Working Safely During Coronavirus (COVID-19)
Risk Assessment

LHA London

Site Name		Date	

1- Introduction, how is the virus spread/transmission?

Covid-19 is a new illness that can affect your lungs and airways. It is caused by a virus called Coronavirus. Symptoms can be mild, moderate, severe or fatal.

It is worth taking time to digest how this virus is transmitted, as this is very important in understanding what control measures need to be put in place to control the risks to workers and residents.

The World Health Organisation has identified that COVID-19 is not an airborne virus. Respiratory infections can be transmitted through droplets of different sizes. When the droplet particles are above a certain size they are referred to as respiratory droplets, and when then are below a certain size, they are referred to as droplet nuclei.

According to current evidence, COVID-19 virus is primarily transmitted between people through respiratory droplets and contact routes including touch points. What this means in practice is, the droplets are of a weight that they will fall to the ground at around 1 metre, thus the 2 metre social distancing rule. They can remain on surfaces for some time depending on type of material, up to 72 hours.

Therefore the two main methods of preventing the spread of infection being hygiene measures and social distancing.

2- Working Safely During Coronavirus (COVID- 19)

2.1.1 Area	Reception, Office and Overall Safe Environment
2.1.2 Activity/Equipment	Working safely during coronavirus (COVID-19)
2.1.3 Assessor	Ben Atwell/Colin Butcher
2.1.4 Date	14/05/2020
2.1.5 Hazards (Add in any site-specific hazards to the list below):	1. Where it is necessary to continue working outside the home environment there is an increased risk of exposure to the Coronavirus and possible development of COVID-19, via persons or contact with objects. 2. Stress connected to COVID-19
2.1.6 Who might be harmed	Employees, Volunteers, Residents, Contractors and Visitors to hostels. Wider Public through the increased potential to spread Corona Virus
2.1.7 Initial Risk Assessment (with no controls in place)	
2.1.8 Severity	5
2.1.9 Probability	4

Risk matrix:

Severity	Likelihood 1	2	3	4	5
1	1	2	3	4	5
2	2	4	6	8	10
3	3	6	9	12	15
4	4	8	12	16	20
5	5	10	15	20	25

Evaluation

LOW - GREEN For a risk rating of 6 or less no further action is required.

MEDIUM - YELLOW For a risk rating between 8 and 15 further actions are required to reduce the risk.

HIGH - RED For a risk rating of 16 the task or machine should not be used until the risk is reduced.

2.1.10 Risk Rating	20 (High)

2.1.11 Safe System of Work and Controls in place (Add in any site-specific controls to the list below)	
Who should work?	
a. Everyone should work from home unless they cannot work from home.	- Employees and volunteers in roles critical for business and operational continuity, safe facility management, or regulatory requirements which cannot be performed remotely should continue to attend work. - Workers in critical roles which might be performed remotely, but who are unable to work remotely due to home circumstances or the unavailability of safe enabling equipment should continue to attend work. - Employees and volunteers identified as at increased risk as advised by the UK Government should **not** attend work. - Employees and volunteers who are required by current UK Government guidance to maintain self or household isolation should **not** attend work. - Employees and volunteers must be fully briefed on COVID-19 symptoms to assist the early identification of affected people. Transmission of coronavirus before symptoms are evident is currently considered low risk.
Social Distancing	
b. Maintaining 2 metre social distancing wherever possible, on arrival and departure, and to ensure handwashing on arrival.	- Majority of employees and volunteers live at their place of work. - Live out employees travel arrangements and precautions should be reviewed and documented with timetable adjusted accordingly to avoid public transport or contain use to off peak times. - Base timetables for all employees and volunteers will be reviewed to eliminate same shift working in office/receptions and gatherings of staff at the beginning and end of shifts. Signed off by residential services manager and head of operations. - Daily staff planner to be used to reduce need for face to face discussion of work allocation. - Staff numbers will be reduced to the minimum level required for the safe operation of our services. - Two metre vinyl floor stickers to be applied to reception floors to show correct social distancing distances. - Staff to be briefed to bring minimum number of personal belongings to work. - Staff and residents must be fully briefed on both importance and correct method for ensuring good hand hygiene. - Foam soap/alcohol hand sanitiser dispensers installed in all reception areas for both staff and resident use.

