



## Risk Assessment Form

### **Hazard:**

Covid 19

### **Description of Risk:**

Spread of Covid-19 virus between staff, volunteers, patients and visitors

The Health and Safety at Work etc. Act 1974 and the Management of Health and Safety at Work Regulations 1999 require St Michaels Hospice to provide and maintain a safe working environment, so far as is reasonably practicable. In addition, the UK government has produced: 'Our plan to rebuild', the UK Government's COVID-19 recovery strategy' published in May 2020.

Lack of or ineffective control measures could result in people at the charity contracting COVID-19, which might lead to:

1. Staff/volunteer being infected with COVID-19 and their health and lives being put at risk.
2. Inadequate numbers or skills in workforce to maintain services.
3. Low staff morale and increased anxiety leading to increased absences.
4. Breach of health and safety legislative responsibilities.
5. Breach of Government guidance.
6. HSE RIDDOR reports.
7. Litigation against the charity.
8. Reputational damage.
9. Patient/relative COVID cross transmission from inadequate IPC measures with preventable morbidity/mortality.
10. Reluctance by people to engage with the charity either through work or support.

### **Initial Risk Score:**

Consequence  X Likelihood  = Risk Rating

### **Residual Risk Score** (after all actions implemented):

Consequence  X Likelihood  = Risk Rating

## Risk Matrix

Significant Hazards noted	Who is at risk	Current Control Measures	Additional Controls needed	Links
<p>Spread of COVID infection from people in the workplace.</p>	<p>Everyone – especially those who are vulnerable and/or who have underlying health conditions.</p>	<p>Coronavirus is spread through being close to someone who is infectious. Anyone who suspects or knows they have the infection is forbidden from entering all St Michael’s premises.</p> <p><u>Keep Your Distance</u></p> <ul style="list-style-type: none"> <li>• Everyone told what to do if they suspect they have developed Coronavirus while at the hospice, with signage to support this.</li> <li>• Working from home is used wherever possible and people are only brought into the building where absolutely necessary to maintain services.</li> <li>• Everybody is told to keep at least 2m away from anybody else, whether they’re thought to be infectious or not. Where this cannot be achieved then people must take extra precautions.</li> <li>• People to avoid tasks that bring them into proximity to others. Use of video conferencing and other technology to facilitate communicate without meeting. PPE provided where this is not possible. Business use of vehicles has own risk assessment.</li> <li>• People encouraged to keep work areas well-ventilated. Air handling and heating system has been checked and modified to eliminate any movement of air between spaces.</li> <li>• People told to respect social distancing when moving around the building/passing in corridors/ use of shared facilities/ lifts /stairs, etc. Signage supports this.</li> </ul>	<p>Signage to remind people to social distance in all areas.</p> <p>Limit numbers of people in lifts on stairs, etc.</p> <p>Floor markings where necessary.</p> <p>Continue use of Microsoft teams to limit numbers of people meeting up.</p> <p>Management checks on social distancing and correct use of PPE.</p> <p>Ensure enough webcams, etc in place and people supported to use the technology effectively.</p> <p>Re-arrange desks. Consider perspex screens both between desks (side to side) and in front of desk if facing another desk and not possible to rearrange room. Sneeze guards to be installed in receptions.</p> <p>Signage to advise on maximum number of persons that can be in an area (e.g.</p>	<p>Links to:</p> <p>Home Working Policy and Risk Assessments</p> <p>Personal COVID Risk Assessments</p> <p>Clinical COVID Risk Assessments.</p> <p>Vehicle/Transport Policy</p> <p>Zone Map and Instructions.</p> <p>ZOOM and Microsoft TEAMS guides.</p> <p>Procedure for when someone</p>

Significant Hazards noted	Who is at risk	Current Control Measures	Additional Controls needed	Links
		<ul style="list-style-type: none"> <li>• Managers to cohort staff into teams that regularly work together to reduce staff mixing and to consider staggered start and finish times and break times.</li> <li>• We have segregated known or suspected COVID cases (patients) and only essential staff in appropriate PPE enter their rooms and care areas.</li> <li>• Care and non-care staff areas zoned to reduce overlap of staff. People who must cross zones are kept to minimum and briefed to be vigilant, use protective measures and to 'clean as they go'. This includes staff rest areas.</li> <li>• People discouraged from using public transport.</li> <li>• Increased communication and awareness of risks, procedures and sources of help and information are widely broadcast using as many methods as available and regularly.</li> </ul>	<p>changing room, office, lift, waiting area, etc.).</p>	<p>suspects they may have developed coronavirus while at work.</p>
		<p>Coronavirus is also spread by people touching infected surfaces and then touching their face, mouth or eyes.</p> <p><u>Wash hands and touch points regularly</u></p> <ul style="list-style-type: none"> <li>• Avoid touching your face, mouth and eyes. This is a very difficult habit to break.</li> <li>• Because it is a difficult habit to break people are told to wash their hands regularly and properly.</li> <li>• Handwashing facilities and signage provided at all entry points and throughout the building to encourage handwashing and reduce contamination of surfaces.</li> </ul>	<p>Checks on touch point cleaning.</p> <p>Checks on handwashing facilities to ensure clean and fully stocked.</p>	<p>Link to:</p> <p>Handwashing Guide</p> <p>Touch Point cleaning responsibilities and method</p> <p>Catch it, Bin it, Kill it guidance and posters.</p>

