



SEVERN HOSPICE

COVID-19 RISK ASSESSMENT

To be read in conjunction with Office Risk Assessment

Office/Department Name: Severn Hospice Bicton and Apley – non-clinical areas	Date:	Review Date: 3 months (or at point of notification of any staff reports of Covid-19)
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***Note – due to pace of change, refer to intranet for most up to date version of this document**

Source of Information	Guide Link	Issue Date
<ul style="list-style-type: none"> UK Gov HSE HSE 	<ul style="list-style-type: none"> https://assets.publishing.service.gov.uk/media/5eb97e7686650c278d4496ea/working-safely-during-covid-19-offices-contact-centres-110520.pdf https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf 	<ul style="list-style-type: none"> 11 May 2020 May 2020 May 2020
<p>The Staff Forum were consulted and asked for a representative from the team to review the risk assessment and highlight any questions or concerns</p> <ul style="list-style-type: none"> If any staff member has concerns, they should escalate this with their line manager Use the HSE form available at https://www.hse.gov.uk/contact/concerns.htm Contact HSE by phone on 0300 003 1647 		
<p>The principal aims in Severn Hospice’s approach are set out in HM Government’s staying Covid-19 Secure in 2020 document;</p> <ul style="list-style-type: none"> To carry out a COVID-19 risk assessment and to share the results with people who work in Apley and Bicton non-clinical areas To implement cleaning, handwashing and hygiene procedures in line with guidance To take all reasonable steps to help people work from home To take all reasonable steps to maintain a 2m distance in the workplace <p>The only exception is in event of an emergency such as a fire evacuation or serious accident. If you must get closer than 2 metres make sure you wash hands thoroughly with soap and water as soon as possible after the event. Alternatively, if handwashing is not available use hand sanitiser</p>		
<p>HM Government state that when managing the risk of COVID-19, additional PPE beyond what is usually used is not beneficial</p>		

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HM Government state that wearing a face covering is optional and is not required by law, including in the workplace. Therefore, the Hospice will not be making face masks available to non-clinical staff.

If a member of the team chooses to wear one, it is important to use face coverings properly and wash hands thoroughly with soap and water before putting them on and taking them off. They should avoid touching their face or face covering to stop contamination from hands. The face covering should be changed if it becomes damp and it should be washed daily (or disposed of if not washable)

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All staff have been advised to self-isolate if they or anyone in their household have symptoms of COVID-19

To read more on this and to find out what symptoms are, please refer to NHS guidelines below:

<https://www.nhs.uk/conditions/coronavirus-covid-19/what-to-do-if-you-or-someone-you-live-with-has-coronavirus-symptoms/>

- Speak with your line manager at the earliest opportunity

Please note: the below actions are appropriate for all non-clinical areas across Bicton & Apley sites

- Staff, volunteers and visitors to wash hands regularly
- Use hand sanitiser as appropriate
- Posters on display to reinforce messages
- Social distancing required
- Wash hands thoroughly after contact with high touch points in communal areas (E.G door handles, Keypads & exit buttons, door push plate, light switches, handrails)

What are the Hazards	Who Might be Harmed and How?	Current Risk Rating Likelihood x consequence	Action to be Taken	Residual Risk Rating Likelihood x consequence
Journey to work & Accessing Severn Hospice Buildings				
Infection of COVID-19 virus Use of Public Transport	Staff/volunteers/members of the public <ul style="list-style-type: none"> • transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> • Refer to government guidelines: https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers • Staff encouraged to avoid public transport if at all possible 	3x4=12
Infection of COVID-19 virus Reception and Post Room	Staff/volunteers/members of the public <ul style="list-style-type: none"> • transmission of COVID-19 virus • COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> • No more than 2 members of staff socialising in reception area following social distancing guidelines at any one time • Numbers of staff behind reception area and in post rooms limited to reception staff only 	2x4=8

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			<ul style="list-style-type: none"> • Manage waiting visitors to ensure social distancing in place • Make sure work area is thoroughly cleaned after lunchtime or other cover • Make sure receptionist wear appropriate PPE if they need to go onto the ward • Tape floor in front of reception to indicate 2 metre distance from receptionist for visitors to stand behind • Any deliveries should not be signed for • Sneeze guards to be installed at both reception sites • Regular cleaning of high touch point areas with Sani-cloth Detergent Wipes by Reception team throughout the day • All stationery cabinets to be left unlocked and open 	
Infection of COVID-19 virus Crowding at entrance/exits & Receptions	Staff/volunteers/visitors <ul style="list-style-type: none"> • transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> • No more than 2 members of staff socialising in entrance/exits following social distancing guidelines at any one time • Lunch orders to be made and paid for digitally 	2x4=8
Infection of COVID-19 virus Signing in/out at reception	Staff/volunteers/visitors <ul style="list-style-type: none"> • COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> • Signing in and out book removed (March 2020) 	1x4=4
Infection of COVID-19 virus Use of touch points e.g. door handles, stair handrails, security keypads	Staff/volunteers/visitors <ul style="list-style-type: none"> • transmission of COVID-19 virus • COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> • Apley – Receptionist to buzz staff through doors as much as reasonably practical • If Receptionist not able to buzz staff in, use hand sanitiser before touching keypad • Wash hands thoroughly after contact with high touch points in communal areas (E.G. Door handles, handrails, keypads & lights switches) • Leave doors open (except for fire doors) 	2x4=8
Infection of COVID-19 virus Use of lifts Only applies to Apley	Staff/volunteers/visitors <ul style="list-style-type: none"> • transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> • Only 1 person to use the lift at any one time • Posters on display in lift to reinforce message • Wash hands thoroughly after contact with high touch points (e.g. control lift switches) 	2x4=8

