Risk assessment for : Eclipse Homecare Limited

Risk assessment name	Covid Secure Risk Assessment - Office Spaces / Contact Centres	**Assessment type**	General
Assessor name	Rob Gready	**Affected site(s)**	All Eclipse HomeCare Offices
Assessment date	14/05/2020	**Review period**	Monthly
Approved by	Rob Gready	**Review date**	14/06/2020
Approved date	14/05/2020	**Reference**	1

Workspace(s)	Description
Office	This Risk Assessment is undertaken to suit the Eclipse HomeCare business practices and office working environment. Due to the emerging evidence and changes to Government Guidance, it is vital that the most up to date guidance is referred to. This can be found at: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 It should be noted that where possible people should still be encouraged to work from home. This risk assessment sets out the controls that will be in place for the office workplace and work activities in order to reduce the risk of the transmission of the Covid-19 virus and demonstrate that the organisation is Covid-Secure.

Overall risk rating : 3 (Medium)

Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)

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1. Cleaning To Reduce Transmission Of Covid-19 - Risk of exposure to Covid-19 whilst cleaning work areas.	All staff Cleaners How? Cleaning areas where Covid-19 may be present may lead to exposure to the virus. However- the cleaning of all areas correctly will reduce the risk of transmission overall.	**Appropriate Disinfectant Products Used In Line With COSHH Assessment.** Appropriate disinfectant to be used in line with the COSHH assessment - this will be communicated to staff. The product will be used in line with instructions for use and dilution rates and appropriate PPE provided and worn where indicated. Disposable cloths will be used where possible to reduce transmission. **Cleaning Of Premises Before Work Commences** Assessment of cleaning requirements will be carried out prior to premises opening and appropriate cleaning will take place. This will include cleansing of all doors with supplied Disposable Disinfection Wipes. **Cleaning Work Stations** All employees to follow Infection Control Procedure and cleans their own workstation using the Disposable Disinfection Wipes provided. This cleansing to take place at the start and end of each period of work (normally a day) and/or if a staff member moves work station. The cleansing should include all touch areas including chair, desk top and phone. **Correct Guidance On Cleaning Will Be Followed For Cleaning Areas Of Higher Risk** Based on current Government Guidance for Non-clinical Settings. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings This includes the use of additional PPE (gloves, aprons, eye protection, mask) and items double-bagged and labelled - stored securely for 72 hours before disposal.	1 x 3 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Increased Cleaning Frequency Of Cleaning Throughout Premises Increased cleaning regime in place throughout premises. Particular focus on commonly touched areas, equipment, surfaces and common shared areas. **Workspaces Will Be Cleared Of Waste Frequently** Personal items removed at end of shift and increased waste collection in place.	
 2. Hygiene Control Poor hand hygiene and respiratory hygiene control may lead to an increase in surface contamination.	All staff, Contractors, Members of the public Visitors How Many? 5-20 s How? Increased risk of surfaces becoming contaminated with pathogens including Covid-19 leading to spread of infection.	**Employees Advised To Wash Clothing After Work** Unless assessment of other risks deems necessary- employees will change clothing at home not at work in changing rooms and will be advised to launder clothes as soon as possible in the event of any contamination of clothing. **Increased Hand Washing Facilities Provided** Increased hand washing facilities provided throughout the workplace including at entrances, exits, different parts of the building and common areas. Where this is not possible sanitiser will be provided. **Increased Waste Management** Additional waste facilities will be available throughout the site with more frequent collection where appropriate.	2 x 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Signs And Posters In Use To Remind To Practice Good Hygiene Relevant posters and signs displayed to remind employees of the need to wash hands for at least 20 minutes on a frequent basis. Also signs to remind employees to practice good respiratory hygiene - catching of coughing and sneezes and correct disposal of tissues followed by hand washing. **Use Of Face Coverings** Employees should wear face coverings in all situations were they cannot be sure to comply with the 2 metre social distancing guidance in the workplace. Face coverings are not classed as PPE. Advice will be given to employees on the correct use. • Wash your hands thoroughly with soap and water for 20seconds or use hand sanitiser before putting a face-covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. • If it's not washable, dispose of it carefully in your usual waste.	

