

GENERAL SERVICE COVID-19 RISK ASSESSMENT

Fortis Care Ltd

Location: All Fortis Care Supported Living Services

Title: SERVICE COVID-19 RISK ASSESSMENT	Date of Assessment: 13/05/2020	Risk Assessor: [REDACTED]
Risk Assessment Reference: SERVICE COVID-19 Risk Assessment	People Involved in Making this Assessment: [REDACTED]	
Task/ Process: Identify hazards & highlight control measures	People at Risk: Service staff, service users & visitors	
Hazard: <i>Failure to follow Government policies. Will lead to the spread of coronavirus infection among our workforce and anyone they come into contact with.</i>		
Control Measures:		
1. The Government's COVID Act and associated Regulations and Orders have set a framework to prevent the spread of the virus. We have developed procedures and arrangements to work within those rules and guidelines.		
2. Our arrangements and procedures are reviewed daily in the light of additional Government guidance as published at gov.uk/coronavirus.		
3. We continue to operate because the service we provide falls into the Government's category of essential activities.		
4. Staff are responsible for communicating to management, without delay, if they have any underlying health conditions or whether they are living with any family members with underlying health conditions so that this can be discussed further.		
Hazard: <i>Uninformed workforce. Uninformed 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.</i>		
Control Measures:		
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.		
2. Every member of staff has been fully briefed to ensure that that they are aware of the hazards and risks and understand the rules and procedures we have put in place.		
3. NHS and Public Health, as well as company specific literature has been sent to all staff members.		

Hazard: *Physical contact with service users. Risk of infection being passed to/from service users or to/from contaminated premises and equipment.*

Control Measures:

1. Staff have been instructed to maintain the advised 2 metre separation from service users whenever possible.
2. Staff are instructed to immediately report COVID-19 symptoms to management including coughing, signs of difficulty in breathing or sweating/fever and await instruction.
3. Staff are instructed to clean their hands immediately when they arrive on shift and then frequently throughout their shift using soap and water for at least 20 seconds.
4. Staff are advised not to touch their eyes, nose or mouth, if their hands are not clean.
5. Staff instructed that physical contact with service users, such as handshakes, hugs, etc are not to be undertaken.

Hazard: *Travel and vehicles. Risk of the spread of infection from vehicles and during travel.*

Control Measures:

1. Public transport will not be used in connection with normal business processes.
2. Public transport will only be used where absolutely essential. Staff are instructed on avoiding contact with surfaces, distancing and hand washing as per Government guidelines.
3. Staff who use their own vehicles have been advised to ensure that surfaces and controls are routinely sanitised.
4. Where possible no passengers are to be carried in any vehicle being used for business purposes unless absolutely necessary.

Hazard: *Personal hygiene. Inadequate personal hygiene standards pose a risk of contracting the infection and cross contaminating surfaces.*

Control Measures:

1. Workforce instructed to clean their hands frequently, using a hand sanitiser containing at least 60% alcohol, or ideally to wash their hands with soap and water for at least 20 seconds.
2. Staff instructed not to touch their eyes, nose or mouth, if their hands are not clean.
3. Workforce instructed that a disposable tissue should be used when coughing and/or sneezing then put into a bag and binned or pocketed until that procedure can be followed.

4. Workforce instructed that any potentially contaminated clothing and or personal protective equipment should be taken off and placed in a suitable plastic bag or container for appropriate action.

Hazard: *Food and drink. Potential for cross-infection at client premises and take away outlets.*

Control Measures:

1. Workforce instructed to politely refrain from consuming beverages and food products that are offered by service users/visitors, due to the risks associated with cross contamination.
2. Workforce encouraged to prepare food and drink at home and carry it with them through the working day, so that at meal times they can avoid the need to visit take away outlets and potential exposure to infection.

Hazard: *Contractors/delivery drivers/visitors at Service User premises. Potential for cross-infection at client premises.*

Control Measures:

1. Staff instructed to maintain 2 metre separation distance and avoid shaking hands, hugs and other personal contacts.
2. Deliveries to service user premises should be left at the front door and ideally only collected once the delivery driver has left the vicinity.
3. Staff are to provide minimal assistance to delivery drivers who need assistance to unload goods at a service user's premises. Staff can merely assist by opening doors and allowing deliveries to be unloaded. Staff should keep a social distance of 2 metres at all times, and close the front door once the delivery driver has left the service.
4. If a contractor is required within the premises staff should open the door and then ensure neither they or the service user are residing in the same room. They should ensure that they and the service user are at least 2 metres away from the contractor. All contractors entering a service are instructed to wear gloves before entering.

Hazard: *Personal Protective Equipment. Contact with potentially cross contaminated PPE may transmit infection.*

Control Measures:

1. Where personal protective equipment is offered for use by a visitor or service user it must be politely declined and only the equipment we have provided is to be used.
2. Personal protective equipment is required to remain PERSONAL to the person to whom it was issued. Workers instructed not to borrow PPE from colleagues.
3. Where personal protective equipment is required in the course of work it has been provided by the company. Staff have been instructed by management when PPE is required. Once PPE has been used it must be bagged and correctly disposed of.

Hazard: *Telephone and IT equipment. Contact with potentially cross contaminated equipment may transmit infection.*

Control Measures:

1. Staff have been instructed not to use service user, visitor or colleagues' computers, accessories and telephones while on shift.
2. Staff instructed to ensure that all IT equipment, mobile phones, that may be used at services are cleaned/disinfected on a regular basis using the disinfectant and sanitisers that have been provided.
3. Staff have been instructed to refrain from sharing their work mobile phone with other people. If they use personal phones they are advised to follow this rule. If a staff member has used a company device (such as the service mobile phone) during their shift they must disinfect the device before leaving their shift.

Hazard: *Smoking Inhalation. Smoke and/or vapours from e-cigarettes may make smokers vulnerable to coronavirus infection.*

Control Measures:

1. Staff are advised not to smoke at services and to avoid inhaling tobacco smoke and e-cigarette vapour emitted from other persons whilst visiting services.
2. Staff are reminded to comply with no smoking regulations and to follow the company's policies and procedures regarding smoking.

Documents Associated with this Risk Assessment:

Review Date: 13/08/2020

Reviewer: [REDACTED]