

## Covid-19 Risk Assessment working in the office



**Name of Locality office: SALIBURY HEAD OFFICE**

**Assessment carried out by: S Pitcairn**

**Date of Original assessment was carried out: 1st June 2020**

**Date reviewed: Oct 2020**

**Date of next review: March 2021 (or earlier if required)**

Abicare Services Ltd is a Domiciliary Care Company providing Live-in Care and Daily Care to the elderly and vulnerable in the community. Most of our 270 employees are community workers, but we do have office-based support staff working either fulltime or part-time out of our five offices. The offices vary in size, where two operate as serviced offices with shared facilities, one operates as a separate office with their own kitchen, but shared toilets with other companies and two operate as completely individual units with no shared facilities with other companies.

There will be a separate risk assessment completed for each office (BOA, Swindon, Wales, Basingstoke).

### **The Salisbury office is an individual building over three levels**

- Ground level – foyer with photocopier, kitchen, toilets, shower room and 4 individual offices
- Middle level – landing with photocopier and 7 individual offices
- Top level – landing with envelope machine, kitchen, toilets and 3 separate offices and one large training room.
- Car Parking - private outdoor car parking facilities and area to chain bikes

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

There are approximately 33 people work in the building on a normal day with 10 – 15 visiting their managers or to attend training. Since Covid-19 and during the first lockdown the staff worked remotely at home, except for a core team of 5 people. After lockdown we introduced measures and around 15 people plus 4 trainees were allowed in the building. The risk assessment has been reviewed and will remain in force as we are still in a Pandemic. Managers and staff that can work from home are still working from home. We are now at a phase where we have ordered Test kits for our frontline workers to be tested weekly and hopefully our frontline care workers will receive the vaccine soon. Until then we are following the Government Guidelines – 'Working safely during COVID-19 in offices and contact centres'. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>

**THE MAIN HAZARD IS THE SPREAD OF COVID-19 CORONAVIRUS THROUGHOUT THE OFFICE**

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
<b>People’s Lack of Knowledge &amp; information</b>	<p>Employees, Contractors, Visitors</p> <p>Unaware of the potential transfer of the virus</p>	E-Bulletins, letters, information guides, posters, daily Covid-19 hangout meetings with all managers.	<ul style="list-style-type: none"> <li>Continue to inform all regarding the new information and new practices of Coronavirus</li> </ul> <p><a href="https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf">https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf</a></p> <ul style="list-style-type: none"> <li>Display more guidelines around the building.</li> </ul> <p><a href="https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf">https://www.hse.gov.uk/news/assets/docs/working-safely-guide.pdf</a></p> <ul style="list-style-type: none"> <li>Line manager to talk to their own teams about any concerns they have before returning to the office. Do risk assessment if necessary, to ensure safe return of employee,</li> </ul>	SMT ensures that the correct information (visually created by our marketing team) is cascaded to all managers and cascaded to all staff. Office admin & reception for any visitors to the office.	<p>Before we allow people back on site.</p> <p>Ongoing process – communication daily/weekly.</p>	<p>1/06/20 &amp; 22/10/2020</p> <p>1/06/20 &amp; ongoing</p>
<b>People’s Underlying health conditions (Shielding)</b>	Employees - Pregnant & clinically Vulnerable staff	Risk assessment – work from home if possible, if not furloughed.	<ul style="list-style-type: none"> <li>Maintain contact with employees regularly throughout their furlough. Most are now back at work and only the severely vulnerable with medical conditions are furloughed.</li> </ul>	Line Managers & HR	Initial risk assessment of current & new employees and as an ongoing process.	Yes & ongoing

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		Support workers with their mental health & wellbeing. Issued all staff with confidential helpline external to the company.	<ul style="list-style-type: none"> <li>Ensure existing staff with newly diagnosed health problems are supported.</li> <li>All staff can sign up to new CARE app – offers mental health support.</li> <li><a href="https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/">https://www.nhs.uk/oneyou/every-mind-matters/coronavirus-covid-19-anxiety-tips/</a></li> <li><a href="https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19</a></li> </ul>	Line Managers & HR	Initial risk assessment of current & new employees and as an ongoing process.	Yes & ongoing
<b>People Entering &amp; Leaving the building</b>	Employees, visitors, contractors  Spreading and transmitting the virus	Hand Sanitizer on wall in internal door after using the keypad entry.  We have a digital non-contact thermometer that can be used to check temperature.  Test & Trace	<ul style="list-style-type: none"> <li>Instructions on entering – disclaimer to sign to say they are not displaying any symptoms. Sign the visitor/staff signing book using their own pen.</li> <li>2-meter floor markings on entry corridor and throughout the building (to assist visually with social distancing).</li> <li>Staggering arrival and departure times to reduce crowding.</li> <li>Process clearly defined in writing &amp; displayed for entry and exit of building.</li> <li>Test &amp; Trace sign put on entrance to front door – ensure app is downloaded and use before entering. <a href="#">NHS Test and Trace in the workplace - GOV.UK (www.gov.uk)</a></li> </ul>	SMT ensures instructions are displayed.  Everyone needs to follow the instructions.  Management to ensure everyone follows the guidance	Before people come onto the premises and  Ongoing  Ongoing	1/06/2020 & 22/10/20

