

Risk Assessment Form

Event Name:	Hands 2 Help & Befriending	Date:	14/07/2020 (Review)	Venue:	Community Setting
Task: Home Support Services, to assist with shopping, cleaning, gardening & befriending in the community.					

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by whom?	Action by when?	Done
Slips, trips and falls Musculoskeletal disorders(MSDs) and injuries Lone Working Verbal abuse or assault Confidentiality, GDPR Safeguarding Infection Control-cross contamination. Stress Environmental factors, weather, travel, temperature.	Staff and client.	Age UK Faversham & Sittingbourne policies on the following; Lone Worker, Safeguarding, Fire Awareness, Risk Assessment, Manual Handling, Infection Control, Food Hygiene, GDPR (General Date Protection Regulation), Health and Safety, Emergency First Aid Working at Height	Staff training, team meetings, supervision and appraisals. Recruitment and interview processes for all employees. Two references required and detailed work history. DBS (Disclosing and Barring Service) police check. Three month probationary period for new staff with the option to extend if necessary.	Staff.	JUNE 2020	JUNE 2020

Slips, trips and falls Steps, flooring, objects, pets and children.	Staff are at risk of injuries such as fractures and bruising if they trip over objects or on spillages or wet floors.	Spillages cleared up immediately, according to agreed procedures, and the floor left to dry. Encourage pets and young children to be taken to another area when working. Remove objects in way in area of work; i.e; rugs, laundry baskets. Staff advised to wear appropriate footwear.	Manual Handling Training (objects) Manual Handling Training (people) Risk Assessment Training Health and Safety Training Emergency First Aid Working At Height Training Staff Advised to report any concerns to their line manager.	Staff	JUNE 2020 JULY 2020	JUNE 2020
Contact with cleaning chemicals; laundry detergents. Can cause skin irritations, eye damage and inhalation.	Staff.	Staff trained in risks, COSHH and storage of cleaning chemicals and wear (PPE) personal protective equipment.	Refer to material safety data sheets. COSHH training and policies.	Staff	JUNE 2020	JUNE 2020
Musculoskeletal disorder (MSDs) Staff risk back pain if they try to lift objects that are heavy and/or awkward to carry.	Staff	Staff advised to refer to their training and our policies on correct manual handling. Manual aides- sack barrow.	All staff trained in manual handling of people and objects. Refer to manufacturer's instructions. Wheelchairs/walking aids, ensure that they are fit for purpose and maintained.	Staff	JUNE 2020	JUNE 2020
Lone worker: increased risk of violence and aggression. Possible of being undiscovered after injury or illness	Staff	All staff are in receipt of Lone Worker training. Mobile phones, charged and with credit. Vehicles to be fully maintained and road worthy and topped up with fuel. Staff must stick to agreed schedule.	Secure their vehicle doors, park close to property. Report to office at end of each shift. Follow work schedule.	Staff.	JUNE 2020	JUNE 2020

Cross contamination/infection	Staff	<p>PPE provided, disposable aprons and gloves. (see PPE risk assessment)</p> <p>Staff receive Infection Control training.</p> <p>Clean and soiled laundry kept separately.</p> <p>Uniforms must be washed after each shift.</p>	<p>Staff must observe current social distancing guidelines if applicable.</p> <p>Staff must to wash their hands for 20 seconds or use hand sanitizer.</p> <p>See Laundry Service Risk Assessment.</p> <p>See COVID-19 risk assessments.</p> <p>See 'Diarrhoea and vomiting' notice available for staff and clients. Advising them to be clear for 48 hours from the last episode.</p>	Staff	JUNE 2020	JUNE 2020
Verbal abuse or assault	Staff and clients	<p>Potential risks are identified at point of referral; if risk cannot be mitigated then no service will be offered or withdrawal of service.</p>	<p>Refer to Behaviours Framework Managing Conflict training</p> <p>Report any incidents to line manager.</p> <p>Contact the police on 112 from your mobile or 999</p>	Staff	JUNE 2020	JUNE 2020
Safeguarding	Staff and clients	<p>Recruitment Policy and Procedure in place and followed.</p> <p>ISO:9001 and Age UK Quality Standards</p> <p>Safeguarding Training and Policy</p>	<p>DBS police check updated as required.</p> <p>Report to line manager.</p> <p>Contact the police on 112 from your mobile or 999.</p>	Staff	JUNE 2020	JUNE 2020

Stress; bullying, unreasonable work expectations, traffic issues, illness, personal issues.	Staff	Understanding their duties and tasks. Regular team meetings, supervisions and appraisals. Bullying, discrimination.	Updated job description. Employment contract. New staff are allocated a mentor/buddy to work with them. Refer to 'Behaviours Framework', Whistleblowing Policy, Managing Conflict Training Equality and Diversity Training	Staff	JUNE 2020	JUNE 2020
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Name of person completing Risk Assessment (printed): Clare Burgess.....

Signature: Date: ...14/07/20.....