		- Alcohol hand sanitiser available in office spaces in pump dispensers. - Clear signage to be displayed at reception to instruct people to wash their hands before approaching the reception desk. - Reception screens to be kept closed at all times with appropriate signage to explain and encourage phone and email use for contact with reception. - Minimise the number of touch points between entrance and hand washing facilities by wedging entrance doors open/deactivating door intercoms where weather and security permit, along with any internal doors to the nearest hand wash facilities. - Diluted supply of H6 general purpose sanitiser to be kept at reception to sanitise all reception touch points ideally after all arrivals but at least every hour. Make sure chemical contact times are adhered to in order for them to work.
c.	Maintaining 2 metre social distancing wherever possible, while people travel through the building.	- Review housekeeping preparation to ensure all preparation completed by one person ahead of rest of team commencing work, i.e laundry out, chemicals stocked etc… - Where corridors are less than two metres wide implement stay left and one way signage. - Create up and down staircases where possible. - Limit use of lifts to one person at a time using signage - Repeater signage placed throughout corridors and stairwells to remind residents and staff of two metres requirement
d.	Maintaining 2 metre social distancing between individuals when they are at their workstations using bedrooms.	- Move to lone worker reception wherever possible - Demark 2 metre distancing using floor tape - Structure housekeeping to one person per zone. - Specify end of shift workstation cleaning protocol and record - Minimise bedroom occupancy to one person per bedroom
e.	Reduce transmission due to face-to-	- Utilise Microsoft teams for majority of meetings with non-site staff - Utilise daily diary for detailed handover information - Hold 121 meetings outside wherever possible

	face meetings and maintain social distancing in meetings.	- Hold staff meetings using digital group chat software rather than in same room
f.	To maintain social distancing while using common areas.	- Full closure of gyms, tv rooms and study rooms. - Self-catered kitchens limited to 2 people at a time - Laundry rooms limited to single person use - Floor tape used to demark social distancing in self catered kitchens - For dining rooms see operating a catered kitchen section 4 - Specific consideration for Cumbria University
g.	Prioritise safety during any incidents.	- In an emergency, for example, an accident or fire, people do not have to stay 2m 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.
Managing Residents, Visitors and Contractors.		
h.	Minimise number of unnecessary visits to sites.	- Visits will be conducted via remote connection/working where applicable all sites employees have access to Microsoft teams. - Where site visits are required, site guidance on social distancing and hygiene should be explained to visitors prior to arrival and subsequently signed off on arrival. - Site teams to flag any situations where more than one visitor is planned at the same time and ask for rescheduling unless multiple visitors is essential due to safety i.e working at height etc… - Unless emergency call out visitors should be asked to visit after 11am to minimise the potential for use of public transport during rush hour. - Only life safety service visits and emergency call outs currently being undertaken. - All staff to be reminded of the importance of asking all visitors to sign in but to be done using a computer log to record the information to remove the use of a shared pen and document - Amended site induction to be used for all visitors and contractors to include the key elements of this risk assessment.

