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| **Assist Trust Covid-19 Organisational Risk Assessment (May 2020)**  **Updated on 24.6.20 / 6.7.20 / 23.7.20 / 8.9.20 / 1.10.20 / 3.11.20 / 18.12.20 / 16.2.21/ 9.4.21/ 9.6.21/19.7.21**  **16.8.21 / 22.10.21: Dealing with positive cases update** | | | |
| **What are the hazards?** | **Who might be harmed?** | **Controls Required** | **Additional Controls** |
| Spread of Covid-19 Coronavirus | * **Staff and members** * **Visitors to Assist** * **Cleaners** * **Contractors** * **Drivers** * **Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions** * **Anyone else who physically comes in contact with Assist** | **Members**  Line managers to contact every family individually to discuss a full return to day services at Assist from 26.7.21 onwards, assessing underlying health conditions and any additional concerns as they do so.  All staff at Assist Trust will continue being offered **weekly PCR Covid19 testing**. Assist Trust will provide tests.  Update w/b 2.8.21: All staff at Assist to take **Lateral Flow Tests twice a week**, on a Sunday evening and Thursday evening.  All staff at Assist Trust have had both of their **vaccination jabs** – all newly appointed staff will be advised to have their jabs and given time to do so.  Line managers to identify and assess the needs of any members of staff that are **Clinically Extremely Vulnerable** or vulnerable due to other factors within the household (as per the Assist Trust “Lifting the Coronavirus lockdown safe working policy during Covid 19 pandemic”, below risk assessment link on Assist Trust web pages). Identified staff to be considered for options as appropriate to the guidance at the  **Individual Risk Assessments** to be carried out with all individuals who are in high risk category (or who live with others in high risk categories) and their family / support network.  **Hand Washing**  All members will be encouraged to continue good hygiene and thorough hand washing habits as full services resume   * Hand washing facilities with soap and water in place. * Drying of hands with disposable paper towels. * Staff and members encouraged to protect the skin by applying emollient cream regularly ( staff and members will need to provide their own emollient cream) * Gel sanitisers in any area where washing facilities not readily available   **Cleaning**  Cleaning and disinfecting objects and surfaces that are touched regularly particularly arranged in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.  **Social Distancing and Mask Wearing**  From 19th July 2021 onwards, national social distancing restrictions will be dropped. However, Assist will continue to advise all staff and members attending that they should avoid congregating in larger numbers where possible.  Mask wearing guidance will remain the same at Assist as before restrictions were lifted: ie. kept on when entering and moving around the buildings. *Individuals will also be advised to also wear them when in close proximity to others inside the buildings.*  **Supporting members to understand social distancing and mask wearing guidelines**  Encouraging families and carers to reinforce social distancing and mask wearing messages.  Visitors to be encouraged to adopt similar practices regarding distancing and mask wearing as described above.  Taking steps to review work schedules for staff including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.  Redesigning processes to ensure social distancing in place where possible. Conference calls or Zoom meetings to be used instead of face to face meetings when appropriate.  Reduce hot desking and any administrative tasks that could be done away from the workplace  Staff to be given sufficient time to complete necessary administrative tasks remotely when possible. Ensure that all such systems are accessible electronically.  **PPE**  Where Risk Assessment identifies wearing of gloves or other PPE as a requirement of the job, an adequate supply of these will be provided. Staff will be instructed on how to put on and take off PPE carefully to reduce contamination and how to dispose of them safely.  **Symptoms of Covid-19**  Guidance for all staff:  If you or someone you live with has coronavirus symptoms  It is absolutely essential that if you or anyone you live with develops:   * a fever, particularly a high temperature (ie a temperature of 37.8 degrees or over); and/or * a continuous cough * a loss or change to your sense of smell or taste – this means that you’ve noticed you cannot smell or taste anything, or things smell or taste different to normal   you do not attend work and self-isolate in accordance with the Government's guidance at [www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection](https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection).  Staff will be required to take a Covid19 test as soon as possible after displaying Covid19 symptoms. If test results for the staff member and their family come back as negative then staff should be able to resume their normal work duties.  In line with our sickness absence reporting procedure, you should notify your line manager by telephone before you are due to start work, or as soon as possible if that is not practical.  Failure to disclose any Covid19 related symptoms to your line manager may result in disciplinary action.  **Individuals developing Covid 19 symptoms during work times**  If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance.  Line managers will maintain regular contact with staff members during this time.  If advised that a member of staff, one of the members or a member of the public has developed Covid-19 and were recently on the premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken. <https://www.publichealth.hscni.net/>  **Isolation guidelines – update 16.8.21**  Double vaccinated adults and under-18s will no longer have to self-isolate if they are identified as a close contact of someone with Covid (as long as they themselves have no symptoms).  Individuals will be asked to take a PCR test in these circumstances and only return to Assist if this is negative. If they are ok to return they will be advised to wear a face mask at all times and maintain 2M distance from others wherever possible, for a period of the advised isolation.  **Dealing with cases of positive Covid test results**   * On hearing of a positive Covid test result, managers at Assist will discuss the matter with Public Health England and the Norfolk outbreak team for guidance. In most cases Assist will take the following steps:   + Managers will check records to establish who has been in contact with the individual during the period when the virus might have been passed on to others.   + People in this group will be contacted and will be asked to take a PCR test straight away (we will contact families / carers to support the individual with this). **These individuals should not attend Assist while waiting for their PCR test result.**   + If the PCR test is negative, please contact Assist to inform them and to discuss a safe return.   + Managers will have to deal with each situation on a case by case basis, but a return to Assist will usually depend on the person being willing to take Lateral Flow tests for the remainder of the isolation period. (<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>   + *Family or carers will be asked to show evidence of negative test results.*   **Transport**  All staff and members to continue using face masks whenever they attend Assist - when they travel on public transport as part of a planned activity or during travel training and also whenever an Assist Trust vehicle is used for any particular group or activity.  Vehicles to be kept well ventilated when used by groups and cleaned thoroughly after use and on a regular basis, in order to minimise the possible spread of infection.  **Mental Health and Wellbeing**  Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help  Reference –<https://www.mind.org.uk/information-support/coronavirus-and-your-wellbeing/>  [www.hseni.gov.uk/stress](http://www.hseni.gov.uk/stress) | Employees and members to be reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes, nose or mouth with unclean hands. Tissues will be made available throughout the workplace.  Encourage staff to report any problems  <https://www.hse.gov.uk/skin/professional/health-surveillance.htm>  To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - <https://www.publichealth.hscni.net/news/covid-19-coronavirus>  Posters, leaflets and other materials are available for display.  <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>  Staffing arranged to allow cleaning of group and activity spaces, plus shared facility areas.  New cleaning company engaged from August 2021 onwards to maintain high standards of cleanliness and hygiene.  All buildings to be ventilated regularly in order to circulate the air and reduce the risk of virus spread.  **Assist Trust groups:**   * All groups to take place as they were before the Covid 19 pandemic, but with staff and members exercising caution in regards to keeping a distance where possible, wearing masks if not and cleaning surfaces regularly. * Community based groups to recommence, but with the same guidelines applied and masks to be worn whenever using public transport, or our own transport. * Assist will continue to make the best possible use of outdoor spaces, such as Heath Gardens, as well as other areas in the region where transport can be arranged safely.   .  Used PPE and any materials used for dealing with a suspected case of Covid 19 to be double bagged, dated and left in designated areas for 48 hours before disposal.  Procedures detailing actions required when a case of Covid 19 is suspected or confirmed attached to this risk assessment (see below)  Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.  Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.  Regular communication of mental health information and open door policy for those who need additional support. |

