



RISK ASSESSMENT AND SAFE SYSTEM OF WORK

AREA BEING ASSESSED	Ardgowan Hospice and ACCESS at Ardgowan
Risk Assessed	Coronavirus (Covid-19) and Safe Systems at Work
COMPANY	Ardgowan Hospice
ASSESSOR(s)	Head of Corporate Development and Director of Care
DATE	31/07/2020
REVIEW DATE	Reviewed 07/08/2020
APPLICABLE LEGISLATION and/or GUIDANCE	Health and Safety at Work etc. Act 1974, Personal Protective Equipment at Work Regulations 1992, Management of Health and Safety at Work Regulations 1999 Relevant government Corona Virus Guidance [https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19 ; https://www.gov.scot/coronavirus-covid-19/]
PEOPLE AFFECTED	<input checked="" type="checkbox"/> MEMBERS OF THE PUBLIC <input checked="" type="checkbox"/> ADJACENT WORKERS <input checked="" type="checkbox"/> CHILDREN/YOUNG PEOPLE <input checked="" type="checkbox"/> CONTRACTORS <input checked="" type="checkbox"/> VISITORS <input checked="" type="checkbox"/> NEW/EXPECTANT MOTHERS <input checked="" type="checkbox"/> SHIELDED PERSONS

See Risk Matrix page 20 for key

ACTIVITY	HAZARD(S) and/or those AFFECTED	RISK RATING before control measures			SAFE SYSTEM OF WORK/CONTROLS	RISK RATING after control measures			Additional Control Measures in Place
		L	S	R		L	S	R	
Ensuring Covid Specific Legislation in place	Risk of Fines and/or Prosecution	5	5	25	Aware of updates as per Government guidance regarding Lockdown Release and Business Return to Work Awareness and implementation of expected protection to visitors, volunteers and members within the premises and related offerings as per Government guidance	2	5	10	YES Applicable Legislation and Guidance followed as above
Home Life	Risk of cross infection	3	5	15	Notification to Employees • Family members must recognise the increased risk due to staff now	3	5	15	YES

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		L	S	R		L	S	R	
					<p>back at work and practice:</p> <ul style="list-style-type: none"> regular hand washing sanitising all home hand contact surfaces, bathrooms, and food preparation surfaces coughing and sneezing protection actions home isolation where practicable recognise Covid19 symptoms (high temperature, a new, continuous cough and/or loss or change to your sense of smell or taste) Where appropriate, employees will be permitted to work from home when required to self-isolate <p>Avoid contact with high risk vulnerable people:</p> <ul style="list-style-type: none"> have had organ transplant having chemotherapy or antibody treatment or immunotherapy for cancer having an intense course of radiotherapy for lung cancer having targeted cancer treatments that can affect the immune system have blood or bone marrow cancer (such as leukaemia, lymphoma, or myeloma) have had a bone marrow or stem cell transplant in the past 6 months, or are still taking immunosuppressant medicine have been told by a doctor they have a severe lung condition (such as cystic fibrosis, severe asthma, or severe COPD) have a condition that means they have a very high risk of getting infections (such as SCID or sickle cell) are taking medicine that makes them much more likely to get infections (such as high doses of steroids or immunosuppressant medicine) have a serious heart condition and are pregnant <p>Practice/awareness of “Shielding Controls” for high risk vulnerable people</p> <ul style="list-style-type: none"> only leaving home to spend time outdoors, for example to go for a walk stay at least 2 metres (3 steps) away from other people in their home as much as possible get food and medicine delivered and left outside their door – ask friends and family to help or register to get coronavirus support on GOV.UK if needed prepare a hospital bag, including a list of the medicines being taking, in case they need to go into hospital 				https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/workforce-educational-resources/#workforce