i.	Make sure people understand what they need to do to maintain safety.	- Regular communication with existing residents by updating the FAQ's section on our website and by email or formal statement when we adjust our risk assessment or operating practices in line with government guidance. - Before you arrive information to be sent by email to all new arrivals, visitors and contractors. - Implementation of risk assessment plan to be set for all site managers. - Training checklist provided for all employees and volunteers.
Cleaning our hostels		
j.	Make sure locations or rooms that have been partially closed or not used are clean and ready for use.	- Housekeeping protocols to continue for all departures/closed areas with all areas being cleaned in line with housekeeping manual. - Weekly check, clean and record of any bedrooms and areas left vacant - Weekly check of maintenance issues reported through upkeep as required. - On a weekly basis all empty rooms to be ventilated for period of housekeeping shift with windows and doors open.
k.	Keep hostels clean and prevent transmission by touching contaminated surfaces.	- Normal housekeeping protocols and methods to be followed as per housekeeping manual. - Frequency of cleaning high traffic areas increased to hourly and more frequent where possible - Particular attention to door handles, push plates, key cards and keys, lifts and lift buttons, - Computer workstations, keyboards, desks to be cleaned and sanitised at the end of every shift as part of handover - Overnight cleaning regime to complete any deep cleaning tasks - All waste to be removed at the end of every shift from all areas - Where cleaning is taking place after a confirmed case of COVID 19- specialist contractor will be used
l.	Help everyone to keep good hygiene throughout the day.	- Signage to be displayed throughout buildings as per signage guide - Hand sanitiser provided in reception and dining room area - Hand Soap provided in self-catering kitchens - Communal toilets to be checked and cleaned on an hourly basis throughout key usage periods - Hand towel dispensers and bins to be provided in all toilets
m.	Minimise the risk of transmission in	- Housekeeping in place in line with housekeeping manual which includes use of sanitiser - 24 hour coverage of cleaning of showers toilets and self-catered kitchens - Kitchen usage limited to maximum 2 persons at a time and single use advised

	communal toilets showers and kitchens.	- Residents advised not to leave personal items in showers and toilets, any left will be disposed of by staff. - Additional full clean of communal facilities to take place over night at beginning and end of night shift
n.	Reduce transmission through contact with objects that come into sites.	- Deliveries to sites to be kept a minimum i.e food, cleaning supplies and linen. - Handling of deliveries kept to single touch as much as possible with gloves and face covering being used by staff receiving delivery. - Where possible outer packaging should be removed and disposed of, in the case of food products batch codes and use by dates should be retained. - Sack trucks, roll cages and other items used in the delivery process should be sanitised immediately before and after use. - Staff to reminded of importance of hand washing/sanitising before, during and after delivery acceptance. - Resident post and parcels ???????????
PPE & Face Coverings		
o.	Use of PPE.	- Where PPE is already used for a work activity to protect against non-COVID-19 risks, PPE should continue to be used. - When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not using PPE.
p.	Use of face coverings.	- There are some circumstances when wearing a face covering may be marginally beneficial as a precautionary measure. The evidence suggests that wearing a face covering does not protect the wearer, but it may protect others if the wearer is infected but has not developed symptoms. - It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect tis likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government does not expect to see reliance on face coverings as risk management for the purpose of their health and safety assessments. - Wearing a face covering is optional and is not required by law, including in the workplace. If employees choose to wear one, It is important to use face coverings properly and wash hands before putting them on and taking them off.

	- Line managers must support employees in using face coverings safely if they choose to wear one. This means telling employees:	
	1. Wash your hands thoroughly with soap and water for20 seconds or use hand sanitiser before putting a face covering on, and after removing it.	
	2. When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.	
	3. Change your face covering if it becomes damp or if you've touched it.	
	4. Continue to wash your hands regularly.	
	5. Change and wash your face covering daily.	
	6. If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose ofit carefully in your usual waste.	
	7. Practise social distancing wherever possible.	
Workforce Management		
q. Organise work to create distinct groups and reduce the number of contacts each employee has.	- Employee timetables and daily timings adjusted to meet the following criteria: 1. Lone working reception/office space 2. Fixed timetable pattern wherever possible to create contact groups/bubbles (NB annual leave will cause need to adjust) 3. Zonal lone working in housekeeping 4. Staggered start times in housekeeping/catering functions 5. Housekeeping extended throughout day - Drop off/transfer zones to be created for transfer of chemicals, linen and food	
r. Avoid unnecessary work travel	- Only essential travel to be undertaken and frequency of travel to be reduced i.e banking once a month rather than once a week - Head office operations moved to home working wherever possible - Site managers weekly visits to head office conducted using Microsoft teams instead - Relief staff to stay at site where they are working where accommodation is available	

