



RISK ASSESSMENT AND SAFE SYSTEM OF WORK 2021/2022

AREA BEING ASSESSED	Ardgowan Hospice buildings: Nelson Street, Access and Shops	
Risk Assessed	Coronavirus (Covid-19) and Safe Systems at Work	
COMPANY	Ardgowan Hospice	
ASSESSOR(s)	Director of Care	
DATE	04 May 2022	Version No 6
REVIEW DATE	13 June 2022	
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 type="checkbox"/> NEW/EXPECTANT MOTHERS <input checked="" type="checkbox"/> SHIELDED PERSONS	

Revision History:				
Version No	Effective Date	Manager confirmation above safe systems of work/controls in place or required actions and timescale to complete	Manager's Name	Previous Version No
6	04/05/22	Ensuring Covid Specific Legislation is followed – page 3 <ul style="list-style-type: none"> Update 04/05/22 - Scottish Government Director letter for implementation from 1 May 2022 and replaces the self isolation guidance for social care staff dated 6 Jan and updated 24 Jan 2022 Home Life – page 3 <ul style="list-style-type: none"> Update 04/05/22 - Scottish Government Director letter for implementation from 1 May 2022 and replaces the self isolation guidance for social care staff dated 6 Jan and updated 24 Jan 2022 Recognising the symptoms of Corona Virus and keeping Service Users and Visitors safe – page 4 <ul style="list-style-type: none"> Update 04/05/22 – LFD testing is reduced to twice weekly for staff on Mondays and Thursdays. PPE – page 8 <ul style="list-style-type: none"> Update 04/05/22 - All staff, volunteers, visitors and patient transport drivers will continue to wear face masks in Nelson Street building. In all other locations face mask wearing is optional 	Frances Downer	5
5	08/04/22	PPE – page 8 <ul style="list-style-type: none"> Update 08/04/22 – Scottish Government guidance changes from 18 April there will no longer be a legal requirement to wear masks within shops and some indoor areas, we will however continue to encourage our staff and volunteers to maintain the wearing of face masks as good practice. 	Frances Downer	4

See Risk Matrix page 20 for key

Revision History:				
Version No	Effective Date	Manager confirmation above safe systems of work/controls in place or required actions and timescale to complete	Manager's Name	Previous Version No
		Conducting and Participating in Meetings – page 15 <ul style="list-style-type: none"> Update 08/04/22 – When meeting in small groups, where people feel safely socially distanced, staff can choose to either wear or remove their mask at their own discretion. 		
4	10/03/22	Conducting and Participating in Meetings – page 15 <ul style="list-style-type: none"> Update 10/03/22 – tentative moves to face to face meetings where this involves small numbers of staff. Also moving predominantly to MS Teams virtually. 	Frances Downer	3
3	17/02/22	Recognising the Symptoms – Page 4 <ul style="list-style-type: none"> Update 17/02/22 – additional point added regarding unvaccinated staff. 	Frances Downer	2
2	12/01/22	Ensuring Covid Specific Legislation is followed – Page 2 <ul style="list-style-type: none"> Update 12/01/22 – there has been an update on self isolation guidance for health and social care staff from Scottish Government dated 6 Jan 2022 – see link dated 6 Jan 2022. Home Life – Page 2 <ul style="list-style-type: none"> Update 12/01/22 – in response to the change of legislation for health and social care staff from Scottish Government dated 6 Jan 2022 – see link. 	Frances Downer	1
1	16/12/21	Recognising Symptoms – Page 3 - <ul style="list-style-type: none"> Update 01/12/21 – all staff to LFD test daily and patient visitors requested to test prior to each visit meanwhile. Reception triage questions amended appropriately. Employee attendance at Work – page 8 - <ul style="list-style-type: none"> Update 06/12/21 – Staff with threshold for shielding should where possible resume home working until further notice Staff movement around the premises – page 10 - <ul style="list-style-type: none"> Update 06/12/21 – Footfall between both buildings to be limited as far as possible and staff to be kept to a minimum on each site. 	Frances Downer	

