

RISK ASSESSMENT – THAMES HOSPICE EXPOSURE TO COVID 19 AS A RESULT OF WORK BASED ACTIVITIES – NON CLINICAL

Company:	THAMES HOSPICE	Date of Assessment/review:	2 December 2020
Area / Location:	Non clinical sites		
Description of work activity / process being assessed:	Exposure to Covid-19 as a result of any work-based activities.		

Persons exposed:		Type of assessment:	
Employees	<input checked="" type="checkbox"/>	Initial	<input type="checkbox"/>
Contractors	<input checked="" type="checkbox"/>	Change in process / activity / legislation / following an accident etc.	<input checked="" type="checkbox"/>
Visitors / Members of the public	<input checked="" type="checkbox"/>	Operational review	<input checked="" type="checkbox"/>

COVID – 19 (Corona Virus)

COVID-19 affects the lungs and airways of those infected and is primarily spread through respiratory droplets, which means to become infected, people generally must be within six feet of someone who is contagious and come into contact with these droplets. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or their eyes.

Symptoms of COVID-19 appear usually within two to 14 days after exposure and include fever, cough, runny nose and difficulty breathing. Generally, these infections can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

At the time of writing the following risk assessment includes Government guidance <https://www.gov.uk/coronavirus> You should keep up to date with Government guidance in case the control measures you have implemented need adapting.

This risk assessment will focus on several areas you need to consider, including around your site, your colleagues, your customers and insurance implications.

Some key headlines to consider include:

Communicating with colleagues

- Managing their anxiety
- Health checking / occupational health
- Action required if employees are unwell
- Understanding specific needs such as:
 - Vulnerable persons and pregnant women to remain working from home
 - Domestic circumstances
 - De-furloughing, e.g. who comes back and when? (People will need to know in advance so they can plan)
 - Public Transport, e.g. is public transport available to colleagues who use this form of transport to come to work? Are there alternate ways to commute?

- Break down of functions to improve social distancing and business resilience
- Who can continue to work remotely?
- Consider shift work

Infrastructure of the business looking at the various business functions

- Customer interaction
 - Viewing the product
 - Sales
 - Service and repair
- Colleague working conditions

Introduction of controls

- Social distancing
- Cleaning
- Facilities to wash
- Personal Protective Equipment (PPE)
- Appoint person(s) to control the COVID-19 risk
- Adequate coverage for first aid and fire wardens/marshals (the Health and Safety Executive (HSE) have published guidance during the Coronavirus outbreak – see Further Reading)

HAZARDS	CONTROL MEASURES ALREADY IN PLACE	ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE THE RISK	WHO WILL COMPLETE?	BY WHEN	DATE COMPLETED
POTENTIAL EXPOSURE TO COVID – 19 (CORONA VIRUS):	Use guidance from World Health Organization and NHS to ensure the risk assessment is following the latest advice.	CEO sent out information from H&S Consultants to staff – 5 May 2020. Updates to information sent out as required.	CEO	Ongoing	Ongoing
	Follow UK Government guidelines in reducing the likelihood of exposure. https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response	Ongoing communications and updates to staff. Messaging to remind all of best practice as more information is made available.	CEO/SMT	Ongoing	Ongoing
	<ul style="list-style-type: none"> Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze. Put used tissues in the bin straight away. Wash your hands with soap and water often – use hand sanitiser gel if soap and water are not available. Try to avoid close contact with people who are unwell. Clean and disinfect frequently touched objects and surfaces. Do not touch your eyes, nose or mouth if your hands are not clean. Limit travel where possible to reduce potential exposure. Ensure vulnerable persons (elderly, pre-existing health condition, lower immunity etc.) employees are individually assessed. 	In April 2020 individual Risk Assessment completed with Line Manager for relevant staff.	HoGQ / Head of Facilities	Complete	Ongoing as required
STAYING AT HOME IF YOU, OR SOMEONE IN YOUR HOUSEHOLD, HAS SYMPTOMS OF CORONAVIRUS (COVID-19) ON SITE	<ul style="list-style-type: none"> If anyone becomes unwell with a new, continuous cough or a high temperature in the business or workplace they should be advised to follow the stay at home guidance for households with possible coronavirus (COVID-19) infection. If these symptoms develop whilst at work they 	CEO sent out information from H&S Consultants to staff – 5 May 2020. Ongoing communications and updates to staff. Messaging to remind all of best practice as more	CEO CEO/SMT	Ongoing As appropriate	Ongoing Ongoing