		- Where essential site visits are undertaken by head office staff site visits should be grouped and overnight accommodation at sites utilised if available
s.	Manage deliveries to maintain social distancing and hygiene practices	- Sites accept electronic payment only for accommodation charges. - Interaction with residents done by phone or email wherever possible - Resident post and parcels????
t.	Make sure all employees and volunteers understand COVID-19 safety procedures.	- Website FAQ's used for most up to date information on approach for both residents and employees. - Managers guide provided to all line managers in the business on adjustments to working arrangements. - Weekly video conference for all site managers to raise issues and receive updates from head office teams. - All employee comms sent as required by HR team. - Risk assessment completed and implementation support established. - Digital training record for all employees and volunteers.
u.	All employees and volunteers are kept up to date with how safety measures are being implemented or updated.	- Increase frequency of H&S committee meeting - Weekly video conference for all site managers to raise issues and receive updates from head office teams. - All employee comms sent as required by HR team. - Regular staff survey through teams to understand engagement levels
Inbound and Outbound Goods		
v.	Maintain social distancing and avoid surface transmission when goods	- Review pick-up and drop-off collection points, procedures, signage and markings. - Non-contact deliveries where the nature of the product allows for use of electronic pre-booking. - Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often. - Where possible and safe, having single workers load or unload vehicles. - Where possible, using the same pairs of people for loads where more than one is needed. - Enabling drivers to access welfare facilities when required, consistent with other guidance.

enter and leave the site.	- Drivers should be encouraged to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as use of a tail lift.
2.1.12 Any further actions required	Keep a daily watch on updated government guidance
2.1.13 Final Risk Assessment (with controls in place)	

Severity	Likelihood					Evaluation
	1	2	3	4	5	**LOW - GREEN** For a risk rating of 6 or less no further action is required.
1	1	2	3	4	5	
2	2	4	6	8	10	**MEDIUM - YELLOW** For a risk rating between 8 and 15 further actions are required to reduce the risk.
3	3	6	9	12	15	
4	4	8	12	16	20	**HIGH - RED** For a risk rating of 16 the task or machine should not be used until the risk is reduced.
5	5	10	15	20	25	

2.1.14 Severity	2
2.1.15 Probability	3
2.1.16 Risk Rating	6

3- Working Safely During Coronavirus (COVID- 19)- Entering resident bedrooms

3.1.1 Area	Entering Resident Bedrooms (Housekeeping and Maintenance)
3.1.2 Activity/Equipment	Working safely during coronavirus (COVID-19)
3.1.3 Assessor	Ben Atwell/Colin Butcher
3.1.4 Date	14/05/2020
3.1.5 Hazards (Add in any site-specific hazards to the list below):	1. Where it is necessary to continue working outside the home environment there is an increased risk of exposure to the Coronavirus and possible development of COVID-19, via persons or contact with objects. 2. Stress connected to COVID-19
3.1.6 Who might be harmed	Employees, Volunteers, Residents, Contractors and Visitors to hostels. Wider Public through the increased potential to spread Corona Virus

3.1.7 Initial Risk Assessment (with no controls in place)	

Severity	Likelihood					Evaluation
	1	2	3	4	5	**LOW - GREEN** For a risk rating of 6 or less no further action is required.
1	1	2	3	4	5	
2	2	4	6	8	10	**MEDIUM - YELLOW** For a risk rating between 8 and 15 further actions are required to reduce the risk.
3	3	6	9	12	15	
4	4	8	12	16	20	**HIGH - RED** For a risk rating of 16 the task or machine should not be used until the risk is reduced.
5	5	10	15	20	25	