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 is followed	<p>Risk of Fines and/or Prosecution</p> <p>Risk of harm to staff, visitors, volunteers and anyone accessing hospice premises</p>	5	5	25	<p>Aware of updates as per Government guidance regarding Lockdown Release and Business Return to Work</p> <p>Implementation of protection measures for visitors, volunteers and members within the premises as per Government guidance.</p> <ul style="list-style-type: none"> • Update 04/05/22 – Scottish Government Director letter for implementation from 1 May 2022 and replaces the self isolation guidance for social care staff dated 6 Jan and updated 24 Jan 2022. • Update 12/01/22 – National Infection Prevention and Control Manual: Winter 2021/2022 respiratory infections in Health and Care Settings supersedes the 3 COVID-19 addenda (Acute, Care home and Community health and care settings) first published in October 2020 –see link opposite. • Update 12/01/22 – there has been an update on self isolation guidance for health and social care staff from Scottish Government dated 6 Jan 2022 – see link opposite – (removed on 4 May 2022). 	2	5	10	<p>YES</p> <p>Applicable Legislation and Guidance followed as below</p> <p>https://www.gov.scot/collections/coronavirus-covid-19-guidance/</p> <p>https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2999/documents/1_covid-19-compendium.pdf</p> <p>National Infection Prevention and Control Manual: Winter (21/22), Respiratory Infections in Health and Care Settings Infection Prevention and Control (IPC) Addendum (scot.nhs.uk)</p> <p>DL(2022)12.pdf (scot.nhs.uk)</p>
Home Life	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> • Update 04/05/22 – Scottish Government Director letter for implementation from 1 May 2022 and replaces the self isolation guidance for social care staff dated 6 Jan and updated 24 Jan 2022 • Update 12/01/22 – in response to the change of legislation for health and social care staff from Scottish Government dated 6 Jan 2022 – see link opposite (removed 4 May 2022). <p>Notification to Employees Staff must recognise the risks of cross infection between the workplace and home and in practice ensure:</p> <ul style="list-style-type: none"> • regular hand washing • fluid resistant surgical face masks (FRSM) are worn when moving around premises • social distancing is maintained, particularly during break times and situations when masks are not worn 	3	5	15	<p>YES</p> <p>DL(2022)12.pdf (scot.nhs.uk)</p> <p>Educational resources available via: https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/workforce-educational-resources/#workforce</p>

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				25	<ul style="list-style-type: none"> sanitising of all contact surfaces, bathrooms, and food preparation surfaces protective actions are taken when coughing and sneezing home isolation is undertaken where appropriate they recognise Covid19 symptoms (high temperature, a new, continuous cough and/or loss or change to your sense of smell or taste) they seek testing if they develop or anyone in their household develops symptoms, ensuring they notify their line manager as early as possible <p>Staff are advised to avoid unnecessary contact with high-risk vulnerable people e.g. those who:</p> <ul style="list-style-type: none"> have had organ transplant, chemotherapy, antibody or immunotherapy for cancer having radiotherapy or targeted cancer treatments that can affect the immune system have blood or bone marrow cancer or have had a stem cell transplant, or are still taking immunosuppressant medicine 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 or are pregnant <p>Staff should have awareness of measures for high-risk vulnerable people</p>			15	<p>Covid - support if you're on the highest risk list (previously 'the shielding list') - mygov.scot</p>
Recognising the symptoms of Corona Virus and keeping Service Users and Visitors safe	Risk of cross infection and contracting COVID-19	5	5	25	<ul style="list-style-type: none"> Update 04/05/22 – LFD testing is reduced to twice weekly for staff on Mondays and Thursdays. Update 01/12/21 – all staff to LFD test daily and patient visitors requested to test prior to each visit meanwhile. Reception triage questions amended appropriately. In-patients have routine twice weekly COVID testing 	3	5	15	<p>Yes</p> <p>COVID-19: Safe Practice in Acute Healthcare Settings https://hpspubsrepo.blob.core.windows.net/hps-website/nss/3103/documents/1_covid-</p>

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					<ul style="list-style-type: none"> Clinical patient-facing staff undertake Lateral Flow Testing twice weekly and report their results on the Covid portal. Any positive results must be reported immediately to the line manager, Employees/Volunteers in non-clinical roles are encouraged to undertake Lateral Flow Testing twice weekly and report their results on the Covid portal. Any positive results must be reported immediately to the line manager. Employees/Volunteers who feel unwell should stay at home, not attend the workplace and contact their line manager as soon as possible If Covid is suspected (high temperature, a new continuous cough and/or loss or change to your sense of smell or taste) a PCR test should be undertaken COVID 19 Triage questions are in place for Visitors & Contractors to IPU and for visiting patients at home. Pre Admission Risk Assessment questions have been incorporated into the Crosscare COVID window Patient visiting guidance is regularly updated on the hospice website and changes when necessary in line with government guidance. Regardless of numbers allowed to visit, we always encourage no more than 2 visitors at any one time. Risk assessments may require some staff to work from home or from the Access building. They may also be re-deployed where appropriate. Line managers will undertake assessments every 6 months or sooner if necessary on an individual basis Patient visiting guidance regularly update on website <p>Further measures include:</p> <ul style="list-style-type: none"> Encouraging all staff to take the opportunity to be vaccinated including booster vaccination. Update 17/02/22. Where staff are unvaccinated, line managers will undertake an individual risk assessment and any appropriate action. Keeping the activity time involved with patients, visitors or clients as short as possible. Using screens or barriers to separate staff from visitors when entering the reception area from one another. 				<p>19-safe-practice-acute-healthcare-settings.pdf</p> <ul style="list-style-type: none"> HR will complete individual COVID Risk Assessments for new starts post interview. Staff COVID Risk Assessments will be reviewed 6 monthly by line managers. online booking of vaccines when offered and appropriate and notify HR of relevant dates/times <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> <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>