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<b>People Social Distancing whilst moving around the office</b>	Employees, contractors, Visitors Unaware of transmitting the virus on surfaces around the building.	Less people working at the same time.  Talk to people via phone rather than walking to their office.  Hand Sanitizer in communal areas around the building.	<ul style="list-style-type: none"> <li>Restrict movement around the building. Designate kitchen and toilets for individuals to use.</li> <li>Ensure that managers speak to their staff if they are not following the guidelines and offer support.</li> <li>All internal doors to be left open if possible, to avoid contact with door handles. They may need to be shut for confidentiality, if so ensure that you use the hand sanitiser after entering or exiting.</li> </ul>	Managers   Office staff  Everyone	On return to the office.   Return to the office	1/06/2020 & ongoing   22/10/2020
<b>People Travelling to work safely</b>	Employees if using public transport.	Talk to staff and encouraging cycling, walking, or driving in their car.  Try to avoid public transport, but if so, recommend they wear a mask	<ul style="list-style-type: none"> <li>Ensure that staff travelling by bike etc have an area to store their cycle gear safely.</li> <li>Bins provided for disposable masks to be put in.</li> </ul>	Managers	Before they return to the office.	01/06/20 & 22/10/20

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<b>People in Communal areas i.e. toilets, kitchens</b>	Employees, contractors, Visitors Transmitting the virus through touch on surfaces and not socially distancing.	Sanitizer insitu.	<ul style="list-style-type: none"> <li>• Cleaning of area before any food prep in kitchen (cleaning product available for employees to use).</li> <li>• Employee will use their own cutlery, which they will keep in a container at their desk along with their own mug.</li> <li>• Process for exiting the bathroom area- after washing hands, use hand sanitizer, open the door with a hand towel and place in the bin outside the. Use Hand sanitizer once more.</li> <li>• Tape on floor to show 2m rule.</li> <li>• Timeslots for kitchen use when more people are present – with social distancing.</li> <li>• Sanitize hands before entering kitchen area.</li> <li>• No sitting in kitchen areas for lunch but eat lunch at your desk. (use hand sanitizer before eating).</li> </ul>	Managers and all staff to follow	Before and when people return to work	1/06/20
		Restricted numbers of people on the premises.  Regular thorough cleaning in all areas.		Managers and all staff to follow	Before and when people return to work	1/06/20
<b>Handwashing facilities – good hygiene</b>	Employees, contractors, Visitors not having clean	Posters to remind ALL to wash hands and the <b>proper way</b> to wash their	<ul style="list-style-type: none"> <li>• Add safe process of exiting the toilet and display on door.</li> <li>• Ensure we always have a good supply of handtowels and soap in the toilets.</li> </ul>	Managers and everyone whilst in the office	Before staff return and Ongoing	1/06/20

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	hands and spreading the virus.	<p>hands – NHS guidelines.</p> <p>Using disposable paper towels, not hand dryer</p> <p>Plus ‘Catch it, Bin it, kill it’ reminders for coughing &amp; sneezing – reminder to wash hands.</p>	<ul style="list-style-type: none"> <li>• Employees encouraged to protect their skin by using emollient/hand cream regularly.</li> <li>• Ensure tissues are available for staff to use.</li> </ul> <p><i>Refer to Links at the end of this form for Handwashing Poster</i></p>			
<b>Work Areas – distance between desks, cleanliness of their work area</b>	Employees who work too close together and potentially spreading the virus	Staff are working remotely now but will be coming in on pre-booked days to minimise numbers in the office.	<ul style="list-style-type: none"> <li>• Check to be done by line manager that procedures are being followed.</li> <li>• Tidy office will make it easier for the cleaner to clean properly.</li> <li>• Sanitizer and paper towel in all individual workstations.</li> <li>• To clean keyboard, desk, and phone regularly. Desks to be 2m apart.</li> <li>• Preferably staff should work side by side and not facing each other. If facing needs to be 2m apart.</li> </ul>	All employees to follow process	Before staff return & Ongoing when in the office.	1/06/20