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		L	S	R		L	S	R	
					<ul style="list-style-type: none"> wash hands regularly with soap and water often – do this for at least 20 seconds make sure anyone who comes into their home washes their hands with soap and water for 20 seconds use hand sanitiser gel if soap and water are not available clean objects and surfaces touched often (such as door handles, kettles, and phones) using regular home sanitiser cleaning products clean a shared bathroom each time it is used, for example by wiping the surfaces touched <p>Avoid contact moderate risk people:</p> <ul style="list-style-type: none"> are 70 or older have a lung condition that is not severe (such as asthma, COPD, emphysema, or bronchitis) have heart disease (such as heart failure) have diabetes have chronic kidney disease have liver disease (such as hepatitis) have a condition affecting the brain or nerves (such as Parkinson's disease, motor neurone disease, multiple sclerosis, or cerebral palsy) have a condition that means they have a high risk of getting infections are taking medicine that can affect the immune system (such as low doses of steroids) are very obese (a BMI of 40 or above) are pregnant <p>Practice/Controls for moderate risk persons</p> <ul style="list-style-type: none"> can go out to work (if they cannot work from home) and for getting food or exercising but should try to stay at home as much as possible. maintain social distancing, including staying at least 2 metres (3 steps) away from anyone they do not live with. wash hands regularly with soap and water often – do this for at least 20 seconds make sure anyone who comes into their home washes their hands with soap and water for 20 seconds use hand sanitiser gel if soap and water are not available clean objects and surfaces touched often (such as door handles, kettles, and phones) using regular home sanitiser cleaning products 				

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					<ul style="list-style-type: none"> clean a shared bathroom each time it is used, for example by wiping the surfaces touched 				
Recognising the symptoms of Corona Virus and keeping Service Users and Visitors safe	Risk of cross infection and contacting COVID-19	5	5	25	<ul style="list-style-type: none"> Employees/Volunteers who feel unwell should stay at home and not attend the premises. Visitors and/or contractors should be screened using the screening questions on COVID-19 before leaving the reception area prior to entering the building. <ul style="list-style-type: none"> Have you had the recent onset of a new continuous cough? Do you have a high temperature? Have you noticed a loss of, or change in, normal sense of taste or smell? Have you returned to the UK from overseas in the last 14 days? If the visitor and/or contractor has any of these symptoms, however mild, they should stay at home and reschedule their appointment. The frequency of handwashing or sanitising will be increased. The maximum number of people that can reasonably follow physical distancing guidelines (two metres, or one metre with risk mitigation where two metres is not viable) has been calculated for the hospice, taking into account total floor space as well as likely pinch points and busy areas. Close contact services will clearly mean that the physical distancing measures cannot be maintained and, as such, PPE is required to be worn by staff. Further information is within the PPE section of this assessment. Further measures include: <ul style="list-style-type: none"> Keeping the activity time involved as short as possible. Using screens or barriers to separate staff from visitors when entering the reception area. from one another. Using back-to-back or side-to-side working (rather than face-to-face) whenever possible. Using a consistent pairing system, defined as fixing which workers work together if workers have to be in close proximity (defined as being within arm's length of someone else for a sustained period of time). 	3	5	15	<p>Yes</p> <p>COVID-19: Safe Practice in Acute Healthcare Settings https://www.hps.scot.nhs.uk/web-resources-container/covid-19-safe-practice-in-acute-healthcare-settings/</p> <p>Key messages https://www.hps.scot.nhs.uk/web-resources-container/key-messages-in-the-workplace/</p>

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		L	S	R		L	S	R	
					<ul style="list-style-type: none"> • Queuing systems have been reviewed for the premises in order to maintain two-metre physical distancing (or one metre + where this is not possible). Outside spaces will be used where possible and markings will be laid. • Clear guidance on physical distancing and hygiene will be made available to people on arrival (e.g. signage, visual aids, etc.) and before arrival, such as by phone, on our website or by email. • Physical distancing will be maintained in waiting areas when visitors wait to be taken into the hospice buildings. When waiting areas can no longer maintain physical distancing, consider moving to a 'one in, one out' policy. • Queues will be managed in such a way as to ensure they do not cause a risk to individuals. • Sanitising facilities will be provided at the entrances to the building and visitors will be asked to use the sanitiser or to wash their hands and use PPE as appropriate. • Changes made to entrances, exits and queue management will take into account reasonable adjustments for those who need them, including disabled visitors. • Visitors who are accompanied by children will be reminded that they are responsible for supervising them at all times and should follow physical distancing guidelines. • Plans have been put in place for maintaining physical distancing guidelines (two metres, or one metre with risk mitigation where two metres is not viable) in the event of adverse weather conditions, being clear that visitors cannot seek shelter indoors unless physical distancing can be maintained. • Contractor visits have been revised to reduce interaction and overlap between people, wherever possible. • All control measures identified will be equally expected of all persons without discrimination. • We will assist the Scottish Government Test and Protect service by keeping a temporary record of our staff shift patterns for 21 days and assisting with requests for that data if needed. This could help contain clusters or outbreaks. • Working practices may be reviewed to minimise the duration of contact 				