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3. Attendance And Movement Of People In The Workplace -The attendance of people in the workplace where working from home is not possible will increase the number of people in the premises which may increase the risk of Covid-19 transmission.	All staff, Contractors, Members of the public Visitors How? Where more than 1 person attends work not from the same household increases the risk of transmission of the Covid-19 virus.	**Controlled Movement Of People Throughout Workplace** Use of one way systems, separate entrances and exits to reduce the number of people at cross over areas and pinch points. Monitoring and regulation of higher traffic areas such as corridors, entrances and stairwells. Use of signs and markings to indicate the direction of movement and 2m distances in place where appropriate. **Emergency Plans Updated And Communicated** People do not have to adhere to the 2m social distancing where there is an emergency such as fire, an accident or a security threat or break in and the risk to safety is imminent. Those assisting others in emergencies should ensure they carry out stringent hygiene control afterwards including thorough handwashing. **Employee Will Work From Home Where Possible** Office manning will be reduced where possible. Only business-critical roles will be permitted into the workplace where remote working is not possible for operational reasons or home circumstances.	3 x 3 9 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Information, Instruction and Training Provided To Employees Employees consulted on risks and controls in the work place. Staff communicated with on a regular basis on changes to hazards and controls. Employees receive training through the use of training courses, posters, signs, announcements and briefings. **Minimal Employees To Attend The Workplace** Work organised so that minimal people are required to attend the workplace - where it allows work to be carried out safely whilst supporting social distancing. Where possible this will be limited to the same people to prevent mixing of groups. **Pro-active Monitoring In Place** Pro-active monitoring in place to ensure that staff are adhering to controls and that control measures are adequate and effective. **Remote Workers Adequately Supported** Adequate work equipment will be provided to remote workers. Regular contact will be made with remote workers to arrangements are adequate to support their physical and mental wellbeing.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Restrict Movement Of People Throughout Site Employees discouraged from carrying out non-essential trips within the premises- use of phones, emails or radios to communicate with others elsewhere. Drop off and collection areas designated for exchanging of documents, materials or equipment. Job rotation reduced to prevent moving between locations where at all possible. **Staggered Work Patterns** Working patterns organised to reduce the number of persons on-site at any one time and also staggered to reduce the number of people arriving and leaving to prevent cross over. Cohorts or Teams to be fixed where possible to prevent mixing of different people on shifts. **Touch-based Devices Disabled Where Possible** Where this does not introduce further hazards, touch-based controls/access/security devices will be disabled. For machines/ equipment that relies on touch screen - this will be limited to as few people as possible with increased cleaning carried out before and after use and hand hygiene practised before and after use.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Use Of Outside Spaces For Breaks Where Possible Safe outside places will be available for breaks- with social distancing in place. Monitoring of these spaces to be carried out to ensure adherence to social distancing. **Ventilation On Site Increased As Much As Possible.** Windows and doors opened as much as possible to increase ventilation in all workspace. Use of extraction fans may be used to increase ventilation. Adjustments to be made to ensure adequate ventilation remains in place. Fire doors will not be propped open. Guidance on use of Shared Air Condition will be taken with a competent engineer.	