3.1.8 Severity	5
3.1.9 Probability	4
3.1.10 Risk Rating	20 (High)

3.1.11 Safe System of Work and Controls in place (Add in any site specific controls to the list below)	
Managing Risk	
a. Reduce risk to the lowest reasonably practicable level by taking preventative measures.	- No work should be carried out in a bedroom where a resident is isolating because one or more resident has symptoms or where an individual has been advised to shield - unless it is to remedy a direct risk to the safety of the resident. - When working in a bedroom where somebody is clinically vulnerable, but has not been asked to shield, for example, the room of someone over 70, prior arrangements should be made with vulnerable people to avoid any face-to-face contact, for example, when answering the door. You should be particularly strict about handwashing, coughing and sneezing hygiene, such as covering your nose and mouth and disposing of single-use tissues.
b. Establishing when room entry is needed	- Revised room cleaning schedule to be clearly communicated to residents with aim to clean all bedrooms either weekly or fortnightly. - Residents leave waste and refuse outside their rooms for collection on a daily basis.

but keeping it to a minimum	- Residents asked to communicate any issues or requests for room cleaning by email of phone. - All requests logged in housekeeping diary - Residents provided with ability to log maintenance issues directly into upkeep system - Upkeep used to package and allocate work as required - Where necessary photos/videos of maintenance issues requested to assess work without room entry. - Video call option to be considered if necessary, as well. - Proposed time and method confirmed with resident ahead of room visit.
Social Distancing	
c. Maintaining social distancing when entering a resident's room.	- As far as practical room entry to take place at agreed time. - Employees and volunteers knock on door and step back 2 metres from door and wait for resident to open the door. - Resident opens window and wedges door open. - Resident to be asked to leave room whilst work is carried out (reminded to take room key with them if leaving the area) and estimate of time to complete work to be given - Only one employee, volunteer or contractor to enter a room at a time. - Separate risk assessment to be completed for any task that could require two people to enter a resident bedroom.
Interacting with Residents	
d. Make sure people understand what they need to do to maintain safety.	- All employees and volunteers complete specific training module on safe room entry. - Residents sent all necessary information ahead of room entry taking place
Cleaning the work area	
e. Keep work areas clean and prevent transmission by touching	- Housekeeping manual protocols to be always used. - Employees and volunteers not normally involved in room cleaning to be trained on housekeeping manual. - Maintenance staff and contractors provided with cleaning equipment and training prior to entering resident bedroom. - Tools and equipment sanitised at the end of each task i.e before moving between bedrooms or work areas.

	contaminated surfaces.	
f.	Help everyone to keep good hygiene throughout the day.	All staff, volunteers and contractors instructed on the below 1. Washing your hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing your nose. 2. Reducing the spread of germs when you cough or sneeze by covering your mouth and nose with a tissue or your sleeve, not your hands. Throw the tissue in a bin immediately, then wash your hands. 3. Cleaning regularly touched objects and surfaces using housekeeping manual products to reduce the risk of passing the infection on to other people. 4. If handwashing facilities are not accessible, you should carry hand sanitiser.
g.	Reduce transmission through contact with objects that come in to or are removed from the bedroom	- Social distancing and hygiene measures are followed when supplies or tools are needed to be delivered/taken to a bedroom, for example, furniture. - All materials taken to bedroom in one go prior to room entry to reduce the frequency of needing to return to storage areas or visit shops to buy or collect materials. - All Refuse and waste removed from bedroom upon exit but not taken into next work area i.e kept in corridor.
Workforce Management		
h.	Organise work to create distinct groups and reduce the number of contacts each employee has.	- Maintenance staff to work at sites closest to home address - Timetable to be adjusted to full weeks in single locations i.e 1 week at Bowden then one week at New Mansion rather than different locations every day.
i.	All employees and volunteers are kept up to	- Site managers responsible for cascading all essential information to employees, volunteers, maintenance staff and contractors. - All employees reminded of mechanism for feeding into H&S comitee.

date with how safety measures are being implemented or updated.	
2.1.12 Any further actions required	Keep a daily watch on updated government guidance
2.1.13 Final Risk Assessment (with controls in place)	