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		L	S	R		L	S	R	
					with the patient and/or visitor.				
Providing and explaining available COVID 19 guidance	Risk of Cross Infection	5	5	25	<ul style="list-style-type: none"> Clear guidance on expected behaviours, physical distancing and hygiene will be provided to people on or before arrival, for example on-site signage and visual aids. Written or spoken communication regarding the latest guidelines will be available to staff, volunteers, patients, visitors and contractors. Posters or information setting out how individuals should behave in the hospice to keep everyone safe will be provided. We will also consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired. Where necessary, we will inform service users that police and the local authorities have the powers to enforce requirements in relation to physical distancing and may instruct service users to disperse or leave an area, issue a fixed penalty notice or take further enforcement action. Staff will be encouraged to remind service users to follow physical distancing advice and clean their hands regularly. Where visits to hospice/shops are required by inbound supplier deliveries or safety-critical visitors, we will provide site guidance on physical distancing and hygiene on or before arrival. We shall ensure that information passed to visitors does not compromise their safety. 	2	5	10	<p>COVID-19: Safe Practice in Acute Healthcare Settings https://www.hps.scot.nhs.uk/web-resources-container/covid-19-safe-practice-in-acute-healthcare-settings/</p> <p>Key messages https://www.hps.scot.nhs.uk/web-resources-container/key-messages-in-the-workplace/</p>
PPE and Face Coverings	Risk of Cross Infection	4	5	20	<ul style="list-style-type: none"> PPE identified to control risks other than COVID-19 will continue to be worn. PPE for COVID 19 use, suspected or not will be adopted as per guidelines. To wear PPE safely Staff should follow the donning and doffing procedure as per Scottish Government Guidance. Individuals who are contacted by the Test and Protect system should still self-isolate as the visor will offer greater protection but does not rule out transmission 	2	5	10	<p>Guidance and recommended risk control measures will be sourced directly from the UK Government guidance.</p> <p>Advice on face coverings can be sought from referring to Scottish Government guidance. https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/guidance-for-use-in-healthcare-settings/#title-container</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-wearing-</p>

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		L	S	R		L	S	R	
									a-face-mask-staff/
People with potential Corona Virus infection	Risk of cross Infection	4	5	20	<p>Notification Awareness for all Employees/Volunteers/Service Users</p> <p>If experiencing symptoms at work/ during stay (refer to screening questions):</p> <ul style="list-style-type: none"> consult NHS 111 expect potential test and protect, isolate, support strategy if infection confirmed <p>If you have symptoms of coronavirus (COVID-19) or live with someone who does. This is called self-isolation. If you are self-isolating, you must:</p> <ul style="list-style-type: none"> not leave your home for any reason not go out to buy food or collect medicine – order them by phone or online, or ask someone else to drop them off at your home protect others, do not go to places like a GP surgery, pharmacy, or hospital. Stay at home not have visitors, such as friends and family, in your home you can use your garden, if you have one, to get some fresh air and exercise 	4	5	20	YES https://www.gov.scot/coronavirus-covid-19/
Communication and Training	Rick of Cross Infection	4	5	20	<ul style="list-style-type: none"> Regular and clear communication with staff will be delivered to ensure knowledge and comprehension of the risks and controls Training will be delivered to staff where and when required as per guidelines. This will include arriving at and leaving work We will ensure staff know how and when to use PPE 	2	5	10	YES Staff Newsletters/Emails Managers Communication Meeting Ardgowan Hospice Safe Working Practice During COVID 19 Document
Employee attendance at Work	Risk of Cross Infection	3	5	15	<ul style="list-style-type: none"> Employees that can work from home, including those not in patient-facing roles such as administrative staff, will do so if at all possible. The minimum number of people required for safe operation of the hospice/shops will be on site at any one time. Employees encouraged to access mental health and wellbeing support either through employer and/or from NHS Inform, Breathing Space, the Scottish Association for Mental Health and Samaritans Scotland and the recent communication from HR. Employees encouraged to travel to work through other methods away from public transport (where possible), e.g. cycling, using their own car, family member drop-off, etc. 	2	5	10	YES HR support

