

East Kent Mencap

New Gateway House, 132 Northdown Road, Cliftonville, Margate, CT9 2RB

Location: All Sites

Title : General Working Environments (COVID)	Date of Assessment : 22/06/2020	Risk Assessor : Lynda Salisbury
Risk Assessment Reference : LL008 ALL SITES	People involved in making this assessment : Sue Beaumont, Jason Gerlack, Karen Loughrill	
Task/ Process : COVID Transmission in the Workplace	People at Risk : Employees, Contractors, Members of the Public, Service Users	

Hazard : People East Kent Mencap (EKM) has many different types of working environments. We have put in place procedures and arrangements to work within the Government Policy on being in the workplace. Uninformed people could compromise our arrangements and jeopardise the health of others.

Control Measures:

1. Senior Managers have developed more detailed risk assessments specific to the areas that they manage. These are based on NHS, Public Health and Government advice and are updated as required to reflect any changes in official advice and guidance.
2. All staff have been fully briefed to ensure they are aware of the hazards and risks and understand the rules and procedures that have been put in place.
3. Warning and communication posters are displayed throughout the non residential premises.
4. All service users are being supported to abide by the rules.
5. In accordance with Government Policy staff who are in the vulnerable and high risk categories are not allowed on the premises. They are either working from home or have been furloughed. Staff with family members in at risk categories have been instructed to inform their management team and/or HR.
6. Anybody developing new symptoms must not come into work and self-isolate. They should contact their GP or 111 for further instructions. If Covid-19 is confirmed following a test you must follow medial instructions and the requirements of track and trace and inform EKM.
7. Staff and service users are being contacted regularly via different mediums to provide information about events, ideas, what's going on, mental health, fitness and wellbeing etc.

Hazard : Travel to & from Work The method of travelling to and from work may increase the risk of contracting and transmitting Covid-19.

Control Measures:

1. Avoid public transport where possible. If there is no alternative a mask or face covering should be worn and personal hand sanitiser should also be carried and used regularly. Sit as far away from other people as you can. The same advice should be conveyed to all service users too.
2. Other transport methods such as walking, driving or cycling should be used where possible. You should travel alone and do not offer or accept lifts from others unless you live with them in the same property.
3. EKM has joined the Cycle2Work scheme to encourage cycling as a preferred method of travel. Most EKM properties have the space to accommodate this.
4. Ensure that you enter the building via the correct entrance if one has been designated to you or the team that you work for. Face masks must be worn in any communal area of the building or when in the presence of another person. Social distancing must still be maintained under these circumstances.

Hazard : Cleaning & Hygiene Inadequate cleaning and hygiene standards allows the virus to spread more easily.

Control Measures:

1. Face masks MUST be worn in any communal area of the building or when in the presence of another person. Social distancing MUST still be maintained under these circumstances.
2. Cleaning regimes have significantly increased. Suitable cleaning products are available to all staff. Each staff member has a responsibility to clean whatever they have touched as they go. (Hard surfaces, handrails, door handles, switches, equipment etc.)
3. The importance of good personal hygiene has been explained to all staff, particularly the need for regular thorough hand washing and the avoidance of touching their eyes, nose or mouth. Objects should not be shared (pens, telephones, cups etc.)
4. Hands should be cleaned using an alcohol based sanitiser or by washing hands with soap and water for at least 20 seconds. Soap, running water and sanitiser are available in all EKM buildings. Sanister is located at each entrance and at other locations around the buildings.
5. Disposable tissues should be used when coughing/sneezing. Used tissues should be bagged and put into a bin or pocketed and taken home for safe disposal. Hands should be washed immediately after.
6. Toilets and washrooms are cleaned after each use by the user. Flushing should be done with the lid down to minimise the risk of contamination. Only one person per toilet at any one time even if there is more than one cubicle.
7. Care should be taken with any deliveries, making sure that they maintain a 2m distance and wash or sanitize their hands afterwards. Staff should refer to the risk assessment on Incoming/Outgoing post (LL007) for more detailed information.
8. All staff have a responsibility to report and ongoing issues or concerns so they can be addressed and risk assessments updated to minimise the risk of transmission.

Hazard : Close Contact - PPE, 1st Aid & Fire Close contact increases the risk of transmission to or from other staff members, service user or visitors who are carrying coronavirus, either knowingly or unknowingly.

