access the office to drop off paperwork. Visiting Employees will; completed test and protect information on entry into the building; wear a face covering at all times while inside the building; ensure hand hygiene is adhered to and 2m physical distancing is maintained.</p> <p>Communal areas:</p> <p>Physical distancing to be strictly maintained by staff passing desk spaces and entering / leaving the office. A one way flow system remains in place on fourth floor with signage.</p> <p>Face coverings to be worn when accessing, egressing the building,</p>	<p>Med</p> <p>Low</p>	<p>Additional photocopier required to reduce queuing / need to access other floors</p> <p>Signage on door to advise if toilet is occupied.</p> <p>For staff with no access to electronic systems, staff will post completed documents (mileage claim forms etc) into designated post-box at reception, to reduce number of employees accessing the building.</p> <p>No shared use of cups, plates and cutlery. Staff to bring own to work with them. Shared items (mugs, utensils, plates) and food have been removed from kitchen.</p>	<p>Low</p> <p>Low</p>

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>walking to and from desks, in toilets, kitchen, corridors and in face to face meetings.</p> <p>Use of breakout areas is discouraged and when required only for one member of staff.</p> <p>Occupancy of lifts, kitchen and toilets restricted to one person at a time.</p> <p>Physical distancing to be maintained when using stairs.</p> <p>Essential meetings to be held in Meeting Room to be limited to no more than two attendees, where the available space allows for 2m social distancing of each participant.</p> <p>All meetings for more than this number to be held online or by blended meeting.</p> <p>Physical distancing; face covering, and hand hygiene signage is displayed throughout the floor.</p> <p>Shift cover:</p> <p>Staff operating dayshift, early shift, backshift and nightshift (Monday to Friday) and early, back and night shifts (Saturday and Sunday).</p> <p>Staff should travel alone by car to and from workplace, avoiding public transport where possible. If travelling in car with another person, the</p>		<p>Staff should not share food products such as tea, coffee, milk etc and bring in own for personal use.</p> <p>Staff not to store personal belongings on their desks and store their headset / keyboard/ mouse appropriately when not in use.</p> <p>Face coverings not to be placed on desks when not in use – store in personal bag.</p> <p>PPE disposal bins (for disposal of desk cleaning materials and PPE) now situation in kitchen, breakout area and throughout floor.</p> <p>Service will operate a blended approach – office based and</p>	

Hazard	Who could be harmed	Current Controls	Risk Rating Low, Med, High	Further Controls Required	Residual Risk
		<p>Council's car sharing advice to be followed regarding the use of PPE and hygiene.</p> <p>Desk spaces to be occupied with strict adherence to physical distancing guidelines and hygiene measures – desks have been identified for use (signage on desks not to be used). Users will ensure that their desk / workstation will be cleaned before and after use with toucan spray.</p> <p>Staff will work from home wherever possible. To deliver essential services, a minimal number of employees are required to complete work within the office.</p>		<p>working from home where possible. Motherwell – 2 staff in the building Bellshill – 2 staff in the building CAS – 2 staff in the building Managers and Central Team – 3 staff in the building Out of Hours – 2 staff in building in the evenings and 3 staff each shift at the weekend Nightshift SDC's – 2 in the building</p> <p>Desks labelled DO NOT USE should be kept clear at all times. All desks to be kept tidy and cleared at the end of the working day of all personal items/paperwork.</p> <p>Window to be open for natural ventilation or entry door kept open at all times.</p>	

Distributing PPE to home support staff	Employees	PPE will be distributed by prior appointment only. When distributing PPE to Home Support Workers, face masks and social distancing to be maintained.	Med	PPE to be delivered to employee's home address to reduce or eliminate the need to visit NLC buildings. Update - Service commencing 23/11/20 for staff living in the Bellshill and Motherwell areas.	Low
Distributing equipment to staff (e.g. community alarm staff).	Employees	The movement of staff between floors will be kept to a minimum. Employees will sign in on another floor and record their details for test and protect purposes. Employees will wear a face covering; maintain good hand hygiene and remain at a 2m physical distance.	Med	Management to review location of staff to ensure movement is kept to a minimum. Restricted access to Response Centre. Staff must not move about floors/offices and where required to do so as an essential task, done with the strict adherence to social distancing, use of face coverings and sanitising products to hands before and after any movement around the building. Coat stands have been removed.	Low
Contractors working within the floor.	Employees, Contractors	All contractors will sign in at reception for test and protect purposes. Contractors are also required to sign in at each floor they complete works. Building manager will notify floor managers if any works are to be completed and in which area with an estimated duration. Contractors will be required to wear a face covering, use hand sanitiser and maintain 2m physical distance between themselves and others. Any works that restrict the use of hygiene facilities will be completed out	Md		

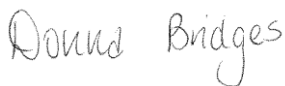
		of hours OR staff will not be permitted onto the floor.			
Being tasked to visit an environment with possible exposure to coronavirus may give rise to anxiety.	All employees	<p>Line managers will maintain good communications links with their teams throughout the period when measures are in place for COVID-19. PPE to be worn.</p> <p>Updates to council information will be passed on timeously. All workers are referred to myNL for updated guidance.</p> <p>All workers are to be reminded when undertaking home visits or duties in other premises that they must adhere to guidance in relation to social distance, use of face masks and hand sanitising. Masks and full PPE to be worn.</p>	Med	Ongoing review required by line managers.	
Changes to work experience and remote working	All staff	<p>Work / life activity and demands may give rise to stress.</p> <p>Employees will be encouraged to raise concerns with their line manager.</p> <p>Stress management arrangements can be deployed including employee counselling service.</p> <p>Virtual platforms to be used to promote team communication and routine support and supervision to staff. (Home Support Workers – conference calls and essential face to face meetings).</p> <p>Face to face meetings where the need arises, social distancing, face masks and hygiene guidance to be followed.</p> <p>Staff to be reminded and referred to the NL Life and Work Well NL coronavirus</p>	Med	Ongoing review required by line managers.	

		web page accessible from the Connect homepage.			
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Summary of Action Required

Action Required	Responsible Person	Timescale for Completion	Date Completed
External post-box to be installed.	Raymond Taylor / Dennis McLafferty/ Donna Bridges	30 th October	Box at reception for each service (Bellshill, Motherwell and Community Alarm Services)
Management to review staff location to ensure the movement of staff is kept to a minimum.	Raymond Taylor / Dennis McLafferty/ Donna Bridges	30 th October	16 th November 2020
Establish new system of home delivery for employee's PPE.	Raymond Taylor / Dennis McLafferty	30 th October	PPE delivery system scheduled to commence for staff living in the Bellshill and Motherwell areas w/c 23-Nov-20.
Photocopier to be relocated to second floor (Response Centre) and fourth floor.	Colin Sinclair	30 th October	
Review of storage of PPE on second floor.	Dennis McLafferty / Donna Bridges	30 th October	16 th November 2020

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.

Signed:	
Date:	9 November 2020

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

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