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Travelling to and entering and leaving the workplace	Risk in cross infection during travel	4	5	20	<p>Employees using their own vehicles encouraged to follow the follow essential protection procedures:</p> <ul style="list-style-type: none"> clean your hands frequently each day by washing with soap and water for a minimum of 20 seconds avoid touching face maintain social distance from other people to a normal distance of 2 metres avoid open coughing and sneezing. Cover your mouth and nose with disposable tissues or sneeze into the crook of your elbow drivers should travel alone. Where this is not practicable the following steps must be applied: <ul style="list-style-type: none"> journeys should be with the same individuals and limited in the number of people travelling per vehicle vehicles regularly cleaned using household sanitiser cleaning products, with emphasis on handles and surfaces that passengers may have touched cloth type face masks must be worn by driver and passengers to reduce viral transmission risk cloth face masks should be either disposed of before entering site (waste bag provided) or seal in a clear plastic bag for later use/washing. <p>Employees should avoid using public transport, and aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory and in addition should:</p> <ul style="list-style-type: none"> clean your hands frequently each day by washing with soap and water for a minimum of 20 seconds avoid touching face Maintain social distance from other people to a normal distance of 2 metres, where possible avoid open coughing and sneezing. Cover your mouth and nose with disposable tissues or sneeze into the crook of your elbow a minimum of a cloth type face masks must be worn while travelling on all forms of public transport cloth face masks should be either disposed of before entering site (waste bag provided) or seal in a clear plastic bag for later use/washing 	3	5	15	<p>YES</p> <p>https://www.transport.gov.scot/coronavirus-covid-19/transport-transition-plan/advice-on-how-to-travel-safely/</p> <p>https://www.gov.scot/publications/coronavirus-covid-19-phase-3-staying-safe-and-protecting-others/</p> <p>Ardgowan Hospice Safe Working Practice During COVID 19 Document</p>

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				15	<p>Entry to the workplace</p> <ul style="list-style-type: none"> • stagger arrival and departure times to reduce possible crowding arrival situations • clearly indicate the main front door “entrance” and “exit” routes • provide floor markings and one-way flows at entry and exit points • provide handwashing facilities, or hand sanitisers at entry and exit points • suitable signage is visible to remind all of new essential safety rules • Storage will be provided for staff belongings and clothing • Staff will be requested to change into work uniforms on site using appropriate facilities / changing areas, where physical distancing and hygiene guidelines can be met • Uniforms will be washed on site or staff will be requested to wash uniforms regularly at home 			15	
Staff movement around the premises	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> • Movement around the hospice should be limited by discouraging non-essential trips within the building, for example restricting access to some areas, encouraging the use of telephones or other electronic devices when sending messages from service areas to kitchens, where permitted, and cleaning them between use • Physical changes like barriers or screens between, behind or in front of workstations (where possible); between employees and in reception areas will be implemented where necessary • One-way systems will, where possible, be implemented and marked through the hospice • Maximum occupancy for lifts will be reduced, hand sanitiser will be provided for the operation of lifts, and the use of stairs will be encouraged wherever possible • We will ensure that disabled access to the lift is maintained • Physical distancing measures will also be implemented in high-traffic areas such as corridors, staircases and lifts • Ahead of visits to other people’s homes, we will contact the service user to ask that physical distancing guidelines (two metres or one metre with risk mitigation where two metres is not viable) are maintained from other people in the household 	2	5	10	<p>YES</p> <p>Ardgowan Hospice Safe Working Practice During COVID 19 Document</p> <p>Guidance posters and information provided</p>