Control Measures:

1. Face masks MUST be worn in any communal area of the building or when in the presence of another person. The 2m rule avoiding close face-to-face or physical contact. (Hugs, handshakes or pats on the back etc.) are to be avoided. Give a polite explanation of this policy if required.
2. Where staff are engaged with personal care appropriate PPE must be worn. PPE stations are located at all EKM sites. All PPE must carry the European CE mark. Protective items marked KN95 are NOT sufficient for PPE requirements and must not be used.
3. Staff instructed to sit out of the immediate air flow produced by fan heaters, cooling fans or ventilation systems. Avoid using such systems where possible and open the window instead.
4. FIRE EMERGENCY - In the event of a fire or other emergency evacuation. Getting out of the building is more important than social distancing in an emergency. Return to social distancing as soon as you are able to do so.
5. MEDICAL EMERGENCY - CPR carries a risk of cross infection. Shout for help, dial 999 and leave the phone connected for further instruction. Cover the nose and mouth of the patient (lay a towel or piece of clothing across the nose and mouth) and only perform chest compressions until help arrives.
6. MEDICAL - For less serious medial incidents the First Aider should provide instruction in how to deal with the injury where this is possible. Such as asking the patient to apply pressure to their own wound or getting them to rinse a burn under cold running water.

Hazard : Offices Cross contamination from work stations, IT, telephones and credit card machines can spread the virus. The controls put in place vary depending on location, layout and primary function of the site.

Control Measures:

1. Staff must use designated entrances if one has been allocated and sanitize or wash hands on arrival, this should be done regularly throughout the day. Sanitiser is available at all entrances.
2. Staff must thoroughly clean their work stations at the start and end of each working day, and throughout the day. This should include keyboards, screens, phones and headsets etc. Suitable wipes and cleaners that do not damage equipment are provided.
3. Staff are instructed not to share equipment or workstations to prevent accidental contamination. This also applies to any personal items that are used in the work place. Photocopier keypads must be wiped after each use. Suitable wipes and cleaners that do not damage equipment are provided.
4. HEAD OFFICE - ADMIN TEAMS. These teams are limited to one person, per office, per day with excess staff working from home. If applicable staff can only work from the office of their designated day(s). This allows social distancing to be maintained in all areas, including communal.
5. Each day one member of the ADMIN TEAM will take responsibility for the main phone, door entry system, card payment machine and invoice folder. These items should be thoroughly sanitised at the beginning and end of each working day or if there is a change of responsible person during the day.
6. Where possible invoices should be passed for payment electronically. The person doing the processing is responsible for printing what they require to be processed and filed. Hard copies may be dealt with in line with risk assessment on Incoming/Outgoing post (LL007) if required.
7. OTHER LOCATIONS - NON ADMIN OFFICE WORKERS. Where possible access is restricted to one person, per office, per day. Where this is not possible but social distancing can still be achieved desks have been re-arranged so that people are not working face-to-face but masks must be worn.
8. All door handles, banisters, handrails and communal keys should be sanitised as part of the locking up procedure.

Hazard : Services Essential services have been maintained throughout though many in a different format. The controls put in place vary depend on location and primary function of the service being provided. As services start to resume the risk of contamination increases.

Control Measures:

1. Where staff are engaged with personal care appropriate PPE must be worn. PPE stations are located at all EKM sites. All PPE must carry the European CE mark. Protective items marked KN95 are NOT sufficient for PPE requirements and must not be used.
2. HOUSING - Each staffed house has a designated team to help prevent cross contamination between houses and housing staff. Shifts have been changed to longer but less often and task methodology has been amended to maintain distance and reduce contact.
3. COMMUNITY - Telephone support is provided where this is possible. Medical supplies, meals and shopping can be delivered to service users doorsteps if required. Meetings are being hosted on Zoom for some groups.
4. DAY SERVICES - Telephone support is provided where this is possible. Medical supplies, meals and shopping can be delivered to service users doorsteps if required. Meetings and activities are being hosted on Zoom for some groups and activity packs being sent out.
5. DAY SERVICES - Have recommenced for some small groups that live together, or where support is essential. Tables have been set at 2m apart where this is possible and the types of activities offered have reduced. Where possible and weather permitting, activities take place outside.
6. ALL SERVICES & ALL STAFF - A temperature check is undertaken on arrival and recorded. If a temperature of over 37.8 degrees is recorded the person should go home, call 111, and follow the latest instructions. Service users will also be temperature checked on arrival.
7. ALL SERVICES & ALL STAFF- Masks must be worn when any staff member is in the presence of another person OR if you are entering the domain of another person such as a day service, house or office. Masks must be worn in any communal area at all times.
8. CLUBS - Regarded as non essential, ALL clubs, dances and events have been cancelled until further notice. Social distancing and cleanliness would be impossible to maintain creating a danger to both staff and service users. Virtual events can still continue.