**Schedule for working day at Assist buildings – from 26th July, 2021 onwards**

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| **By 8.30am** | * Staff working on site arrive at appropriate building. Hot drinks to be made before 8.30am. * Staff working from home remain ready to come into work buildings at short notice, if called upon. |
| **8.30am** | * **Working day begins** * Staff on site begin group preparations etc. * Member’s start arriving at each building (congregating in main hall at Lazar and downstairs at 20 Colegate) |
| **8.45am** | * Managers pass on essential messages to staff as necessary (staff to read handover notes on system in advance, as they do now) |
| **9am** | * Members groups start. Activities taking place away from main buildings congregate quietly away from other groups and head off when ready to. |
| **Between 9am and 12 midday** | * Group decides when to have a 15 minute break. Staff stay with the group and ensure other groups are not disturbed. Staff can make hot drinks during this time as long as cover is adequate. * Tables are cleaned before lunchtime |
| **12 midday – 1pm** | * Lunch break. Staff to take a break during this time, ensuring that general cover is adequate. |
| **Between 1pm and 3pm** | * Group decides when to have a 15 minute break. Staff stay with the group and ensure other groups are not disturbed. Staff can make hot drinks during this time as long as cover is adequate. |
| **3pm** | * *Part-time* staff (who normally finish at 3.30pm) who have been running all day groups to take a break, ensuring that note writing is covered and that group is supervised until time to leave. |
| **3pm – 3.30pm** | * Staff running groups stay with those members until they are called to leave. * Member’s leave Assist with staff on taxi duty ensuring that this is managed and supervised carefully: * Member’s stay in groups until called by staff on taxi duty. |
| **3.30pm** | * *Full time* staff (who normally finish at 4.30pm) who have been running all day groups to take a break |
| **3.30 – 3.45pm** | * Staff clean down and tidy spaces used by groups, or other general areas that need it. |
| **3.45pm (or after the last member has been picked up or left Assist)** | * Full time staff who wish to work flexibly can leave Assist buildings and work their remaining full hours at home during the rest of that same day, *providing:* * They are not required to attend work meetings on site at that time. * They remain contactable by Assist managers and able to return to Assist in case of emergencies, up until 4.30pm. * They respond to work emails that require an answer straight away. * They work to all Assist Trust policies and procedures while working flexibly, with particular regard to confidentiality and the handling of sensitive information. |
| **4.30pm** | * **Working day ends** (unless staff are working flexibly, or the organisation requires staff to work outside normal working hours on that occasion) |

