

COVID-19 Risk Assessment – Working safely in people’s homes

Assessor’s Name: Roisin Connor	Job Title: Home Care Manager	Date: 08/09/2020	Assessor’s Signature: <i>R. Connor</i>
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Hazard Category (Potential harm)	What are the hazards?	Who may be harmed?	Risk (before Control Measures)	Control Measure(s) (What can be done / can you eliminate the hazard?)	Residual Risk (after Control Measures)
Spread of COVID-19 coronavirus	Staff may be required to work within 2m of a customer to provide personal care or to assist in the event of a emergency	Staff, clients, and other household members	M/H	<p>Personal Protective Equipment (PPE)</p> <p>AULSR will issue appropriate PPE in accordance with guidance issued by Public Health England. This can be accessed here – https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-domiciliary-care</p> <p>Staff will be given guidance on the PPE requirements for each task, and the effective and safe use of equipment.</p> <p>Staff should wash own clothes regularly and wear a new, clean uniform every day.</p> <p>Staff will receive on-going training which will include infection control and a Covid-19 awareness module.</p> <p>Staff will be accountable for ensuring they follow the directions and guidelines provided. Staff should contact their manager if they have any concerns.</p>	L/M

	Staff may not be provided with all information on customers prior to visit and must assess risk on entrance to property (e.g. when undertaking assessments)	Staff, clients, and other household members	M/H	<p>Staff will be issued with appropriate PPE that can be worn for duration of visit if required.</p> <p>Office staff will screen for immediate risks of known infections within the household including establishing whether an individual has recently been discharged from hospital and whether there is a Covid-19 test result available. If not sure, staff should assume the person has Covid-19 and take all necessary precautions.</p>	L/M
	Social Distancing	Staff, clients, and other household members	M/H	<ul style="list-style-type: none"> • Staff must maintain social distancing in the workplace wherever possible (keeping 2 metres between themselves and their clients or other household members). • Where social distancing cannot be maintained, AULSR will consider whether the activity needs to continue and if so, will take all mitigating actions possible to reduce the risk of transmission. • Staff should take their own food and drink to work and take breaks outside where possible. <p>AULSR will communicate with its customers to advise them of the precautions necessary to maintain a safe working environment within the home. These will include:</p> <ul style="list-style-type: none"> • Requesting that a 2-metre distance is maintained from staff wherever possible. • Asking that households leave all internal doors open to minimise contact with door handles. 	L/M

				<ul style="list-style-type: none"> Identifying busy areas within the home (including stairs and corridors) and asking that customers minimise movement within these areas. <p>Staff will be asked to reiterate this guidance upon arrival at people's homes.</p> <p><i>Accidents/Incidents</i> - Please note that in an emergency, for example an accident, fire or break-in people do not have to stay 2 metres apart if it would be unsafe. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.</p>	
	Contamination or infection arising from bacteria or virus including Covid-19	Staff, clients and other household members	M/H	<p>No non-essential work should be carried out in a household which is isolating because one or more family members has Covid-19 symptoms, or where an individual is shielding (unless it is to remedy a direct risk to the safety of the household). <i>Please note this does not apply to the provision of essential personal care services.</i></p> <p>When working in a household where somebody is clinically vulnerable (but has not been asked to shield), for example the home of someone over 70, prior arrangements will be made to avoid any face-to-face contact, for example, when answering the door. Staff should be particularly strict about handwashing, coughing and sneezing hygiene (such as covering the nose and mouth and disposing of tissues immediately).</p> <p>Hygiene practices:</p> <p>Employees must follow the latest guidance in relation to hygiene and infection control practices including:</p>	L/M