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		Workstations Will Be Organised To Support Social Distancing Workstations will be arranged so that social distancing can be adhered to. Desks will be spaced out to maintain distance between people. Hot-desking will be prevented where at all possible- if this is not possible thorough cleaning will take place before and after use of all equipment. Where possible use of own peripherals such as mouse and keyboards and headsets will be in place. Where social distancing cannot be maintained further controls will be in place: Desks to allow people to work side by side or facing away from each other. Increased cleaning of areas.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 4. Social Distancing Guidelines Cannot Be Met -Activities, where social distancing cannot be followed in full, may lead to increased risk of the transmission of the virus due to being in close proximity. This includes entrances, exits and common areas as well as work activities.	All staff How? Being in close proximity may lead to increased risk of the spread of the Covid-19 virus.	**1.Increased Cleaning Carried Out** Increased cleaning of surfaces where people are operating within the 2m social distancing to be carried out by individual staff. **2.Increased Handwashing Carried Out** Provisions will be made in order for people to be able to wash their hands more frequenlty- including before and immediately after carrying out tasks where social distancing has not been maintained. **3.Time Spent Within 2m To Be Kept To A Minimum** The time where persons are within 2m will be kept to as short a time as practicable possible. **5.Employees To Avoid Face To Face Work Where Possible** Where possible employees will work side by side or back to back to avoid working face to face. **6. Teams / Partners / Cohorts Will Be Kept Fixed Where Possible** To reduce the number of different people working within the 2m fixed teams and partners will be place where at all possible to reduce the level of possible transmission **Specialist Clothing Must Be Worn (PPE)** Specialist Clothing Must Be Worn Face Masks must be worn by all staff in the office at all times if and/or when 2m social distancing guidelines cannot be met.	3 x 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 5.Individuals Displaying Symptoms - Coronavirus reportedly spread through exposure or contact to cough droplets. People at work developing on-set of symptoms within the workplace.	All staff, Contractors Visitors How? An individual could develop symptoms of high/raised temperature or new/continuous cough whilst at work.	**Cases Recorded and Investigated.** Records maintained of those who are isolating or who develop symptoms at work. Investigations carried out if the transmission could be work-related in the event it needs to be reported under RIDDOR. Appropriate risk assessments and work activities reviewed to ensure there are effective controls or if any changes are required. **Employee Not To Return To Work And Should Self-Isolate** For those displaying symptoms of a high or raised temperature or new/persistent cough, isolation should be exercised immediately, ensuring Line Management are informed. Testing will be arranged immediately in these circumstances. Should individuals live with those displaying symptoms, they should isolate for 14 days. If by themselves, 7 days. **Employee To Go Home Immediately** The employee will be sent home directly from work and maintain social distancing to do so. If they require someone from their household to come and pick them up - they will wait in an isolated room away from anyone else until they are collected. This area will require thorough cleaning afterwards in accordance with the guidance. They should then self-isolate in accordance with guidelines.	1 x 1 1 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Good Hand Washing/Hygiene Procedures Observed Staff should be carrying out regular hand washing for at least 20 seconds using soap and water or use of a sanitiser if this is not available. Following cleaning an area after a symptomatic person the hands should be thoroughly cleaned. **Waste Disposed Of With Care With Local Guidelines.** Any waste from areas where symptomatic people have worked- including the PPE and cleaning items that have been used will be double-bagged and labelled and disposed of 72 hours with normal collection arrangements - or if test results come back negative where applicable. If unable to store the waste then arrangements for clinical waste collection will be made. **Will Follow Government Advice On Testing** https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Work Area Cleaned Thoroughly Using Disinfectant Following Guidelines. https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings If dealing with bodily fluids or suspected Covid-19 person then extra precautions will be needed which will include protection for eyes, nose and mouth in addition to the gloves and aprons. For disposal these should be then double-bagged and labelled and stored safely and securely for 72 hours before disposal by normal means of collection. Staff will be trained in the effective use of PPE to ensure it offers the correct level of protection.	
 Coming To Work And Leaving Work - Sharing of a vehicle to, from work or use of public transport may lead to an inability to maintain social distancing.	All staff, Members of the public How? Exposure to the virus due to inability to maintain social distancing leading to potentially contracting the virus.	**Safer Travel Supported** Car sharing with people from different households will be discouraged. Alternatives such as walking and cycling will be supported with increased facilities. Use of Public Transport will be discouraged. **Shifts Staggered** Where possible shifts will be staggered to allow employees to travel outside of rush hours as well as avoiding cross overs of shifts. **Work From Home Where Possible.** Employees will work from home where possible to prevent the need to travel and enter the workplace.	1 x 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 Common Areas (Including Kitchen and Welfare Facilities) - Due to areas being frequently utilised by all staff, the potential for infection is increased. This includes stairwells, waiting areas, seating areas as well as toilets, changing room and kitchen areas.	All staff, Contractors Visitors How? Common areas may restrict distancing of 2+ metres at any one time. Due to heavy foot fall, surfaces may be touched more frequently and individuals may cross paths more often.	