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	<ul style="list-style-type: none"> COVID-19 virus can live on surfaces for some time 			
In the office space				
Infection of COVID-19 virus Office Hygiene/General	Staff/volunteers/visitors <ul style="list-style-type: none"> COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Thorough cleaning of high touch points (E.G. Door handles, desk, telephones, chair arms) to be undertaken before & after use Sani-cloth Detergent Wipes and tissues to be provided in each office Leave doors open (except for fire doors) Care should be taken when entering and exiting office space to ensure social distancing 	2x4=8
Infection of COVID-19 virus Office Space Size	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Line Managers and staff should explore the possibility of working from home Line Managers to assess all office space areas to ensure staff can work 2 metres apart If this is not practical, research the potential use for other office space areas <p>If neither of the above can be implemented line managers should consult SMT on the recommendation below</p> <ul style="list-style-type: none"> If none of the above is practical, side to side or back to back working should be implemented Wipe down tables and chairs used by visitors to your office for meetings or conversations with Sani-cloth Detergent wipes 	2x4=8
Infection of COVID-19 virus Hot Desking at the hospice	Staff/volunteers/visitors <ul style="list-style-type: none"> COVID-19 virus can live on surfaces for some time 	3x4=12	<ul style="list-style-type: none"> Hot desking should be limited If you have to hot desk, clean work area thoroughly before and after use with Sani-cloth Detergent Wipes Cleaning supplies to be provided in each office 	2x4=8
Infection of COVID-19 virus Moving around office spaces	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> Discouraging non-essential trips within buildings and offices Encouraging alternative communication via use of telephones and emails 	2x4=8

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	<ul style="list-style-type: none"> COVID-19 virus can live on surfaces for some time 		<ul style="list-style-type: none"> If moving around the hospice is essential to ensure that all actions are followed to minimise risk (e.g. regular hand washing, social distancing) 	
Infection of COVID-19 virus Ventilation in offices	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus 	3x4=12	<ul style="list-style-type: none"> Leave doors open (except for fire doors) Encourage opening windows in offices Use of external extractor fans and ventilation systems are encouraged. Heating and cooling systems can be used at their normal temperature settings. <p>(https://www.gov.uk/government/publications/staying-safe-outside-your-home/staying-safe-outside-your-home)</p>	2x4=8
In the communal areas				
Infection of COVID-19 virus Use of Toilet Facilities	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Staff should respect the 2-metre social distancing within toilet facilities If staff are unable to maintain social distancing guidelines, they should find alternative facilities Clean/sanitise high touch areas on regular basis E.G. Door handles, lights switches, taps & basin 	2x4=8
Infection of COVID-19 virus Use of Corridors and stairs	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> One-way system or keep Left encouraged in all corridors Leave doors open (except for fire doors) Be aware not to cross people on stairs so 2 metre distance can be respected All corridor doors to be reviewed to ascertain if Dorgard can be installed to ensure as many internal doors are kept open as possible 	2x4=8
Infection of COVID-19 virus Use of Break rooms	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Remove chairs and tables to ensure social distancing is possible Additional facilities opened for use of breaks (e.g. day centres and outdoor spaces) Thorough cleaning of high touch points (E.G. Door handles, kettles, microwaves, tables, chair arms) to be undertaken before and after use by staff 	2x4=8

