

Fortis Care Ltd

Location: All Fortis Care Office Locations

Title: OFFICE COVID-19 RISK ASSESSMENT	Date of Assessment: 13/05/2020	Risk Assessor: [REDACTED]
Risk Assessment Reference: Office COVID-19 Risk Assessment	People Involved in Making this Assessment: [REDACTED]	
Task/ Process: Identify hazards & highlight control measures	People at Risk: Office staff & visitors	
<p>Hazard: <i>Uninformed staff.</i> Staff who are not fully aware and understanding of the procedures and arrangements we have put in place to work within Government Policy on essential working could compromise our arrangements and jeopardise the health of others.</p>		
<p>Control Measures:</p>		
<p>1. Specific procedures and measures to reduce the risk of spreading Coronavirus have been prepared. These are based on NHS, Public Health and Government guidance and instruction. They are updated daily to reflect any changes in the official advice and guidance.</p>		
<p>2. Every member of staff has been fully briefed to ensure that they are aware of the hazards and risks and understand the rules and procedures we have put in place. All staff members have been emailed regarding this risk assessment and can access it via Access Care Planning.</p>		
<p>3. NHS and Public Health warning posters are displayed throughout the office.</p>		
<p>Hazard: <i>Passenger and goods lifts.</i> The enclosed space within the lift creates a risk of potential contamination through coughing and sneezing and contact with internal surfaces and controls.</p>		
<p>Control Measures:</p>		
<p>1. Staff are encouraged to use the staircase to get to the floor on which they work.</p>		
<p>2. Staff encouraged to avoid using lifts when other users are present.</p>		
<p>3. Staff instructed to avoid using a fingertip to press buttons; instead to use the back of the knuckle to select the appropriate floor and to wash hands as soon as possible after using a lift.</p>		
<p>4. If a lift must be used staff are instructed to face away from other users and avoid touching surfaces.</p>		

Hazard: *Food & drink preparation areas. Potential risk of transfer of virus through cross contamination.*

Control Measures:

1. Staff instructed to ensure that good hygiene standards must be maintained when food or drinks are being prepared.
2. Ensure that when spills of food or liquids do occur, they are cleaned straight away and work surfaces are left in a clean and sanitised condition.
3. Use their own drinking mugs and glasses to prevent cross contamination.
4. Keep their hands out of and not to touch food and waste bins or receptacles as they may contain contaminated products, food or tissues.
5. Wash their hands thoroughly before using these facilities.
6. The microwave oven should be left in a clean condition and wiped out after use.
7. Put half eaten food products in a clean, sanitised, sealed wrapper, bag or container, if they are to be stored in the communal refrigerator.
8. To thoroughly wash crockery and cutlery after each use and to put them away.

Hazard: *Communal facilities, entrance, toilets, stairs etc. Risk of cross contamination from equipment, surfaces etc. that may have been touched or otherwise contaminated by coronavirus and create a risk to health.*

Control Measures:

1. Contract cleaning services carried out by the landlord. Toilets and communal areas are cleaned more frequently and the cleaning routine is to a higher specification.
2. Supplies of soap are provided and regularly topped-up at all hand washing stations. NHS and Public Health hand washing advice posters have been sent to all staff.
3. Staff instructed to clean their hands after using the toilet, by washing their hands with soap and water for at least 20 seconds.
4. Staff made aware that where welfare facilities are used during the working day, they must have an awareness of surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects which are visibly contaminated with bodily fluids must not be touched, but reported to a manager.
5. Staff instructed to ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.
6. Immediate hand washing is encouraged after communal areas are used.

Hazard: Waste. Ill-health as a result of the transfer of coronavirus and other pathogens through cross contamination after contact with waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen areas.
2. Staff instructed to not put their hands directly into food waste or general waste bins or receptacles as they may contain contaminated products, food or tissues.
3. Staff instructed that disposable tissues should be used when coughing and or sneezing and put directly into a waste bin, preferably bagged, or pocketed and taken home.
4. All waste bins and receptacles are carefully and safely emptied daily by the contracted cleaning staff.
5. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated.

Hazard: Meeting rooms. Potential risk or transfer of virus on account of close contact with other persons.