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					<ul style="list-style-type: none"> Only the service user, where possible should be present in the same room for visits in the home 				
Contractors visiting the workplace	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Limit the number of contractors visiting at any one time Determine if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night? Provide clear guidance on social-distancing and hygiene to contractors prior to arrival Review entry and exit routes for visitors and contractors to minimise contact with other people. 	2	5	10	YES Guidance posters and information provided
Safety checklist of the building	Risk of cross infection from Covid-19, Legionella etc. Risk of injury from dangerous equipment	3	5	15	<ul style="list-style-type: none"> Separate risk assessment to be completed where appropriate All preventative planned maintenance (PPM) visits to be checked to ensure all are up to date (workplace safety and fire prevention) Request visits for outstanding contractor PPM visits Ensure all statutory inspections are up to date (workplace safety and fire prevention) Request visits for outstanding statutory inspections from support contractor Request water hygiene service inspection to undertake flushing, temperature checking and visual inspections of all water systems, updating water hygiene control file 	2	5	10	YES Estates Meetings Health and Safety Meetings
Cleaning the premises: Keeping the environment clean; Sanitisers and cleaning procedures	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Daily cleaning schedules of each site will be maintained and kept onsite Complete a deep clean of areas when and where appropriate before use Extra bins and waste collection will be provided Reduced usage and occupancy of offices and work areas will be spaced to allow for frequent cleaning of work areas and equipment between uses, using the usual cleaning products Workspaces will be cleared frequently, including removing waste and belongings from the work area at the end of a shift and not providing reading materials such as magazines in patient/visitor waiting areas Doors will be wedged open, where appropriate, to increase ventilation. This does not apply to fire doors Frequent cleaning will be completed of objects and surfaces that are touched regularly, including door handles and handheld devices, and 	2	5	10	YES https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/ https://www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-social-community-and-residential-care-settings/ https://www.hps.scot.nhs.uk/web-resources-container/covid-19-

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					<p>we will make sure that there are adequate disposal arrangements for cleaning products</p> <ul style="list-style-type: none"> Once symptomatic, all surfaces that the person has come into contact with must be cleaned, including: <ul style="list-style-type: none"> All surfaces and objects which are visibly contaminated with body fluids; and All potentially contaminated high-contact areas such as toilets, door handles, telephones, etc. Public areas where a symptomatic individual has passed through and spent minimal time in (such as corridors) but which are not visibly contaminated with bodily fluids do not need to be specially cleaned and disinfected If a person becomes ill and/or is suspected as having COVID 19 in a shared space, these should be cleaned using disposable cloths and detergents, according to current recommended workplace legislation and practice General cleaning will be increased to cover all occupied areas Windows and doors will be kept open as much as possible to increase ventilation Provide sufficient dilute sanitiser spray/pump bottles and various locations Consider appointing responsible person(s) to regularly clean all contact surfaces such as desktops, computer equipment, door handles, all toilet surfaces, handrails etc Provide sanitisation stations at entry and exit points and in common areas through the building, e.g. dining room Enhance the cleaning regimes for toilet facilities, particularly door handles, locks, and the toilet flush handles Increase cleaning time for rooms to allow proper sanitisation, i.e. application of product contact times, additional surfaces, etc. Provide additional staff training in new cleaning practices Monitor enhanced cleaning, e.g. supervisor checks, schedule checklist/sign-off Ensure sanitisers used have quick “kill time” and proven to be effective on co-vid virus, complying with BS EN 14476 and BS EN 14476 				information-and-guidance-for-care-home-settings/

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Workstations	Risk of Cross Infection	3	5	15	<ul style="list-style-type: none"> Layouts and processes will be reviewed to maintain physical distancing (two metres, or one metre with risk mitigation where two metres is not viable) between service users being served simultaneously, ensuring there is sufficient spacing between service users Where possible and practical, screens will be erected to create a physical barrier between workstations. Paint or tape will be used to demarcate physical distancing Equipment should not be frequently shared between staff. Instead, there should be frequent cleaning between use and equipment should be assigned to an individual where possible Disposable items will be used where possible. Non-disposable items will be cleaned between each use Role/task rotation will be avoided, including remaining at a consistent workstation where possible 	2	5	10	YES Clear Desk Signs Signage and Posters https://www.hse.gov.uk/coronavirus/cleaning/index.htm
Conducting and Participating in Meetings	Risk of Cross Infection	3	5	15	<ul style="list-style-type: none"> Remote meeting tools should be used where possible to avoid face-to-face contact e.g. ZOOM. Microsoft Teams etc. Only absolutely necessary participants will physically attend meetings and will maintain physical distancing guidelines Participants will avoid sharing pens, documents or other items during a meeting to reduce transmission Hand sanitiser and face coverings will be provided in the meeting rooms Wherever possible, meetings will be conducted in well-ventilated areas. Floor signage will be implemented to encourage physical distancing 	2	5	10	YES https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres
Deliveries, Handling goods, merchandise and other materials onsite vehicles	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Deliveries should be pre-arranged where possible with approximate arrival time provided, e.g. notification by phone/email/text message Delivery drivers to ring the bell and leave deliveries in a designated place for collection by staff or deliver items to designated area Goods and merchandise entering site should be isolated for 48hrs before use. If this is not possible they will be cleaned and sanitised Maintain social distance from delivery persons to a normal distance of 2 metres Employees to wash hands before and after handling the delivery by washing with soap and water for a minimum of 20 seconds. If unable to clean hands by washing with soap and water, then the provision of single use disposable non latex gloves will be made, 	2	5	10	YES https://www.hse.gov.uk/coronavirus/drivers-transport-delivery.htm