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					<ul style="list-style-type: none"> 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). 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. 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. 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 appropriate records to help contain clusters or outbreaks. If feasible consider one-way pedestrian routes and the use of separate entrances and exits with adequate directional floor markings, including lift and stairs. 				https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19-physical-distancing

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				25	<ul style="list-style-type: none"> 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 Identify where it isn't possible to meet social distancing rules and identify other physical measures to separate people. This can include: <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 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: <ul style="list-style-type: none"> Enhanced cleaning regimes Increase in hand washing face covering to be worn 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 				
Providing and explaining available COVID 19 guidance	Risk of Cross Infection	5	5	25	<ul style="list-style-type: none"> A COVID 19 Outbreak Action plan has been compiled to streamline the process for dealing with any outbreaks. Inverclyde HSCP and Ardgowan Hospice participate in Local Resilience Management team meetings to review COVID related 	2	5	10	COVID-19: Key messages https://hpspubsrepo.blob.core.windows.net/hps-website/nss/3045/documents/1_covid-

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				20	<p>issues across the local area, participation in these discussions has been long standing and continues.</p> <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. • Staff will be encouraged to remind service users to follow physical distancing advice, clean their hands regularly and wear a face covering. • 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. 			10	19-guidance-social-community-residential-care.pdf
PPE and Face Coverings	Risk of Cross Infection	4	5	20	<ul style="list-style-type: none"> • Update 04/05/22 - All staff, volunteers, visitors and patient transport drivers will continue to wear face masks in Nelson Street building. In all other locations face mask wearing is optional • Update 08/04/22 – Scottish Government guidance changes from 18 April there will no longer be a legal requirement to wear masks within shops and some indoor areas, we will however continue to encourage our staff and volunteers to maintain the wearing of face masks as good practice. • Our Crosscare COVID window has been amended to include evidence regarding discussions about patients wearing face masks. • Reception staff to wear fluid resistant surgical masks rather than face coverings. 	2	5	10	<p>Guidance and recommended risk control measures will be sourced directly from the UK and Scottish Government guidance.</p> <p>Advice on face coverings can be sought from referring to Scottish Government guidance.</p> <p>Coronavirus (COVID-19): face coverings - gov.scot (www.gov.scot)</p>

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				20	<ul style="list-style-type: none"> face coverings will be worn by all staff when walking in areas outwith their staff station or office. All Staff working or visiting the hospice buildings should wear a face covering whenever moving around the building and, in communal areas such as staff rooms or corridors. The wearing of a face covering will not be required while you are sitting at your desk as social distancing should be the standard practice. 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 				https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/guidance-for-use-in-healthcare-settings/#title-container ppe-donning doffing-poster-amended-mar-20-draft.pdf (nhsggc.org.uk) info-about-wearing-a-surgical-mask-june-21.pdf (nhsggc.org.uk)
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</p> <ul style="list-style-type: none"> return home, notify manager expect potential testing, isolate immediately, and if infection confirmed follow the support strategy <p>If you have symptoms of coronavirus (COVID-19) or live with someone who does you will need to self-isolate until you undertake a PCR test. 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. This will include advice on arriving at and leaving work We will ensure all 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

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Employee attendance at Work	Risk of Cross Infection	3	5	15	<ul style="list-style-type: none"> Update 06/12/21 – Staff with threshold for shielding should where possible resume home working until further notice Working from home may need to be adopted depending on local or government advice. Managers will advise staff appropriately or if staff have concerns they must speak with a line manager The minimum number of people required for safe operation of the hospice/shops will be on site at any one time. Employees are 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	<p>YES</p> <p>HR support – regular communications provided regarding wellbeing</p>
Travelling to and entering and leaving the workplace	Risk in cross infection during travel	4	5	20	<p>Employees using their own vehicles are 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 your face maintain social distance from other people to a 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 keep windows open where possible face masks must be worn by driver and passengers to reduce viral transmission risk face masks should be either disposed of before entering site (waste bag provided) or sealed in a clear plastic bag for later use/washing. 	3	5	15	<p>YES</p> <p>https://www.transport.gov.scot/corona-virus-covid-19/transport-transition-plan/advice-on-how-to-travel-safely/</p> <p>Ardgowan Hospice Safe Working Practice During COVID 19 Document</p>