Significant Hazards noted	Who is at risk	Current Control Measures	Additional Controls needed	Links
		<ul style="list-style-type: none"> <li>• Surface wipes provided in all areas and people encouraged to thoroughly clean frequently used touchpoints throughout the day (handles, switches, rails, furniture, etc.).</li> <li>• Mobile phones, computer keyboards and mice and pens, etc. are frequent sources of infection and require special attention.</li> <li>• Gloves provided where necessary. People reminded these are not substitute for good handwashing.</li> <li>• Business use of hospice vehicles has own risk assessment and cleaning schedules.</li> <li>• Staff who wears uniforms are instructed on how to transport and launder these correctly to eliminate the virus. Changing rooms regularly cleaned.</li> <li>• Managers encouraged to 'de-clutter' all working areas.</li> </ul>		Public health guidance and posters.
People who are extremely vulnerable need to be shielded	Extremely vulnerable people or staff who live with an extremely vulnerable person.	<ul style="list-style-type: none"> <li>• Extremely Vulnerable people have been identified.</li> <li>• Government guidance is followed to support shielding following risk assessment (work at home; alternative roles; self-isolation).</li> <li>• Vulnerable people have been identified and risk assessment performed.</li> </ul>	Implement systems to ensure all extremely vulnerable and vulnerable people are identified and risk assessed and none "fall through the net".	
Mental, psychological and physical health of people may be adversely	Everyone	<ul style="list-style-type: none"> <li>• St Michael's adheres to the COVID Secure Workplace Guidance and standards.</li> <li>• Management promote mental health &amp; wellbeing.</li> <li>• Employee Assistance Programme in place.</li> <li>• Support information regularly posted in building and on intranet.</li> </ul>	COVID Secure Workplace Posters and information displayed prominently.	Health & Well being information

Significant Hazards noted	Who is at risk	Current Control Measures	Additional Controls needed	Links
affected by pandemic situation and activity.		<ul style="list-style-type: none"> <li>• Virtual Coffee Breaks, 1:1, Team meetings and social activities encouraged.</li> <li>• Joint Staff Committee monitors staff and volunteer well being and management activity to address issues.</li> <li>• Maximum effort is put into reassuring everyone ST Michael's has taken all necessary precautions to protect people.</li> </ul>		
People might not be aware of changes to official COVID guidance.		<ul style="list-style-type: none"> <li>• Senior staff and managers given responsibility for monitoring information and guidance for their respective areas and communicating this to everyone via management meetings and staff bulletins.</li> <li>• Intranet streams latest government guidance.</li> <li>• St Michael's is enrolled in local and national information sharing for a (e.g. Hospice UK, CCG/STP)</li> </ul>		

## Summary of Actions Required to Reduce Risk (to be monitored by SMT/OMT)

No.	Actions required to reduce risk rating (not in order for importance):	Action By:	Completion Date
1	Staggered break times for staff.	SMT/OMT	As appropriate
2	Flexible working to encourage staggered start and finish times.	SMT/OMT	As appropriate
3	Production of Facilities (Covid) SOP to include housekeeping procedures, catering procedures, signage, office/circulation area layout, PPE and restrictions on staff numbers.	Head of Facilities	August 1st
4	Production of Community Services (Covid) SOP to include vehicle sharing, use of the barn, procedures before and after entering people's homes and PPE.	Head of Community Services	August 1st
5	Production of In Patient (Covid) SOP to include PPE and visitors.	Head of Patient Services	August 1st
6	Production of Education (Covid) SOP to include booking the rooms, welfare facilities and cleaning.	Lead Teacher/Practitioner	August 1st
7	Maximum number of staff agreed and displayed in communal areas (kitchens, staff rooms, changing rooms etc.). <i>(Link to Facilities (Covid) Procedures SOP to be inserted here)</i>	SMT/OMT	End of June
8	Managers to ensure all staff emergency contact details are up to date on Cascade	SMT/OMT	End of June
9	Staff groups or "bubbles" to be created e.g. Community nursing staff, Fundraising Staff, Housekeeping staff etc to assist in containing any spread to a limited no. of staff. <i>(Link to Facilities (Covid) Procedures SOP to be inserted here)</i>	SMT/OMT	End of June
10	Hot desking is to be avoided where possible. Where desks are shared by more than one shift worker workstations are to be cleaned/disinfected between users. The last user of the desk must be responsible for cleaning the area. Wipes will be provided. <i>(Link to Facilities (Covid) Procedures SOP to be inserted here).</i>	SMT/OMT and all staff (Head of Facilities to produce SOP)	Immediate effect and ongoing
11	Promote covering any coughs or sneezes with a tissue, (or inside of elbow if not available) then dispose of the tissue in a bin and immediately wash their hands.	SMT/OMT	Immediate effect and ongoing