				<ul style="list-style-type: none"> • Washing your hands more frequently during the day for a minimum of 20 seconds using soap and hot water (particularly upon arriving and leaving the home, and after coughing, sneezing, or blowing your nose). • Reduce the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue. Throw tissues in the bin immediately, then wash your hands. • Clean regularly touched objects and surfaces using your usual cleaning products to reduce the risk of passing the infection on to other people. • If handwashing facilities are not accessible you should carry hand sanitiser (this will be made available where required). <p>Keeping the work area clean:</p> <ul style="list-style-type: none"> • Areas within the home should be kept clean to prevent transmission by touching contaminated surfaces. • Objects and surfaces that are touched regularly should be cleaned frequently with usual cleaning products. • Any waste should be safely disposed of at the end of a visit. • If staff are cleaning after a known or suspected case of Covid-19 then specific guidance should be followed (this can be accessed via the office). <p>Allocation of work</p> <ul style="list-style-type: none"> • Particular regard will be given to the allocation of work to ensure that this is done in the safest way possible. • Consideration will be given to the length of time and frequency of visits being provided. • Possible alternatives to working within the home will be considered, such as offering telephone befriending instead of 	
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				<p>face-to-face support.</p> <ul style="list-style-type: none"> • Customers will be assigned a regular worker to minimise the number of people coming into the home. • “Double-up” visits will be avoided unless required following risk assessment, or in the provision of personal care services (this will be assessed separately). <p>Telemonitoring</p> <ul style="list-style-type: none"> • It has been agreed that staff should continue to use the telemonitor because of the role it plays in mitigating the risks associated with lone working. • Staff must wash their hands before using the phone and disinfect after use. • It is recommended that staff avoid putting the phone to their ear (just lift and dial number, wait for a few seconds and replace handset). <p>Handling cash/delivering shopping:</p> <ul style="list-style-type: none"> • Steps should be taken to maintain social distancing and avoid surface transmission when goods enter the home. • Staff should minimise contact wherever possible when handling cash or delivering shopping. For example, it may be appropriate to phone ahead of delivery to avoid having to ring the doorbell. Shopping should be delivered on the doorstep where possible to avoid unnecessary contact. • Clients will be encouraged to purchase pre-loaded “volunteer shopping e-cards” to avoid cash handling. • Staff are not permitted to use customers’ bank cards (either with or without the PIN) • Customers should be asked to use their own pen when signing documents including Financial Transaction forms. 	
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	Staff may require use of customer's toilet	Staff, clients and household members	L/M	<ul style="list-style-type: none"> Staff should seek permission to use the customer's toilet. If the customer agrees staff should avoid touching surfaces as much as possible and should wash their hands thoroughly and wipe down surfaces. When using customer's cleaning products to wipe down any areas touched, wash hands thoroughly before and after use. If the customer does not agree, staff should ensure they factor time between their visits to either return home or use a local public facility as required. 	L
	Travelling in vehicles with customers	Staff, clients	M/H	<p>There may be occasions where clients will need to be escorted in staff vehicles (e.g. to hospital and doctor's appointments etc).</p> <p>AULSR will assess and establish whether the activity should go ahead. If so, clients should sit in the rear of the vehicle diagonally from the driver to ensure the maximum distance is maintained. Staff should wear face masks and clients should be advised to wear face coverings. Staff should open windows where possible to ensure the vehicle is well ventilated. Staff should wipe down handles and other areas where passengers may touch vehicle before and after each journey with antibacterial spray and wipes (AULSR will issue these where needed).</p> <p>Work should be allocated to minimise the number of people escorted in staff vehicles.</p>	M
	Fire risk associated with alcohol-based hand sanitiser	Staff	M	<p>There have been reports of vehicle fires resulting from storing alcohol-based hand sanitiser in cars in hot weather.</p> <p>Staff have been advised to remove all alcohol-based hand sanitiser products from vehicles when they are not occupied.</p>	L

				<p>Workforce Management</p> <p>Self-isolation:</p> <ul style="list-style-type: none"> • Staff are expected to follow government guidance if either they or a member of their household displays symptoms of COVID-19. AULSR will adhere to guidelines in relation to Statutory Sick Pay for employees who are self-isolating in line with government guidance. • Social care staff are eligible for testing if they have symptoms of COVID-19. Tests can be arranged either by self-referral or via a referral from AULSR. <p>Protecting vulnerable workers:</p> <ul style="list-style-type: none"> • Clinically extremely vulnerable individuals (guidance as to what this means is available on GOV.UK) have been strongly advised not to work outside the home. AULSR will take appropriate action to ensure employees who fall within this category can adhere to this guidance. • If clinically vulnerable (but not extremely clinically vulnerable) individuals cannot work from home, they will be offered the safest available roles, enabling them to stay 2-metres away from others. If they must spend time within 2-metres of others, AULSR will carefully risk assess whether this involves an acceptable level or risk. • AULSR will undertake a workforce assessment to identify staff who may be more vulnerable to Covid-19 infection and will take appropriate action to mitigate risk. • AULSR will have regard to its specific responsibilities in relation to those with protected characteristics, including expectant mothers. • Particular consideration will also be given to those staff who 	
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				<p>live with clinically extremely vulnerable individuals.</p> <ul style="list-style-type: none"> • Support will be provided for workers around mental health and well-being. This may include advice, telephone support and signposting. <p>Work-related travel:</p> <ul style="list-style-type: none"> • Where workers need to travel between different homes to complete their work, social distancing and hygiene advice should be followed, especially before or immediately upon entering other homes. <p>Communication and Training</p> <p>AULSR will maintain regular contact with staff regarding working arrangements including their welfare, mental and physical health, and personal security.</p> <p>Staff will be provided with information about how to operate safely in people’s homes. Training will be provided as required. This will be delivered using the safest means available to minimise the risk of transmission. AULSR will ensure any updated guidance is promptly shared with staff. Team meetings and supervisions will be held remotely to minimise contact between staff.</p> <p>This risk assessment will be shared with staff, and those affected will be actively encouraged to share their feedback. Communication will be on-going to monitor and understand any unforeseen impacts of changes to working environments.</p> <p>Staff will be kept up to date with how safety measures are being implemented or updated.</p>	
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REVIEW DATE	COMMENTS	SIGNATURE OF ASSESSOR