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					<p>supplemented with a suitably located hand sanitiser gel once gloves removed</p> <ul style="list-style-type: none"> Suitable waste bags (or lidded bins) to be available for disposal of gloves and paper towel waste Equipment that employees may bring from or take home will be regularly cleaned. Cleaning should also take place before and following service user use We will ensure that equipment entering a person's home is thoroughly cleaned before use and between patients, with usual cleaning products Handling procedures for laundry will be reviewed to ensure that dust is not raised and to prevent spread of the virus 				
Handling equipment, surfaces, materials and waste	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Frequent sanitisation of objects and surfaces that are touched regularly, such as door handles, handrails on staircases and corridors and printers and making sure there are adequate disposal arrangements Consider the creation of hygiene team cleaning persons to show clear visibility of regular sanitisation of contact surfaces Clear workspaces and removing waste and belongings from the work area at the end of each attendance period All areas used for eating must be thoroughly sanitised at the end of each shift, including chairs, door handles etc. Encourage increased handwashing and introducing more handwashing facilities for employees, handling goods and merchandise or providing hand sanitiser where this is not practical 	2	5	10	<p>YES</p> <p>https://www.hse.gov.uk/coronavirus/cleaning/index.htm</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/</p>
Reception	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Reception desk will have a screen in place Reception desk staff will sign in and out all staff, visitors, contractors etc Should items for collection be left on the counter regular sanitisation will have to be undertake All non-essential leaflets and paper material to be removed from public areas Social distancing signage will be put in place 	2	5	10	<p>YES</p> <p>https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres</p>
WC's	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Signs and posters will be used to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available Physical distancing markings will be installed in areas where queues are 	2	5	10	<p>YES</p> <p>https://www.gov.scot/publications/coronavirus-covid-19-public-and-customer-toilets-guidance/</p>

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		L	S	R		L	S	R	
				15	<p>likely to form, and we will adopt a limited entry approach, with one in, one out where possible and where this does not increase risk by creating a bottleneck</p> <ul style="list-style-type: none"> To enable good hand hygiene, hand sanitiser will be available on entry to toilets where safe and practical, and suitable handwashing facilities, including running water and liquid soap and suitable options for drying (either paper towels or hand dryers), will be available There will be clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Normal cleaning products will be used, paying attention to frequently hand-touched surfaces, and disposable cloths or paper roll will be used to clean all hard surfaces Ventilation will be increased where necessary by opening windows and, where appropriate, doors Special care will be given to cleaning of portable toilets and large toilet blocks A cleaning schedule will be kept up to date and clearly visible Further waste facilities will be provided and emptied regularly Good handwashing technique will be employed, and we will increase handwashing in between appointments. In the absence of handwashing facilities, mobile operators must use hand sanitiser Patients will be given access to tissues and informed that if they do need to sneeze or cough, they should do so into the tissue, which should then be discarded appropriately. They should then wash their hands thoroughly or use hand sanitiser after using a tissue Regular reminders will be provided, and signage erected to maintain hygiene standards Hand sanitiser will be provided at regular intervals throughout the premises 			10	
Maintaining social distancing and contracting or spreading the virus by not social distancing	Risk of cross infection	3	5	15	<p>Social distancing requirements have been relaxed to a degree across the UK with England and Wales adopting a 1 metre plus approach with suitable mitigations and Scotland allowing reduction of distance to 1 metre for exempted sectors only, again with suitable mitigations.</p> <p>In Scotland the exempted sectors for 2 metres distancing are retail, indoor and outdoor hospitality and public transport. Refer to sector specific risk assessment for further information.</p>	2	5	10	<p>YES</p> <p>Use empty spaces in the building for additional rest break areas where safe to do so. Put in place arrangements to monitor and supervise to make sure social distancing rules are followed</p>