**Actions to be taken in the event of person/s displaying Covid19 symptoms**

**or confirmed Covid19 case**

* Managers to be informed immediately of any suspected case or of any person displaying Covid 19 symptoms, the main symptoms are as follows:
  + a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
  + a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
  + a loss or change to your sense of smell or taste
* If person is displaying symptoms on arrival they are not to come into the building and to be to be sent home immediately – testing to be arranged\*
* If person is displaying symptoms while at Assists person is to be isolated and sent home as soon as possible – testing to be arranged.\*
* The management team are to immediately start to fill out the Suspected or confirmed Covid19 action sheet, the management team will use this form to record all actions.
* The management team will keep staff informed of the situation as it develops
* Management team to allocate specific staff to deep clean and disinfect any possibly contaminated area.

\*See below for testing pathways available:

**Pathway description**

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| **Pathway 1** | **Pathway 2** | **Pathway 3** |
| **National testing scheme**  **(Members generally)** | **Local testing sites**  **(Staff)** | **Local response**  **(Members unable to travel or have home test)** |
| Where individuals are able to travel to a national drive through site (either the fixed sites or a mobile testing unit) or can access and administer a home testing kit, they should do so.  *The closest national testing site is based at Postwick.*  Guidance about the national testing scheme, including details of who is eligible and how to get tested:  <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested>  For those without internet access, the NHS Coronavirus Testing Service can be reached by phone on 119. | Staff working at day services will be classed as key workers and will be able to – via their employer – access the local testing drive through sites at the acute trusts if they choose.  **Process (see info below):**  An organisation or company only needs to register once by emailing [NorfolkRegistercovidtesting@nnuh.nhs.uk](mailto:NorfolkRegistercovidtesting@nnuh.nhs.uk) with their name, job title and contact number.  The NNUH registration team will contact them to register the organisation so you can then book an appointment.  Your employer will be given a **unique reference number** and the contact details for your triage.  Individual employees can then request a test through the following routes:   * If you are a key worker for an **NHS organisation**, email [NHScovidtesting@nnuh.nhs.uk](mailto:NHScovidtesting@nnuh.nhs.uk) with your name, job title and contact number and quoting the **unique reference number** given to you by your employers.   If you are a key worker for a **non-NHS organisation**, email [covidtesting@nnuh.nhs.uk](mailto:covidtesting@nnuh.nhs.uk) with your name, job title, contact number and quoting the **unique reference number- see below** given to you by your employers. | If individuals were not able to access testing via any other route, a referral would be made to the local Community Testing Team.  This local response would also be used where a prioritised and urgent response was required:   1. If a symptomatic individual was living alone, not able to drive or access transport and not able to use home testing kit. They would have to self-isolate until a negative test result and not attend their usual day services, which may pose a risk to their wellbeing. 2. If an individual was reliant on support from a personal assistant who became symptomatic and was not able to drive or access transport it would be important for this personal assistant to be tested quickly in order to maintain the support they are providing. |
| If any further or particular advice is required in terms of self-isolation, this will be provided by the relevant healthcare team – this may be the team providing the result or the CCG IPC team | | |

**Assist Trust Unique Reference Number for staff (keyworkers) is: OCA0077**

Staff can request tests via [covidtesting@nnuh.nhs.uk](mailto:covidtesting@nnuh.nhs.uk) or by phoning 01603 647900

* The management team are to report any outbreaks to the local health protection team, who will advise regarding self isolation and other appropriate measures:

PHE East of England Health Protection Team,  
Thetford Community Healthy Living Centre, Croxton Road,Thetford,  
IP24 1JD

[EastofEnglandHPT@phe.gov.uk or phe.EoEHPT@nhs.net](mailto:EastofEnglandHPT@phe.gov.uk%20or%20phe.EoEHPT@nhs.net)

Phone: [0300 303 8537](tel://0300%20303%208537)

Out of hours for health professionals only:01603 481 221 (Medicom) (Norfolk)

**Isolation after a test or while waiting for a result**

This guidance applies to both members of staff and people who use the service.