Control Measures:

1. Staff instructed that meetings in enclosed spaces such as conference and meeting rooms should only be undertaken when absolutely essential for business needs and kept as short as possible.
2. Staff using conference and meeting rooms are instructed to follow Government advice and maintain a 2-metre separation distance.
3. Staff instructed that the same 2-metre distance rule must be applied to any meetings with clients or visitors.
4. Staff told to avoid physical contact with clients and visitors, such as handshakes, hugs, etc; and to give a polite explanation of this policy if required.

Hazard: High risk vulnerable employees. High risk vulnerable employees with existing health conditions are at a much higher risk of contracting Covid-19 which may have a significant increased adverse effect on their health and wellbeing.

Control Measures:

1. In accordance with Government policy staff who are in the very vulnerable category are encouraged not to come to the office. They are encouraged to either work from home or are furloughed (whichever is more appropriate).

2. Staff with family members in at risk categories have been instructed to inform their management team. Decisions on home working or furlough in accordance with Government policy are taken on a case by case basis.

Hazard: *Cleaning and hygiene.* *Inadequate cleaning & hygiene standards pose a risk of spreading infection by way of cross contamination from surfaces contaminated with the coronavirus.*

Control Measures:

1. Cleaning regimes have significantly increased and the frequency of cleaning of hard surfaces (floors, handrails, door handles, passenger lifts, building equipment buttons, switches, etc). Contract cleaning staff have been increased in line with the increased cleaning regimes.

2. Suitable disinfectant cleaning products are used by the contracted cleaning staff.

3. Office staff are instructed not to hot desk and to only stay at one desk. Once they are finished for the day they are instructed to use disinfectant, which the company will provide, to wipe down the desk surface and the contact points of the office chair they used (such as the seat and armrests).

4. Sufficient hot water and liquid soap are provided throughout the building in the toilet areas.

5. Staff are required to report anything contaminated or spilt that requires cleaning.

Hazard: *Personal hygiene.* *Poor personal hygiene standards pose a risk of passing or contracting the COVID-19 infection.*

Control Measures:

1. The importance of good personal hygiene has been explained to all staff. Particularly the need for regular thorough hand washing and the avoidance of touching eyes, nose or mouth, if their hands are not clean.

2. Staff are instructed to clean their hands frequently, using alcohol-based hand sanitisers or ideally to wash their hands with soap and water for at least 20 seconds. Soap and water are provided in the building.

3. Staff are instructed that any potentially contaminated clothing should be removed and placed in a suitable plastic bag or container.

4. Staff are instructed that disposable tissues, should be used when coughing and or sneezing. Used tissues are to be bagged and put into a bin or pocketed and taken home for safe disposal.

Hazard: *Workstations, IT and telephony equipment.* *Direct contact with potentially cross contaminated workstations, IT or telephony equipment may cause adverse coronavirus health effects.*

Control Measures:

1. Staff are instructed to ensure that their workstations, IT and telephony equipment, such as keyboards, screens, phones and headsets are cleaned and sanitised on a regular basis throughout the working day. Suitable wipes and cleaners that do not damage equipment are provided.
2. Staff are instructed that they should not use each others IT equipment to prevent accidental cross contamination.
3. Telephone equipment should be deep cleaned at the end of each working day by the staff member who was using that equipment.
4. Staff instructed not to share phones, head sets and personal mobile phones with others to prevent accidental cross contamination.

Hazard: *Smoking shelters. Inhalation of second-hand tobacco smoke and or vapours from e-cigarettes may result in adverse coronavirus health effects.*

Control Measures:

1. Smoking tobacco or e-cigarettes is confined to a dedicated external smoking shelter.
2. Staff advised to avoid inhaling second-hand tobacco smoke and vapour emitted from cigarettes and e-cigarettes from other persons. Although there is no evidence of transmission this is a precautionary measure. Additionally, staff instructed to maintain 2 metre social distancing.

Hazard: *Close contact. Staff working on the premises may be at risk of exposure to other members of staff/visitors who are carrying coronavirus, knowingly or unknowingly.*

Control Measures:

1. Staff who can work from home have been instructed to do so.
2. Staff who need to work at the office are instructed to avoid close face-to-face contact or touching other employees, visitors, etc. and follow the 2 metre rule.
3. Physical contact, such as handshakes, hugs, pat on the back, etc. is to be avoided.
4. Staff are required to be environmentally aware and sit out of the immediate air flow from fan heaters, cooling fans and or ventilation systems that could spread the virus. Where possible the use of such systems will be avoided

Documents Associated with this Risk Assessment:

Review Date: 13/08/2020

Reviewer: [REDACTED]