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	<p>should be sent home, they should return home quickly and directly. If they have to use public transport, they should try to keep away from other people and catch coughs and sneezes in a tissue.</p> <ul style="list-style-type: none"> If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus (COVID-19) infection. It is not necessary to close the business or workplace or send any staff home, unless government policy changes. Keep monitoring the government response page for the latest details. If you, or an employee, need clinical advice, they should go to NHS 111 online, or call 111 if they don't have internet access. In an emergency, call 999 if they are seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital. If the member of staff lives in a household where someone else is unwell with symptoms of coronavirus (COVID-19) then they must stay at home in line with the stay at home guidance. 	<p>information is made available.</p> <ul style="list-style-type: none"> Posters bespoke to areas Housekeeping C-19 cleaning protocols in place. Staff provided with face masks, hand sanitiser, cleaning wipes, tissues etc. <p>Testing for patient-facing staff</p> <p>Temperature checks for staff and visitors on entering building.</p>	<p>HoGQ / Head of Facilities</p> <p>Director of Nursing and Family Services</p> <p>All</p>	<p>Complete</p> <p>Ongoing</p> <p>Ongoing</p>	<p>April 2020</p> <p>Ongoing</p> <p>Ongoing</p>

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PREPARING THE WORKFORCE	<ul style="list-style-type: none"> Employee expectations set, with an emphasis on making them feel secure: <ul style="list-style-type: none"> Return to work and working from home policies and incentives Guest and visitor policies Employee travel policies HR policies regarding illness, support for caregivers etc. 	<p>Communications via email Ongoing responsibility with SMT.</p> <p>SMT and Managers will set an example.</p> <p>Hospice will follow national guidelines.</p>	CEO / SMT	Ongoing	Ongoing
	<ul style="list-style-type: none"> Anxiety of returning to the workplace has been mitigated through change management planning and communications. 	As above Office Etiquette messages for staff	CEO/SMT	Complete	First lockdown - June 2020 Second lockdown - December 2020
	<ul style="list-style-type: none"> Consideration given on why people can benefit from returning to work – productivity from proximity to colleagues, socialisation, amenities and work tools and resources. 	As above Office Etiquette messages for staff	CEO/SMT	Complete	First lockdown - June 2020 Second lockdown - December 2020
	<ul style="list-style-type: none"> Consideration given to why people can benefit from continued home working – health and family priorities, reduced commute time, technology enables working from home without loss of productivity. 	As above Office Etiquette messages for staff	CEO/SMT	Ongoing	Ongoing
	<ul style="list-style-type: none"> Detailed plan in place on how to return to work. 	CEO and SMT overall. Localisation per team as determined by lead Director.	CEO/SMT	Complete	First lockdown - June 2020 Second lockdown - December 2020