ACTIVITY	HAZARD(S) and/or those AFFECTED	RISK RATING before control measures			SAFE SYSTEM OF WORK/CONTROLS	RISK RATING after control measures			Additional Control Measures in Place
		L	S	R		L	S	R	
					<p>Controls should include the following considerations:</p> <ul style="list-style-type: none"> • Manage outside queues to ensure they cause no risk to visitors/service users or other businesses, e.g. using barriers, staff directing members of the public • Use of additional signage to ask visitors/service users not to enter the premises if they have symptoms • Identify any places where, under normal circumstances, staff would not be able to maintain social distancing • Regulate entry so that common areas do not become overcrowded • Decide how many visitors/customers can reasonably maintain the appropriate social distance, given the size and use of the premises • Clear signage indicating when people are moving into a less than 2metre social distanced area • If feasible consider one-way pedestrian routes and the use of separate entrances and exits with adequate directional floor markings, including lift and stairs. • Any adjustments must consider the needs of disabled visitors/service users and other who may require assistance • Remove unnecessary furniture or general seating areas • Use floor markings to facilitate compliance with the appropriate social distance for the premises/area, particularly in the most crowded areas, such as reception areas, serving counters and tills • Use floor markings in other communal areas, such as toilets, entrance halls, reception areas • Remind visitors/service users accompanied by children that they are responsible for their supervision and following social distancing guidelines • Use signage to request that visitors/service users do not move furniture • Increase cleaning schedule, which will include chairs, stools, tables, etc • Suitable signage is recommended to remind employees of need to wear PPE and general advice to visitors/service users etc. • Display suitable information of hygiene procedures, Covid symptoms and procedure for persons displaying symptoms, e.g. posters/ notices <p>Identify where it isn't possible to meet social distancing rules and identify other physical measures to separate people. This can include:</p>				<p>https://www.nhs.uk/conditions/coronavirus-covid-19/social-distancing/what-you-need-to-do/</p> <p>https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing</p> <p>https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing</p>

ACTIVITY	HAZARD(S) and/or those AFFECTED	RISK RATING before control measures			SAFE SYSTEM OF WORK/CONTROLS	RISK RATING after control measures			Additional Control Measures in Place
		L	S	R		L	S	R	
				15	<ul style="list-style-type: none"> physical screens and splash barriers – if they are used in vehicles they must be safe, not impair visibility and will probably need approval from the vehicle manufacturer to ensure they don't compromise safety place markers on the floor (eg in lifts) to indicate where people should stand and the direction they should face reducing the numbers of people using lifts <p>If it isn't possible to meet social distancing rules and physical measures can't be used then put in place other measures to protect people. This can include:</p> <ul style="list-style-type: none"> enhanced cleaning regimes increase in hand washing limiting the amount of time people spend on the task placing workers back-to-back or side-by side rather than face-to-face when working 'cohorting' work teams so they consistently work together improving ventilation <p>Display signs to remind people to socially distance (Please note – personal protective equipment is needed in a limited number of workplaces to protect from the risk of coronavirus)</p>			10	
Staff room/Kitchen	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Employees are encouraged to bring their own food and drinks Use menu boards, disposable menus, condiment sachets brought with food, etc. to minimise contact point cleaning Minimise handling of glasses, cups, e.g. pour and serve drinks from the base of the glass and carry on trays Use sealed bottled drinks Plates should be carried on trays rather than handled individually Cutlery will be wrapped in a napkin and placed on the patient's tray with food, do not have cutlery on tables Where staff handle items used by patients, they must wash their hands before moving on to another task Crockery, cutlery & glasses to be washed in double sink method using approved bactericidal detergent in the wash water Break times should be staggered where possible to maintain physical distancing within break/staff rooms 	2	5	10	YES https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/ Posters and Signage