No.	Actions required to reduce risk rating (not in order for importance):	Action By:	Completion Date
12	All staff should be reminded that they should immediately deal with issues, and if necessary, escalate concerns around lack of co-operation to their Head of Department / Director.	SMT/OMT and all staff.	Immediate effect and ongoing
13	Heads of Departments to be aware of this risk assessment and monitor its effectiveness within their own areas.	SMT/OMT	Immediate effect and ongoing
14	Increase cleaning activities for communal areas for door handles, lift buttons, bathrooms, kitchens and rest areas, toilets and changing areas and ensure supplies of cleaning wipes and sanitiser are kept stocked up and available across the building and in the offices. <i>(Link to Facilities (Covid) Procedures SOP to be inserted here).</i>	Occupants of group areas and housekeeping team in communal areas	Immediate effect
15	For the foreseeable future workers who can work from home continue to so do at those times when their attendance is not essential on site. <i>Link to Working from Home Policy Here.</i>	SMT/OMT	Immediate effect
16	Where staff are required to work on site social distancing is to be observed and visual guidance indicators provided on the floor are observed where possible	All Staff	Immediate effect
17	Encourage the use of Zoom/MS teams etc. to reduce/discourage non-essential movement around the building and reduce the need for face to face meetings.	SMT/OMT	Immediate effect
18	Clear desk policy and regular cleaning of workstations to be promoted	SMT/OMT and all staff	Immediate effect
19	"Stay Safe – Stay Apart" signage indicators to be provided in the large areas such as the café, education rooms, the staff room and reception. <i>(Link to Facilities (Covid) Procedures SOP to be inserted here).</i>	Head of Facilities	Mid July
20	Keep left/right signage in corridors and stairwells to create one way systems. . <i>(Link to Facilities (Covid) Procedures SOP to be inserted here).</i>	Head of Facilities	Mid July
21	Appropriate signage in offices in accordance with local arrangements.	Head of Facilities	Mid July
22	Acrylic barriers between desks if adequate social distancing cannot be achieved. Arrange people side-by-side or back-to-back and not face-to-face.	Head of Facilities	Mid July

No.	Actions required to reduce risk rating (not in order for importance):	Action By:	Completion Date
23	Provide hand sanitiser to staff where washing facilities are reduced.	Head of Facilities	Mid July
24	Reception area to be provided with acrylic screens for the protection of reception staff.	Head of Facilities	Mid July
25	Continual adherence and monitoring of guidelines for workplaces from official sources and amendments of this risk assessment and associated SOPs.	CEO	Ongoing
26	Continual review to minimise the number of staff in the work setting where possible. Where necessary changing shift patterns and rotas and splitting teams into smaller contained teams. (Link to Facilities (Covid) Procedures SOP to be inserted here)	SMT/OMT	Ongoing
27	Regular hand washing and good hygiene activities to be promoted continually.	SMT/OMT and all staff	Ongoing
28	Continue to ensure that employees who are within the vulnerable and high-risk groups are considered and appropriate action taken to allow them to work from home; or where they are working in the hospice, are regularly re-assessed. All considerations and associated actions must be documented within a personalised risk assessment.	SMT/OMT	Ongoing
29	Managers to be reminded of how to spot symptoms of coronavirus (COVID-19) and are clear on any relevant processes, for example sickness reporting and sick pay, and procedures in case someone in the workplace is potentially infected and needs to take the appropriate action – please see staff Q&A on Squeaker for detailed guidance and further guidance for managers on Squeaker on the HR Guidance for Managers section	Head of Human Resources supported by Head of Patient Services for information	Ongoing
30	Training rooms usage – Require pre-booking via Education Team, Maximum numbers using room are to be confirmed & not exceeded. Adequate time & scheduling for cleaning /disinfecting between use is allotted. A designated Lead User is identified for each booking to ensure appropriate safety measures (outlined above) are highlighted and adhered to. All touch points are disinfected /cleaned after use of facilities	Education team Head of facilities SMT / ONT / all staff Lead user and all users	