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		Vulnerable staff returned from first lockdown from 1 st August. Individual Risk Assessment completed with Line Manager for relevant staff.	Line Manager/ individual	1 August 2020	As required
CONTROL ACCESS	<ul style="list-style-type: none"> Entry points to site / buildings are controlled. Building protocols communicated through signage, floor markings, social distancing, cleaning protocols etc. Hospice at Bray Lake participates in NHS Track and Trace requirements 	Information, posters etc. in place. Reviewed when guidance is updated	Facilities team – Thames Hospice Bray Lake in place	Complete	April 2020 and ongoing
			Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
	<ul style="list-style-type: none"> Hospice 'Café by the Lake' and Bray Lake retail shop 	Shop and Café opened to public (including walk-in diners) on 12 October and social distancing information, posters etc. in place. Not open to public during Second Lockdown from 5 November until 2 December 2020. Open from 2 December in line with Government tier 2 restrictions.	Bray Lake shop – Hospice Retail team. Café - Connect Catering with Thames Hospice Connect Contract Manager	C-19 measures in place.	Ongoing
SOCIAL DISTANCING / BARRIERS	<ul style="list-style-type: none"> 1 metre + now advised. Where possible 2 metres (6.5 feet) segregation in place e.g. marking floors. Screens / barriers in place at reception etc. Queue management system in place with correct distance marking. Numbers allowed in the building are controlled e.g. appointments booked, collection and delivery times agreed, number of persons allowed in the building monitored etc. Staff density reduced on site reduced by: <ul style="list-style-type: none"> - Altering working hour patterns to 	<p>In place for Thames Hospice Bray Lake public areas including café. (Café open from 2 December in line with Government tier 2 restrictions).</p> <p>Social distancing measures in place where possible. Hospice observes 1metre+, with 2metres as standard.</p> <p>Office guidance messages for staff - Home working already encouraged where possible - Team in-office rotas developed - 1 in 1 out signs</p>	<p>SMT/CEO ongoing messaging to staff.</p> <p>In place</p> <p>In place</p> <p>In place</p>	Completed	Ongoing

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	<ul style="list-style-type: none"> reduce worker numbers. Shift handover arrangements altered to ensure the appropriate routines are followed. Reducing office density/support staff through working from home or split shift arrangements. Prohibit shared use of small rooms and convert them to single occupant use only. Use of technology for video/virtual meetings. Limiting the number of meetings, including length and proximity of gatherings between colleagues/others. <ul style="list-style-type: none"> Café by the Lake walk-in users/visitors will observe social distancing protocols. 	<ul style="list-style-type: none"> Hand sanitisers and tissues on desks social distancing in meeting rooms Virtual meetings encouraged 			
		<ul style="list-style-type: none"> Staff and volunteers wear facemasks when not at desks. 	In place	November 2020	Ongoing
		<ul style="list-style-type: none"> Assessment and action plan in place for each retail site - Retail director. 	Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
		<ul style="list-style-type: none"> Second Lockdown from 5 November until 2 December 2020. 			
		<ul style="list-style-type: none"> Shop and Café opened to public (including walk-in diners) on 12 October and social distancing information, posters etc. in place. Not open to public during Second Lockdown from 5 November until 2 December 2020. Open from 2 December 2020 in line with Government tier 2 restrictions. 	Bray Lake shop – Hospice Retail team. Café - Connect Catering with Thames Hospice Connect Contract Manager	C-19 measures in place.	Ongoing
PERSONAL PROTECTIVE EQUIPMENT (PPE)	<ul style="list-style-type: none"> Surgical masks provided. Disposable gloves (nitrile) provided 	<ul style="list-style-type: none"> Staff and volunteers wear face masks) whenever they leave their desks. 	All staff	Completed	Ongoing
CLEANING	<ul style="list-style-type: none"> Site deep cleaned prior to opening with products from approved lists from governing authorities. 	<ul style="list-style-type: none"> C-19 cleaning protocols are in place at Thames Hospice Bray Lake 	Head of Facilities	Completed	Ongoing
		<ul style="list-style-type: none"> C-19 cleaning protocols are in place for Café by the Lake 	Connect Catering	Completed	Ongoing
		<ul style="list-style-type: none"> Retail Operations Manager to review requirement per shop 	Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing

