



Covid-19 Risk Assessment summary

What our customers need to know about additional measures we continue to take

Age UK Cheshire East takes the threat posed by Covid-19 seriously and where we do not feel we can adequately protect against this, have suspended those services. At all times, we continue to follow current Government guidance as a minimum, and where appropriate, introduced additional measures to protect everyone involved in our service delivery. We also take advice from bodies such as Age UK and the Charity Retail Association to ensure we keep abreast of relevant new ways of safe working.

From 9 April 2021, in line with the changes announced by HM Government in relation to the provision of lateral flow testing kits for anyone, regardless of job role, we will be encouraging staff to take advantage of this scheme and take a test twice weekly.

We continue to take a number of steps to protect the health and welfare of our customers, clients, staff and volunteers and to control the spread of Covid-19, where it is felt that services can run safely. This includes undertaking a personal risk assessment of each member of staff and volunteer before they return to the workplace.

The detailed risk assessments for each site operated by the charity are available for inspection on request by calling 01625 612958 or emailing enquiries@ageukce.org

The steps we have taken for each of our services are detailed below.

Our Shops

We have placed **restrictions on the number of customers** we allow in at any one time. Restrictions vary from shop to shop and are in place to ensure shoppers' safety/comfort and ability to maintain adequate social distancing.

We have also introduced **hand sanitising stations** which we encourage all shoppers to use in addition to requesting everyone who is able to, to **wear a mask** while on our premises (in line with Government guidance).

Screens have been installed at all till points to reduce contact between staff/volunteer and shopper.

We are following government guidance with our staff and volunteers, requiring them to **wear face coverings while in the shop** (and not behind a screen), increasing the frequency of hand washing and also have supplied each person with PPE and hand sanitiser.

Donations to our shops are carefully monitored and, although guidance from the Charity Retail association suggests quaranting of donated goods is no longer required,

we may quarantine items for a period of time where capacity allows in the shop. In any case, all clothes and fabrics are steamed prior to making it to the shop floor.

We have increased the **frequency of cleaning** in our shops, with all touch surfaces being cleaned several times per day in addition to the daily deep-clean.

Whilst we understand some people prefer to pay by cash **we do encourage payment by card** where possible.

Information Posters are located in each shop reminding people of their responsibilities, in particular the requirement to maintain a 2 metre distance between themselves and other shoppers.

Our Help at Home Service

Our Help at Home service provides essential support to older people, many of whom rely heavily on the service as their only companionship each week. It was essential therefore, that we put in all measures possible to maintain this service.

Our Home Helps have **increased PPE** including disposable gloves and aprons, masks and visors, and hand sanitiser.

All Home Helps are **trained** in the correct ways to put on, wear and remove PPE. They also adhere to strict hand washing routines both on entry to the client's house and prior to departure.

We **encourage** clients to be in a separate room whilst our Home Help is in their property. Where this is not possible, we would request them to wear masks while our staff are present and in order to minimise risk, **we will not enter** a client's house if there are other visitors, including nursing staff, care workers and family.

Where there is a confirmed **Covid-19 positive test result** in the place where the client resides we will not be able to attend until the isolation period has completed or when there are no further positive results. This is to protect the welfare of the home help and their clients.

In certain circumstances, where a **client needs transport** to an appointment or other commitment, subject to strict adherence to current guidelines and with the agreement of the Home Help, the service will support the request.

We no longer accept cash payment for Home Help service and all payments are made by **Direct Debit** against invoice.

Men in Sheds

Recognising the huge impact Men in Sheds has on the mental health of older men, we have made significant changes to the shed, both in terms of the **layout** and the **way we operate**.

The Shed is now laid out in strict adherence with **social distancing** which means the numbers of people using the Shed at each session is **limited to 3**.

Each client is issued with their **own tools and allocated machines** for the session; these are then cleaned and quarantined at the end of the session. It is no longer permitted to share/swap or exchange tools with other clients.

All stations have their own **cleaning kit** to enable sanitisation between sessions.

All clients are required to **wear masks and disposable gloves** for the entire duration of the session; where clients are exempt we will provide face shields.

We no longer permit clients to bring **food** to the sessions, although bottled drinks are still allowed.

There is now a **15-minute break** between sessions to enable the Shed Co-ordinator to sanitise touch-points and reset tool stations. During this break **no clients are permitted to enter the building**, and must wait outside until given permission to enter.

Information & Advice

This service is currently delivered by telephone only.

Where a face-to-face meeting is required due to the circumstances of the individual being supported, all precautionary measures will be taken to protect both the client and the staff member, including the use of full PPE and meeting in a well-ventilated room.

New Horizons Club (Dementia Day Support)

This service is currently suspended and will only re-open once we believe it is safe to do so. Currently, we believe this will be from 1 September 2021.

New Horizons Club (Remote Dementia Support)

This new service is delivered remotely and therefore no face-to-face contact is made.

Keep in Touch Telephone Befriending

This service is currently delivered by telephone only.

Scams Awareness & Aftercare Project

This service is delivered, in the main, remotely and therefore limited or no face-to-face contact is made.

Where a face-to-face meeting is required due to the circumstances of the individual being supported, all precautionary measures will be taken to protect both the client and the staff member, including the use of full PPE and meeting in a well-ventilated room.

Counselling

This service is currently delivered online/by telephone only.

Head Office

Although we have a skeleton staff on site most days, our Head Office is currently **closed to visitors** with Dementia Day Support and IT classes **suspended**.

Our Head Office staff are making full use of the option for **home-working**. Providing key staff with encrypted laptops and remote access to our servers, means they can work as effectively from home. This allows us to control the number of staff on site and adhere to **social distancing** requirements.

Meetings and conferences have been held 'virtually' since March and it is anticipated that this will remain the case indefinitely.

Where a face-to-face meeting is required at Head Office, all precautionary measures will be taken to protect meeting attendees, including the use of full PPE and ensuring the meeting is being held in a well-ventilated room.

Touch surfaces are cleaned daily and **screens** are provided between desks to protect staff. Staff toilets are individually labelled to ensure no cross-contamination.

Our Staff's Physical and Mental Health – we are very conscious of the strain and additional demands dealing with Covid19 places on our workforce and have procedures and support in place to look after their physical, mental and financial welfare throughout this period.

We hold regular (online) meetings with our **Trustee Board** who receive updates on measures being taken, as outline above.

Latest version of this statement issued: 8 April 2021