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				15	<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 you 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 your face • Maintain social distance from other people to a 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 • face masks must be worn while travelling on all forms of public transport • face masks should be either disposed of before entering site (waste bag provided) or seal in a clear plastic bag for later use/washing <ul style="list-style-type: none"> • Entry to the workplace: stagger arrival and departure times to reduce possible crowding 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 everyone of 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 			10	
Staff movement around the premises	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> • Update 06/12/21 – Footfall between both buildings to be limited as far as possible and staff to be kept to a minimum on each site. • Shops - 2m distancing to be maintained. • Where necessary teams may be asked to work in “bubbles”, minimising being in other staff areas and discouraging crossover of staff traffic between buildings, particularly reducing footfall in the IPU as much as possible. 	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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				15	<ul style="list-style-type: none"> Any physical meetings shall be held following a risk assessment, and where the risk assessment indicates an increased risk of transmission meetings shall be conducted by virtual means. 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 implemented, 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 are maintained from other people in the household Only the service user, where possible should be present in the same room for visits in the home 			10	
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, face coverings will be required Review entry and exit routes for visitors and contractors to minimise contact with other people The person who has arranged for a contractor to attend, must contact the contractor 24 hours in advance and ask screening questions. 	2	5	10	YES Guidance posters and information provided

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					<ul style="list-style-type: none"> Test & Protect contract tracing system is in place for every visitor and business contractor. Information retained for 21 days then destroyed. 				
Safety checklist of the building	<p>Risk of cross infection from Covid-19, Legionella etc.</p> <p>Risk of injury from dangerous equipment</p>	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	<p>YES</p> <p>Health and Safety Meetings</p>
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 we will make sure that there are adequate disposal arrangements for cleaning products 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 	2	5	10	<p>YES</p> <p>NHS Scotland National Cleaning Services Specification</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-social-community-and-residential-care-settings/</p> <p>https://www.hps.scot.nhs.uk/web-resources-container/covid-19-information-and-guidance-for-care-home-settings/</p>

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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"> - 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 • All staff must regularly clean all contact surfaces such as desktops, computer equipment, door handles, all toilet surfaces, handrails etc • Sanitisation stations are provided at entry and exit points and in common areas through the building, e.g. dining room • Enhanced 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 covid virus, complying with BS EN 14476 and BS EN 14476 			10	
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. 	2	5	10	YES Clear Desk Signs Signage and Posters

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	
					<ul style="list-style-type: none"> 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 				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"> Update 08/04/22 – When meeting in small groups, where people feel safely socially distanced, staff can choose to either wear or remove their mask at their own discretion. Update 10/03/22 – tentative moves to face to face meetings where this involves small numbers of staff, moving predominantly to MS Teams virtually. Remote meeting tools should be used where appropriate to avoid face-to-face contact e.g. ZOOM. Microsoft Teams etc. Only 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. 	2	5	10	YES https://www.hse.gov.uk/coronavirus/drivers-transport-delivery.htm

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	
				15	<ul style="list-style-type: none"> If unable to clean hands by washing with soap and water, then the provision of single use disposable non latex gloves will be made, supplemented with a suitably located hand sanitiser gel once gloves removed 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 			10	
Handling equipment, surfaces, materials and waste	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> All staff are advised regarding frequent sanitisation of objects and surfaces that are touched regularly. Additional cleaning of, door handles, handrails on staircases and corridors and printers will be implemented, making sure there are adequate disposal arrangements Clear workspaces and removing waste and belongings from the work area at the end of each attendance period is advised All areas used for eating are thoroughly sanitised at the end of each shift, including chairs, door handles etc. Increased handwashing is encouraged and more handwashing facilities have been introduced for employees. handling goods and merchandise and hand sanitiser provided where this is not practical 	2	5	10	YES https://www.hse.gov.uk/coronavirus/cleaning/index.htm https://www.hps.scot.nhs.uk/web-resources-container/covid-19-guidance-for-non-healthcare-settings/
Reception	Risk of cross infection	3	5	15	<ul style="list-style-type: none"> Reception desk screen in place Reception desk staff to sign in and out all staff, visitors, contractors etc Should items for collection be left on the counter regular sanitisation will have to be undertaken All non-essential leaflets and paper material to be removed from public areas Social distancing signage will be put in place 	2	5	10	YES
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 	2	5	10	YES

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	<p>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</p> <ul style="list-style-type: none"> Physical distancing markings will be installed in areas where queues are 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 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	https://www.gov.scot/publications/coronavirus-covid-19-public-and-customer-toilets-guidance/
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 and maintain social distancing measures 	2	5	10	YES



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	
				15	<ul style="list-style-type: none"> 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 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 			10	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
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 	2	5	10	YES https://www.hps.scot.nhs.uk/web-resources-container/covid-19-infection-prevention-and-control-measures/

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	
					<ul style="list-style-type: none"> 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 				
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
Mental health and wellbeing affected through isolation or anxiety about coronavirus	All staff and volunteers	3	3	9	<p>Follow hospice guidance on stress and mental health</p> <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

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