Severity	Likelihood					Evaluation
	1	**2**	**3**	**4**	**5**	**LOW - GREEN** For a risk rating of 6 or less no further action is required.
1	1	2	3	4	5	
2	2	4	6	8	10	**MEDIUM - YELLOW** For a risk rating between 8 and 15 further actions are required to reduce the risk.
3	3	6	9	12	15	
4	4	8	12	16	20	**HIGH - RED** For a risk rating of 16 the task or machine should not be used until the risk is reduced.
5	5	10	15	20	25	

2.1.14 Severity	4
2.1.15 Probability	1
2.1.16 Risk Rating	4

4- Working Safely During Coronavirus (COVID- 19)- Operating catered kitchens

4.1.1 Area	Operating Catered Kitchens
4.1.2 Activity/Equipment	Working safely during coronavirus (COVID-19)
4.1.3 Assessor	Ben Atwell/Colin Butcher
4.1.4 Date	14/05/2020
4.1.5 Hazards (Add in any site-specific hazards to the list below):	1. Where it is necessary to continue working outside the home environment there is an increased risk of exposure to the Coronavirus and possible development of COVID-19, via persons or contact with objects. 2. Stress connected to COVID-19
4.1.6 Who might be harmed	Employees, Volunteers, Residents, Contractors and Visitors to hostels. Wider Public through the increased potential to spread Corona Virus
4.1.7 Initial Risk Assessment (with no controls in place)	

Severity	Likelihood					Evaluation
	1	2	3	4	5	**LOW - GREEN** For a risk rating of 6 or less no further action is required.
1	1	2	3	4	5	
2	2	4	6	8	10	**MEDIUM - YELLOW** For a risk rating between 8 and 15 further actions are required to reduce the risk.
3	3	6	9	12	15	
4	4	8	12	16	20	**HIGH - RED** For a risk rating of 16 the task or machine should not be used until the risk is reduced.
5	5	10	15	20	25	

4.1.8 Severity	5
4.1.9 Probability	4
4.1.10 Risk Rating	20 (High)

4.1.11 Safe System of Work and Controls in place (Add in any site specific controls to the list below)	
Social Distancing	
a. Maintaining social distancing and reducing contact where possible in kitchens and other food preparation areas	- Kitchen layouts reorganised to clear workstations to reduce need to move away from station during task completion - Two metre square boxes taped on the floor at each station including behind survery - One way system in place for kitchen flow with arrows taped on floor - Dishwasher area marked into two metre boxes with tape on floor - Dirty crockery stacked on tray trolleys and wheeled to dishwasher once full - Dolly trolley used to return clean crockery to work stations
b. Maintaining social distancing and reducing contact where possible in public spaces. Current guidance for	- Volunteer and staff meals ??? - Dining rooms closed other than to queue for food. - Maximum number set for people queueing in dining room with floor vinyl stickers used to space social distancing in dining room. - Serving staff issue all items including tray to residents - Serving staff to wear face coverings -

	public spaces is as follows: • Seated restaurants and café areas must be closed. • All food and drink outlets should be takeaway only.	
Managing Residents visitors and contractors		
c.	Minimise the contact resulting from visits to dining rooms and food serveries	- Residents return to bedroom to eat meals and leave used crockery outside room to be collected by staff
Cleaning the Kitchen and dining room		
d.	Keep work areas clean and prevent transmission by touching contaminated surfaces.	- Provide disposable condiments only.
4.1.12 Any further actions required		Keep a daily watch on updated government guidance

4.1.13 Final Risk Assessment (with controls in place)									

	Likelihood					**Evaluation**
Severity	**1**	**2**	**3**	**4**	**5**	**LOW - GREEN** For a risk rating of 6 or less no further action is required.
1	1	2	3	4	5	
2	2	4	6	8	10	**MEDIUM - YELLOW** For a risk rating between 8 and 15 further actions are required to reduce the risk.
3	3	6	9	12	15	
4	4	8	12	16	20	**HIGH - RED** For a risk rating of 16 the task or machine should not be used until the risk is reduced.
5	5	10	15	20	25	

4.1.14 Severity	4
4.1.15 Probability	1
4.1.16 Risk Rating	4