Hazard : Communal Areas Cross contamination from equipment, surfaces etc.create a risk to health from corona virus. Again the controls put in place vary depending on location and primary function of the building or area.

Control Measures:

1. There are pinch points around all buildings. Special care should be taken when encountering these. Be patient and allow other people to exit these areas before entering. Announce your intentions of direction if it helps to avoid unintentional contact.
2. STAIRS - Give priority to anybody already on the stairs and give them room to exit the staircase safely. Handrails should be cleaned regularly.
3. TOILETS - Only one person in a washroom at a time even if there is more than one cubicle. Flush toilets with the lid down to reduce any aerosol effect from the flush which can fall on other surfaces. Sanitise the toilet after each use spraying anything you have touched and wash your hands.
4. CORRIDORS - Give priority to anybody already in the corridor and give them room to exit safely. If this is not possible turn away from each other and pass as quickly as you can without speaking.
5. DOORWAYS - Use the designated entry point if you have been allocated one to avoid contact with anybody else where possible. Don't enter in groups or congregate in doorways for a chat.
6. MEETING ROOMS -Where possible meetings should happen by telephone or video link. Platforms such as Zoom or Teams can provide conferencing facilities for multiple users.
7. PPE stations have been set up. Supplies of soap and sanitising agents are regularly topped up.
8. Face masks must be worn in any communal areas at all times or where more than one person is present in a room and social distancing can still be maintained.
9. Staff are required to ensure that personal items (coats, bags etc.) are stored separately so contact can be avoided.

Hazard : Food & Drink Preparation Areas Cross contamination from equipment, surfaces etc.create a risk to health from corona virus. Again the controls put in place vary depending on location and primary function of the building or area.

Control Measures:

1. Staff and tenants instructed to ensure that good hygiene standards must maintained when preparing food or drinks. Wash hand thoroughly for 20 seconds before and after any food preparation.
2. Where possible use your own crockery, glasses or cutlery to reduce the risk of cross contamination. Items should be washed thoroughly and put away after use.
3. Single use paper tissue rolls are provided within kitchen areas and must be disposed of in the waste bins provided.
4. Do not touch food and keep your hands out of the waste bins or receptacles as they may contain contaminated items such as food or tissues. Where possible staff should take their rubbish home with them and dispose of it there.
5. Ensure that any spillages of food or liquid are cleared up immediately and that all surfaces and equipment used are left in a clean an sanitised condition. DO NOT spray electrical equipment, use wipes instead.
6. Any food items being stored in communal cupboards or fridges should be sealed and sanitised containers.

Hazard : Waste Contamination as a result of touching infected waste (accidental or otherwise).

Control Measures:

1. Waste bins are provided at employee desk areas and within kitchen and washroom facilities.

2. Staff instructed not to put their hands directly into food waste or bins as they may contain contaminated food or tissues.
3. Staff instructed that disposable tissues should be used when coughing or sneezing and put directly into a bin, preferably bagged or pocketed and taken home for disposal.
4. Staff are required to have consideration for contracted cleaning staff with regards to discarded tissues, food etc. to prevent cleaning staff being accidentally contaminated.
5. Cleaning staff must wear appropriate PPE when undertaking cleaning tasks.

Hazard : Contractors & Maintenance Both EKM and the contractor needs to ensure that their working practices do not increase the risk of contamination.

Control Measures:

1. CONTRACTORS & MAINTENANCE STAFF - Prior to any visits checks will be made on their working procedures to ensure that they that their working practices are also appropriate. (No apparent symptoms on either side, social distancing, appropriate PPE and routine cleaning).
2. TENANTS - Will be kept informed of any works and will be asked to remove themselves from the area where works are taking place. Only essential works will be undertaken.
3. OTHER SERVICE USERS - Where possible works will be arranged where it will cause the least impact. This could be before or after sessions, during times when services users are out of the building or numbers are at their smallest and could be moved to another area.

Documents Associated with this Risk Assessment:	
Review Date : 01/05/2021	Reviewer : Lynda Salisbury