**Access To Toilets / Showers/ Changing Rooms Controlled** Restrictions on the number of people using facilities at any one time to allow for social distancing. **Break Times Staggered And Employees Remain On Site** Employees to remain on site where possible during breaks. Break times to be staggered to prevent the gathering of people. **Canteen Facilities Restricted** Canteen and kitchen access restricted to limit number of people permitted at any one time. Employees encouraged to bring in own food to avoid the need to use facilities. **Increased Frequency Of Cleaning Of Toilets / Changing Rooms and Kitchens.** Increased cleaning of the welfare facilities will be carried out on site. Increased frequency of cleaning of kitchen facilities to be carried out. Employees to clean kitchen items before and after use. **Numbers Of People In Common Areas Managed.** Individuals using common areas will be kept to a minimum at all times and social distancing will be strictly adhered to. **Pro-active Monitoring In Place** Common areas, including toilets and access and egress routes are monitored frequently, ensuring individuals are exercising social distancing.	2 x 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Regular Cleaning Of Common Area And Touch Points. Common areas where people pass through are to be cleaned frequently but specific attention to be paid to areas where people spend more time or common touchpoints. These will be cleaned more intensely/frequently. The appropriate disinfectant will be used in line with the COSHH Assessment and the correct PPE worn which will be disposed of correctly. Disposable cloths will be used where possible to reduce transmission. **Restricted Use Of Lifts** Stairs will be used rather than lifts to prevent people from being in close proximity. Lifts will be available for those with disabilities. If the lift is to remain in use then the occupancy will be limited to be able to comply with social distancing. Touchpoints will be cleaned frequently.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
Handling Items, Materials And Using On-Site Vehicles. - Employees occupying work vehicles at the same time or shared use of common vehicles/plant or equipment.	All staff How? Inability to maintain social distancing or coming into contact with contaminated surfaces may lead to contraction of the Covid-19 virus.	**All Items To Be Cleaned Regularly** Any goods or items entering the site will be cleaned using appropriate cleaning products. All commonly used equipment such as printers, copiers will be cleaned on a frequent basis. **Good Hand Washing/Hygiene Procedures Observed Before and After Use** All employees to wash hands for 20 seconds with soap and water or use sanitiser, before and after handling any equipment or materials or before and after using any work vehicles. **Non-Essential Deliveries Not Permitted** Non-business deliveries to workplace will be discouraged - such as personal items being delivered to work. **Non-essential Travel Prevented** Journeys will not be made where at all possible and work carried out remotely. **Vehicles Not Shared Where At All Possible** Where the job permits, vehicles will not be occupied by more than one person at any one time. Where possible the same person will use the same vehicle and not swap with other drivers. If vehicles are to be used by different people at different times then they will be cleaned before and after each use. Vehicles taken home by employees will be cleaned before the next person uses it.	2 x 3 6 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
 Managing Customers, Visitors and Contractors Coming To Site. - Tradespeople, couriers, deliveries, contractors and other visitors such as customers attending site for work purposes.	All staff, Contractors Visitors How? Transmission of Covid-19 between visitors to site and employees.	**Access To Welfare Facilities Controlled** Access to welfare facilities is strictly controlled with increased cleaning carried out and use monitored. **All Visitors To Site To Be Pre-Arranged And Times Staggered** Non-essential visitors/contractors /customers to be requested or permitted on site. No unauthorised visitors to be permitted on site- they will be turned away until correct arrangements made. Visitors to be allocated specific time slots and staggered to reduce the number of people on site. **Documentation Issued Electronically Where Possible** To reduce the need to exchange paperwork and other documents, the information will be exchanged electronically instead where at all possible. **Good Hand Washing/Hygiene Procedures Observed By Employees** Employees to wash hands for 20 seconds with soap and water regularly and have access to sanitsier where this is not possible- before and after any interaction with others.	2 x 3 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Increased Cleaning Regime In Place For Touch Points And Interfaces. Increased cleaning of areas where there are interactions with others not from the workplace will be carried out. This includes waiting areas, handles, handrails, counter tops. **Information Communicated To Visitors** Prior communication issued to expected visitors to site through phone, email or website. Information signs displayed at visitor arrival areas to make procedures clear. **Managed Entry** The number of people permitted inside the premises will be restricted to allow effective social distancing. **Remote Communication Encouraged** Where possible remote communication with visitors, customers and contractors will be used rather than attendance on site. **Sanitiser Available At Visitor Interfaces.** Sanitiser available at locations where contractors / visitors will present to employees. **Supervision On Site** Where contractor tasks are required to be supervised- social distancing will be maintained. The host person on site will be aware of their responsibilities to support social distancing and informing the contractor of their requirements.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
		Visitor Records Maintained Records of those who have attended site to be maintained where possible. If requiring people to sign in - pens will not be provided to reduce the need to share equipment. **Waiting Area For Visitors / Contractors Well Managed** Any waiting area for people on site will allow for adequate social distancing in the seating arrangements. Use of signs and markers and announcements to remind any visitors of the requirements. Entry to waiting area restricted if the number of people will restrict the ability to socially distance. People may be turned away until a more suitable time is available where social distancing can be managed.	