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	<ul style="list-style-type: none"> On-going cleaning regimes on site have been reviewed 	Retail Operations Manager to review per shop (e.g. toys / kids area) with shop manager/Area Manager	Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
	<ul style="list-style-type: none"> Clear desk policy in place. 	Advise all staff to keep desks clear. Desk guidance circulated to all staff	CEO / SMT	Complete	May 2020
	<ul style="list-style-type: none"> High-touch shared tools such as whiteboard markers, remote controls etc. 	Provision of cleaning wipes etc. by all such items. Advice to staff on appropriate use	In place Head of Facilities – Thames Hospice Bray Lake	Completed	Ongoing
			Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
HYGIENE	<ul style="list-style-type: none"> Additional wash and gel stations installed at strategic points around the site, including entrance and exit as well as key areas in sales and service. Hygiene practices are important to prevent spread of Covid-19. Appropriate signage in place to prevent infection spread: <ul style="list-style-type: none"> Wash hands properly and regularly and especially after coughing or sneezing, after toilet use, before eating, if in contact with a sick person (especially those with respiratory symptoms). It is important to follow good practices for hand washing, which includes using soap and water and washing for over 20 seconds. Touching of the face should be avoided. Regular hand washing with soap and water is effective 	In place – Staff, volunteer and visitor communications reviewed as guidance changes. Retail sites have hygiene measures in place	CEO/SMT	Completed	Ongoing
			Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing

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	<p>for the removal of Covid-19. Where washing is not available, use of hand sanitisers is recommended.</p> <ul style="list-style-type: none"> - Cover your mouth when coughing and sneezing. Cover your nose and mouth with disposable tissues. If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand), put used tissues into a sealed bin and then wash your hands. - Avoiding making close contact with people e.g. do not shake hands. 				
FACILITIES	<ul style="list-style-type: none"> • The number of tables/chairs have been reduced in the café and number of staff per table is restricted. 	Thames Hospice Bray Lake in place	Head of Facilities		Complete
	<ul style="list-style-type: none"> • The number of seats and tables have been reduced in the waiting/reception area. 	Thames Hospice Bray Lake in place	Head of Facilities		Complete
	<ul style="list-style-type: none"> • All self-service activities such as provision of food that is pre-wrapped have ceased. 	Not applicable			
	<ul style="list-style-type: none"> • Vending machines have been removed from site / taken out of service. 	Vending machine for wrapped food (crisps/ chocolate bars) is included in housekeeping cleaning regime.	Head of Facilities		Complete
LEGIONELLA	<ul style="list-style-type: none"> • Legionella checks undertaken prior to the site re-opening e.g. chlorination, flushing the system etc. 	Thames Hospice Bray Lake has a scheduled programme of Legionella checks – in place	Head of Facilities		Complete
		Retail – Operations Manager	Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
PLANT AND EQUIPMENT	<ul style="list-style-type: none"> • Thorough examination and testing of lifting and pressure equipment during the 	Thames Hospice Bray Lake – in place	Head of Facilities		Complete

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	<p>Coronavirus outbreak are undertaken. Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading.</p> <ul style="list-style-type: none"> Internal inspections e.g. ladder checks etc. are undertaken. 	<p>Retail – Operations Manager.</p>	<p>Operations Manager - Retail</p>	<p>See separate Retail C-19 Risk Assessment.</p>	<p>Ongoing</p>
		<p>Thames Hospice Bray Lake – in place</p>	<p>Head of Facilities</p>		<p>Complete</p>
		<p>Retail – Operations Manager</p>	<p>Operations Manager - Retail</p>	<p>See separate Retail C-19 Risk Assessment.</p>	<p>Ongoing</p>
VEHICLES E.G. DEMONSTRATORS, VEHICLES FOR SALE, COURTESY CARS, CUSTOMER VEHICLES, COLLECTION / DELIVERY ETC.	<ul style="list-style-type: none"> Cleaning regime in place for vehicles including external door handles, steering wheels, gearstick, handbrake, keys etc. Key management system in place e.g. limit access and therefore reduce numbers of people handling them. Clean keys on receipt and prior to handover to customer. If accompanied test drive then PPE must be worn, position colleague in rear seat behind front passenger seat – however social distancing rules could be breached. Revert to unaccompanied demonstration to ensure safe distancing (check insurance is in place). Collection and delivery of vehicles reviewed e.g. allocating times, hand over procedures, cleaning regime etc. 	<p>Thames Hospice Bray Lake – In place</p>	<p>Head of Facilities</p>		<p>Ongoing</p>
		<p>Retail – Operations Manager – in place</p>	<p>Operations Manager - Retail</p>	<p>See separate Retail C-19 Risk Assessment.</p>	<p>Ongoing</p>
FIRST AID AND FIRE WARDEN/MARSHAL	<ul style="list-style-type: none"> Adequate numbers of “first aiders” on site. 	<p>In place at Thames Hospice Bray Lake</p>	<p>HOGQ/ Head of Facilities</p>		<p>Complete</p>
		<p>In place at each Retail site. Store Managers are trained first-aiders</p>	<p>Retail Operations Manager</p>		<p>Complete</p>
	<ul style="list-style-type: none"> Adequate number of fire wardens/marshals on site. 	<p>In place at Thames Hospice Bray Lake</p>	<p>HOGQ/ Head of Facilities</p>		<p>Complete</p>
		<p>Retail Operations – Store Managers are Fire Wardens for each Retail site</p>	<p>Retail Operations Manager</p>		<p>Complete</p>