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			<ul style="list-style-type: none"> <li>Floor tape on all office floors.</li> <li>Avoid hot-desking, but if not possible before using desk – to be cleaned and wiped down with Sanitizer/anti-bac</li> </ul>			
<b>Workplace Hygiene – keeping the workplace clean</b>	Employees, contractors, visitors	<p>The building is cleaned daily on all common parts – paying attention to touch points – door handles, keyboards, kettle, fridge, microwave.</p> <p>Hand Sanitizer on entry of building.</p> <p>Windows opened to encourage ventilation.</p>	<ul style="list-style-type: none"> <li>The building will be assessed and an appropriate clean ready for more people to come to work.</li> <li>The building will be deep cleaned and then daily on all common parts – paying attention to touch points – door handles, keyboards, kettle, fridge, microwave.</li> <li>Hand Sanitizer will be put on every staff member’s desk and throughout the building particularly in entry and exit points, kitchens, and toilets.</li> <li>Bins will be emptied daily and rubbish put outside in commercial bin.</li> <li>Removal of magazines, leaflets – to prevent contamination.</li> <li>Remove sofa &amp; chair from lobby area – to allow social distancing. Replace with 2 individual chairs that are easily cleaned.</li> </ul>	Abiclean staff will look after the daily cleaning and all staff will follow the good workplace hygiene on return to the workplace.	Now and ongoing	<p>1/06/20</p> <p>01/06/20</p> <p>01/06/20</p>

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<b>External people</b>	Visitors, delivery people, contractors potentially transmitting the virus.	Avoid them visiting if possible and use remote connection.	<ul style="list-style-type: none"> <li>Revisit visitor arrangements for signing in – they should use their own pen.</li> <li>Signs will be on the entry to the building and throughout the building to ensure clear guidance,</li> <li>Train staff to explain to visitors what they are required to do</li> </ul>	Management, reception	Now and ongoing	1/06/20
		<p>Explain the guidelines to all visitors re social distancing.</p> <p>Delivery drivers ring doorbell /knock leave deliveries at the front entrance porch rather than handing them over to Abicare employee/reception.</p> <p>Do not sign for goods but you're your name for delivery drive to</p>		Management & Reception	Now and ongoing	1/06/20

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		<p>record</p> <p>Limit the visitors on the premises at any one time.</p>				
<p><b>Symptomatic Person</b></p>	<p>Employees, contractors, Visitors becomes unwell.</p>	<p>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 govt guidelines.</p> <p>Line managers will maintain contact with their employee and complete the covid-19 notification form.</p>	<ul style="list-style-type: none"> <li>• Anyone unwell, will stay in a separate office until they are ready to leave the premises.</li> <li>• Use digital thermometer to check temperature.</li> <li>• Organise for the employee to be tested and find out from the employee the test results. If positive, employee will self-isolate.</li> <li>• <a href="https://www.gov.uk/apply-coronavirus-test-essential-worker">https://www.gov.uk/apply-coronavirus-test-essential-worker</a></li> <li>• <a href="https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#list-of-essential-workers-and-those-prioritised-for-testing-england-only">https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#list-of-essential-workers-and-those-prioritised-for-testing-england-only</a></li> <li>• <a href="https://app.smartsheet.com/b/form/76c38310b0604a928320123eb619c2de">https://app.smartsheet.com/b/form/76c38310b0604a928320123eb619c2de</a></li> <li>• Line managers will offer support to staff member.</li> </ul>	<p>Line Manager. supervisor</p>	<p>Ongoing</p>	<p>1/06/20</p>

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		Their workstation and places they have worked will be deep cleaned.				
<b>Isolation &amp; Mental Health</b>	Employees	Line manager talking to their staff via hangouts, video hangouts, phone etc.  Regular contact with home-workers daily. Marketing issuing out e-information via social media.	Emailing all employees with 'Mindfulness' 'Wellbeing' blogs.  Marketing team sending out regular blogs – OU online courses.  Signpost internally & externally to employees and line managers about awareness  Assess employee's willingness to return to work and any concerns they have.  Line managers to be alert to mood or behavioural changes in employees and talk to them compassionately about problems?  Have you publicised assistance and support programmes?  Signpost internally & externally material to support employees.	All Line managers,  Marketing team   Line managers	Ongoing throughout    Ongoing	1/06/20 continue to contact as info changes

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Hand washing poster and Hand Rub with Sanitizer

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877529/Best\\_Practice\\_hand\\_rub.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877529/Best_Practice_hand_rub.pdf)

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/877530/Best\\_Practice\\_hand\\_wash.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/877530/Best_Practice_hand_wash.pdf)