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
Meetings People coming together in close proximity to attend meetings.	All staff, Contractors Visitors How? Increased risk of transmission of Covid 19	**Meetings Carried Out Remotely Where Possible** Where possible meetings will be carried out remotely to avoid the need for people to come together. **Meetings To Be Held In Well Ventilated Locations** Meeting to be held outside where possible. If not then meetings will be held in well-ventilated rooms where windows or doors can be open or use of extractor fans to support ventilation. **No Sharing Of Equipment Permitted** No items are to be shared at any time during the meetings such as pens, computers etc. **Sanitiser To Be Provided** As well as handwashing before and after the meeting, hand sanitiser will be provided for use for meeting participants. **Social Distancing To Be Maintained** All participants to be reminded prior to meeting of the need to adhere to social distancing at all times. Desks and chairs will be arranged to support social distancing or meeting will be held stood up.	2 x 3 6 Low

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Hazard	Who could be harmed and how?	Existing controls	Risk rating (L x S)
Shared Workspaces With Other Organisations Sharing of premises with other employers, organisations or contractors.	All staff, Contractors, Members of the public Visitors How? The activities of other people in the premises may lead to variations in the level of controls in place which may increase the risk of transmission of the Covid-19 Virus.	**Communication and Cooperation With Others Occupying Premises (Including Landlords)** There will be effective communication between any other employers, organisations or contractors in shared premises to ensure there is cooperation on the controls in place to reduce transmission. **Increased Cleaning Arrangements In Place** A coordinated approach to increased frequency of cleaning of surfaces in common and shared areas such as stairwells, toilets, kitchen facilities. **Increased Hand Washing** Supporting of increased handwashing through the provision of facilities such as additional wash stations or provision of sanitiser where this is not available. **Staggered Break Times With Other Organisations In Premises** To reduce the number of people from differing organisations accessing canteen or welfare facilities or using stairwells and corridors at the same time.	3 x 3 9 Low

Further control measures

None required

Operating procedures

In the context of COVID-19 this means working through these steps in order:
In every workplace, increasing the frequency of handwashing and surface cleaning.
Eclipse HomeCare will make reasonable effort to enable working from home as an option.
Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

Further mitigating actions include:
• Increasing the frequency of hand washing and surface cleaning.
• Keeping the activity time involved as short as possible.
• So far as possible separate people from each other.
• Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
• Reducing the number of people each person has contact with by using ‘fixed teams or partnering’ (so each person works with only a few others).
• Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead.
• No one is obliged to work in an unsafe work environment.

Taken From: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

Risk rating explanation

Risk ratings are calculated by considering the likelihood of an event occurring along with the severity of the potential consequence should an accident occur. After considering existing control measures, values are assigned to the likelihood and severity from the scales below and these figures multiplied to established the risk rating.

Highly unlikely	Likely	Highly likely
1	2	3

1	2	3
Minor injury / harm	Major injury / harm	Fatality

Probability			
	3	6	9
	2	4	6
	1	2	3
		Severity	

What do your risk ratings mean?

- Risk is categorised as LOW: Look to reduce risk if practicable
- Risk has been categorised as MEDIUM: Begin to plan your action to reduce the risk immediately
- Risk has been categorised as HIGH: Immediate action required to reduce the risk

Assessor's signature: Rob Gready

Approved by signature: Rob Gready