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		– in place			
	<ul style="list-style-type: none"> Internal checks e.g. fire call point checks, emergency lighting, first aid box checks etc. are undertaken. 	In place at Thames Hospice Bray Lake	Head of Facilities		Complete
		Retail Operations Manager for each Retail site	Retail Operations Manager	See separate Retail C-19 Risk Assessment.	Ongoing
WASTE	<ul style="list-style-type: none"> Waste collections have been reinstated. 	Retail Operations Manager to review for retail sites	Operations Manager - Retail	See separate Retail C-19 Risk Assessment.	Ongoing
		Bray Lake waste collections are in place, with appropriate social distancing measures observed.	Head of Facilities	Completed	Completed
THE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS (RIDDOR)	<ul style="list-style-type: none"> Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading. 	HoGQ to review guidance and make appropriate reports	HoGQ	Ongoing	Ongoing
OCCUPATIONAL HEALTH SURVEILLANCE	<ul style="list-style-type: none"> Site follows HSE guidance. The HSE have published further detailed guidance during Coronavirus outbreak. See further reading. 	HoGQ to review guidance and make appropriate reports	HoGQ	Ongoing	Ongoing
VOLUNTEERS	<ul style="list-style-type: none"> Head of Volunteering considering safe return for volunteers on a staggered basis and according to national guidance. 	Many volunteers currently not able to attend; plans in place for safe return of volunteers when they want to.	Head of Volunteering with Retail Operations Manager for Retail sites and Volunteer Managers at Thames Hospice Bray Lake	Ongoing	Ongoing

HAZARDS	CONTROL MEASURES ALREADY IN PLACE	ADDITIONAL CONTROL MEASURES REQUIRED TO REDUCE THE RISK	WHO WILL COMPLETE?	BY WHEN	DATE COMPLETED
		Volunteering continues with appropriate safety measures in place	Head of Volunteering with Retail Operations Manager for Retail sites and Volunteer Managers at Thames Hospice Bray Lake	Ongoing	Ongoing
	<ul style="list-style-type: none"> Volunteer drivers (patient transport) 	H&S measures already in place for volunteer drivers in relation to C-19 include masks, wipes and instructions about positioning in cars.	Head of Therapies with Head of Volunteering	Ongoing	Ongoing

Review period:	Monthly or after any UK Governmental Department announcement.
	Next review: 1 January 2021

Further Reading

Government	https://www.gov.uk/coronavirus
HSE	www.hse.gov.uk/news/coronavirus.htm
First Aid	www.hse.gov.uk/news/first-aid-certificate-coronavirus.htm
RIDDOR	www.hse.gov.uk/news/riddor-reporting-coronavirus.htm
Health Surveillance	www.hse.gov.uk/news/health-surveillance-coronavirus.htm
Examination (work equipment)	www.hse.gov.uk/news/work-equipment-coronavirus.htm
PPE	www.hse.gov.uk/news/face-mask-ppe-rpe-coronavirus.htm