ACTIVITY	HAZARD(S) and/or those AFFECTED	RISK RATING before control measures			SAFE SYSTEM OF WORK/CONTROLS	RISK RATING after control measures			Additional Control Measures in Place
		L	S	R		L	S	R	
					<ul style="list-style-type: none"> The use of outside areas for breaks will be encouraged Areas freed up by remote working can be used for breaks Screens may be required in common areas Seating and tables will be reconfigured, such as in waiting areas, to optimise spacing and reduce face-to-face interactions Staff will be encouraged to stay on site for the whole of their shift Physical distancing markings for other common areas, such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form, will be maintained 				
Laundry	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Uniforms should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics require a low temperature If a high temperature is not possible, and you have sufficient uniforms, leave the laundry in a bag in a safe place for 48 hours and then wash as normal Uniform must not be worn on the way to work as it could become contaminated 	2	5	10	YES https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-measures/
Changing Rooms and Showers	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Shower cubicles should be closed off if not in use Where shower and changing facilities are required, there will be clear use and cleaning guidance for showers, lockers and changing rooms to ensure they are kept clean and clear of personal items and that physical distancing is achieved as much as possible Enhanced cleaning will be implemented during the day and at the end of the day Showers should be run weekly as per current in-house procedures to ensure excellent water hygiene management controls 	2	5	10	YES https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-measures/ https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-in-health-and-social-care-settings-an-overview/
Accident, Security and other Incidents	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Incident and emergency procedures will be reviewed to ensure they reflect the physical distancing principles as far as possible. Consideration will be given to ensure enough persons with safety designated tasks are on site at all times to ensure the safety of staff and service users. We will continue to follow government advice on managing security risks 	2	5	10	YES Guidance and recommended risk control measures will be sourced directly from the UK Government guidance

ACTIVITY	HAZARD(S) and/or those AFFECTED	RISK RATING before control measures			SAFE SYSTEM OF WORK/CONTROLS	RISK RATING after control measures			Additional Control Measures in Place
		L	S	R		L	S	R	
Mental health and wellbeing affected through isolation or anxiety about coronavirus	All staff and volunteers	3	3	9	Follow hospice guidance on stress and mental health <ul style="list-style-type: none"> • Have regular keep in touch meetings/calls with people working at home to talk about any work issues • Talk openly with staff about the possibility that they may be affected and tell them what to do to raise concerns or who to go to so they can talk things through • Involve staff in completing risk assessments so they can help identify potential problems and identify solutions • Keep staff updated on what is happening so they feel involved and reassured • Discuss the issue of fatigue with employees and make sure they take regular breaks, are encouraged to take leave, set working hours to ensure they aren't working long hours 	3	3	9	YES https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/your-mental-wellbeing/coronavirus-covid-19-your-mental-wellbeing https://www.gov.scot/policies/mental-health/latest/

DOES THE WORKPLACE HAVE ANY ADDITIONAL CONTROLS NOT MENTIONED ABOVE? IF YES, PLEASE LIST BELOW

Review Record

Manager confirmation above safe systems of work/controls in place or required actions and timescale to complete	Date	Manager's Name

RISK MATRIX

RISK MATRIX						
Impact on the safety of patients, staff, volunteers or public (physical/psychological harm)		Minimal injury requiring no/minimal intervention or treatment	Minor Injury or illness requiring minor intervention	Moderate injury requiring professional intervention HIS/RIDDOR reportable event An event which impacts on a small number of patients	Major injury leading to long-term incapacity/disability Mismanagement of patient care with long term effects	Incident leading to Death Multiple permanent injuries or irreversible health effects An event which impacts on a large number of patients
Impact on Service/Finances		No service disruption Minimal financial impact	Minimal or no disruption to service delivery Low financial loss/cost	Capacity to deliver service(s) affected Moderate financial loss/cost	Interruption to service delivery Substantial financial loss/cost	Substantial disruption of service Major financial impact Loss of confidence in the organisation
Severity		1 Very Low	2 Low	3 Moderate	4 High	5 Very High
Likelihood						
Almost certain to happen	5	LOW RISK	MODERATE RISK	HIGH RISK	VERY HIGH RISK	VERY HIGH RISK
Likely to happen at some time	4	LOW RISK	MODERATE RISK	MEDIUM RISK	HIGH RISK	VERY HIGH RISK
Conceivable	3	VERY LOW RISK	LOW RISK	MODERATE RISK	MEDIUM RISK	HIGH RISK
Possible but unlikely	2	VERY LOW RISK	LOW RISK	LOW RISK	MEDIUM RISK	MEDIUM RISK
Extremely unlikely	1	VERY LOW RISK	VERY LOW RISK	VERY LOW RISK	LOW RISK	LOW RISK