If someone tests positive

* The individual needs to follow the advice for individuals who test positive.
* All individuals who meet the ‘close contact’ guidance will need to self-isolate for 14 days (which will require a further 7 days from the onset of any symptoms in line with standard advice).
* The nature of these services means that most attending that session / day will meet the close contact definition (with a few exceptions of outdoor, well dispersed provisions).
* There is no exception for care workers in the test and trace guidance – they will need to isolate for 14 days.

Whilst awaiting a test result

* Follow above self-isolation guidance unless / until a negative result.

If someone is symptomatic and not yet tested

* Follow above self-isolation guidance unless / until a negative result.
* Managers to also report outbreak to the county councils public health team

You must do this by emailing: [phnorfolkomc@norfolk.gov.uk](mailto:phnorfolkomc@norfolk.gov.uk).

* The management team to conduct an investigation into the outbreak or suspected case, reviewing current polices and procedures as well as a thorough review of Assist Trusts infection control procedures and the Covid19 risk assessment.

* The management team to assess the impact on the company and all persons involved
* **Risk Assessment – Heath Gardens – Coronavirus(Covid-19) recognised**

The purpose of this risk assessment is to provide staff and Members with a check list which ensures all action has been taken to identify all the hazards associated with activities that take place at Assist Trust allotment site at Heath Gardens, and that appropriate control measures have been taken to reduce risk to an acceptable minimum.

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| **Hazard** | **Who is at Risk?** | **Risk Rating Before**  **H=High**  **M=Medium**  **L=Low** | **Control Measures Put in Place** | **Risk Rating After**  **H=High**  **M=Medium**  **L=Low** |
| Misuse of tools and gardening equipment - can cause injury to self or others  Misuse of COSHH substances - can cause chemical burn, skin irritation, inhalation  Misuse of hazardous materials – cause injury to self or others  Misuse of electrical equipment - can cause electrocution    Slipping/tripping on uneven ground, causing injury  Members working in an area without immediate supervision and therefore being more vulnerable to any of the above  If members walk to and from the gardens independently; there is a risk of injury through involvement in road traffic accident i.e. being struck by car/bike, or through slipping/tripping, there is a risk of members being financially, verbally or physically abused by others.  Risk of members absconding, potentially leading to injury or harm  Risk of spreading COVID-19 through using tools and other equipment to perform gardening tasks  Risk of spreading COVID-19 through use of communal areas (toilet, field centre and kitchen)  Risk of spreading COVD-19 by individuals working closely together | Members/Staff  Members/Staff  Members/Staff  Members/Staff  Members/Staff  Members  Members  Members  Members/Staff  Members/Staff  Members/Staff | H  M  M  M  M  M  H  M  M  M  M | Staff to explain/support members to adopt safe usage of implements/tools and to offer additional support where needed. Members and staff to wear appropriate protective clothing and footwear.  Staff to ensure that suitable protective clothing is worn when handling hazardous substances/materials. Any spillages to be cleared up immediately. Staff to encourage members to wash their hands after using material/products. Staff to ensure instructions on packaging are followed and members are observed when using COSHH or hazardous products/materials.  No liquids to be placed/used around equipment. All equipment to be P.A.T tested. Staff to complete visual checks before use.  Staff and members to wear appropriate protective clothing and footwear.  Staff to ensure that members who are working independently understand how to carry out tasks safely, are aware to seek support if needed, and are aware of where staff members will be.  Staff to ensure that members who are working independently understand how to carry out tasks safely, are aware to seek support if needed, and are aware of where staff members will be.  Members who travel independently complete travel training and risk assessment before doing so. Members to carry Members Card with contact information on. Staff to be aware of members’ whereabouts and to follow Missing Person Policy if incident occurs. Staff to carry mobile phone.  Staff to be aware of members’ whereabouts and to follow Missing Person Policy if incident occurs. Staff to carry mobile phone.  Only **ONE** member of staff are to go into the blue storage containers to retrieve items for use by others. Staff to ensure that **ALL** persons using equipment have thoroughly washed their hands before doing so. Staff to ensure that only one person touches/uses an item of equipment at any one time. Items are to be disinfected after use/before use by another person, following control measures stated within Assist Trust’s COVID-19 risk assessment and policy & procedure.  Members to be reminded to keep up good habits in terms of handwashing and good hygiene. Staff to wipe down frequently touched surfaces before lunch breaks and as they finish groups  Staff to continue encouraging individuals to maintain distances when possible while working at the Gardens and to wear mask if working inside and in close proximity to others. | L  L  L  L  L  M  M  L  L  L  L |