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			<ul style="list-style-type: none"> Staff must ensure hand washing is completed before and after use of communal equipment (E.G. kettles, microwaves) in nearest hand wash facilities. Leave doors open (except for fire doors) Hand sanitiser to be used before preparing drinks and posters to remind people 	
Infection of COVID-19 virus Use of Meeting/conference rooms	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	3x4=12	<ul style="list-style-type: none"> Meeting host to consider alternative options for meeting (e.g. Microsoft teams, telephone call) Remove chairs and tables to ensure social distancing is possible Encourage limiting meeting to less than 30 minutes Pausing provision of refreshments for meetings Thorough cleaning of high touch points (e.g. Door handles, tables, telephones, chair arms) to be undertaken before and after meetings by all attendees Open windows for good ventilation 	2x4=8
Infection of COVID-19 virus Use of printer rooms (or similar)	Staff/volunteers <ul style="list-style-type: none"> COVID-19 virus can live on surfaces for some time 	3x4=12	<ul style="list-style-type: none"> Regular, thorough cleaning of keypads and buttons on printers, franking machine and other electronics NB switch off before cleaning Encourage use of electronic documents rather than printed documents One person at a time to be inside printer rooms 	2x4=8
Interacting with staff, visitors, contractors and supporters				
Infection of COVID-19 virus Receiving donations from supporters & Visitors in receptions Cash & gifts in kind	Staff/volunteers/visitors <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Encourage supporter & visitor to give personal details in advance for receipt/thank you Encourage electronic version of receipts/thank you via emails Take donations as 'unchecked' Encourage limiting meeting to 15 minutes Wipe donation bag and pen with Sani-cloth Detergent Wipes before handing to donor for signature and after use 	3x4=12

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			<ul style="list-style-type: none"> Encourage the supporter/visitor to wash hands thoroughly or use antibacterial hand gel before and after presenting the donation Shops donations should be handled by stewards. Gloves to be worn while taking donations and hands thoroughly washed after they have been put into storage 	
<p>Infection of COVID-19 virus</p> <p>Receiving donations from Visitors and patients on wards</p> <p>Cash & gifts in kind</p>	<p>Staff/volunteers/visitors</p> <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> This should only be done in exceptional circumstances If donations can only be taken on the ward this should be conducted by ward staff following their COVID-19 procedures 	1x4=4
<p>Infection of COVID-19 virus</p> <p>Contractors on site</p> <p>E.G. Cleaners, Window cleaners, Builders</p>	<p>Staff/volunteers/visitors</p> <ul style="list-style-type: none"> transmission of COVID-19 virus COVID-19 virus can live on surfaces for some time 	4x4=16	<ul style="list-style-type: none"> Contractors advised not to come to the hospice if they have symptoms of COVID-19 and they should self-isolate as per NHS guidelines Encourage limiting engagement with staff to 30 minutes Good supply of handwashing facilities available and contractors encouraged to wash hands 	3x4=12
<p>Infection of COVID-19 virus</p> <p>Supporters meeting on site</p> <p>E.G. Corporate supporters, Community fundraisers</p>	<p>Staff/volunteers/visitors</p> <ul style="list-style-type: none"> transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> Supporters advised not to come to the hospice if they have symptoms of COVID-19 and they should self-isolate as per NHS guidelines Encourage limiting meetings to less than 30 minutes and maintain 2m distancing Good supply of handwashing facilities available and supporters encouraged to wash hands Photo calls either of person with donation or staff with donation - no joint photo call even if at a distance 	3x4=12
<p>Infection of COVID-19 virus</p> <p>Working with staff & volunteers</p>	<p>Staff/volunteers/visitors</p> <ul style="list-style-type: none"> transmission of COVID-19 virus 	4x4=16	<ul style="list-style-type: none"> Assess critical need for volunteers before inviting back Staff and volunteers advised not to come into work if they have symptoms of COVID-19 and they should self-isolate as per NHS guidelines 	2x4=8

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			<ul style="list-style-type: none">• Limit numbers of staff and volunteers working dependent of size office space– max numbers to be agreed on a department basis• Managers to ensure high risk staff and volunteers stay at home as advised by the Government	
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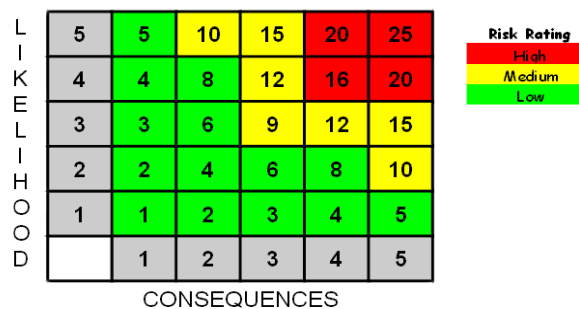
Risk Rating Calculator

Likelihood that hazardous event will occur		Consequence of hazardous event	
1	very unlikely	1	insignificant – no injury
2	unlikely	2	minor – minor injuries needing first aid
3	fairly likely	3	moderate – up to three days' absence
4	likely	4	major – more than seven days' absence
5	very likely	5	catastrophic – death

Action Level Table

Risk rating	Action
20–25	Stop – stop activity and take immediate action
15–16	Urgent action – take immediate action and stop activity if necessary, maintain existing controls rigorously
8–12	Action – improve within specified timescale
3–6	Monitor – look to improve at next review or if there is a significant change
1–2	No action – no further action but ensure controls are maintained and reviewed

5 x 5 Risk Matrix



COVID 19 - Risk Assessment Summary Sheet

Name of Department/Office:

Details of Staff/Volunteer Consultation:

Assessment Completed By (Name & Title):		
	Signed	Date
Review Date:		